



EDUCATIONAL MATERIAL

# Social Assistance, Protection and Health Care





# AVAIL

Amplifying the Voices of  
Asylum Seekers and Refugees  
for Integration and Life Skills

Co-ordinator:



**BritishRedCross**

In partnership with:



**Croce Rossa Italiana**



INTERNATIONAL



FEDERATION



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## **Social Assistance, Protection and Health Care**

Educational material for refugees, asylum  
seekers and third-country nationals

### **Preface**

The educational material is issued by Latvian Red Cross within the framework of the international project “AVAIL – Amplifying the voices of asylum seekers and refugees for integration and lifeskills” (No. SEP-210420953).

Within the AVAIL project, various integration and advocacy initiatives are implemented in the United Kingdom, Ireland, Italy and Latvia. This publication was funded by the European Union's Asylum, Migration and Integration Fund.

The educational material will be useful for refugees, asylum seekers and thirdcountry nationals, who are currently residing in Latvia and require information on topics such as the Social Assistance, Protection and Health Care.

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## SOCIAL ASSISTANCE AND PROTECTION

### SOCIAL ASSISTANCE

A person who cannot take care of oneself or overcome certain difficulties of life, who does not receive sufficient help from anybody else, is entitled to receive personal and material help that complies with the need of a person. The key types of social assistance include social care, material help and social rehabilitation.

*(Law on Social Assistance)*

### SOCIAL PROTECTION

Social protection is a set of measures (system) aimed at providing comprehensive social protection of people of old age, as well as to protect people against different risks: poverty, disability, unemployment, etc.

The Latvian social security system includes social insurance system, state social benefits, and the system of social services and social assistance (State administration service portal [www.latvija.lv](http://www.latvija.lv))

**AVAILABILITY AND SCOPE OF SOCIAL ASSISTANCE DEPENDS OF THE LEGAL STATUS OF A PERSON IN LATVIA:**



**ASYLUM SEEKER**

A person waiting for the decision of the Office of Citizenship and Migration Affairs on provision or rejection of the status of refugee or alternative status.



**PERSON WITH ALTERNATIVE STATUS**

Pursuant to the decision of the Office of Citizenship and Migration Affairs, a person has not been recognised a refugee but pursuant to the international treaties signed by Latvia, EU laws and regulations and Member States' practice, a person requires protection. A person with alternative status is provided a temporary residence permit for a year, the status is then reviewed.

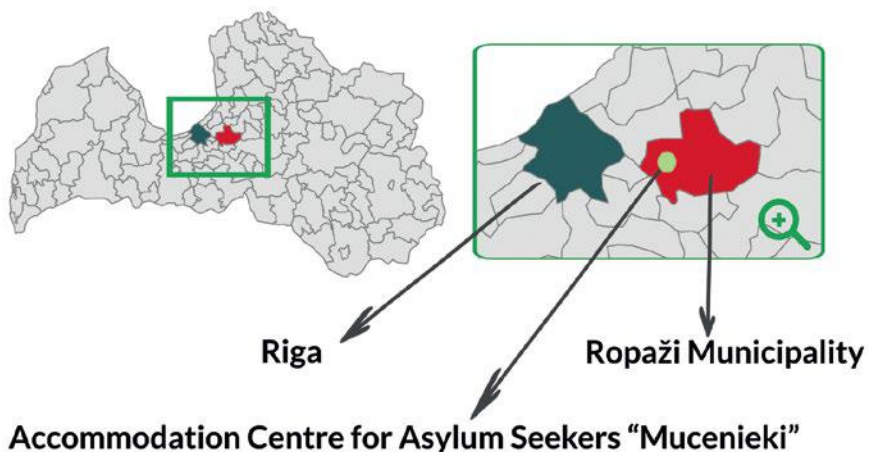


**REFUGEE**

Person who is afraid of torment in one's country due to the racial, religious, national, social origin or political affiliation and who cannot use the legal protection provided by one's country. Refugee is provided permanent residence permit that has to be renewed every 5 years.

## SUPPORT FOR ASYLUM SEEKERS AFTER ARRIVING TO LATVIA

### ACCOMMODATION



Upon arrival in Latvia and expressing the wish to be provided the status of refugee or alternative status to the State Border Guard, the asylum seekers are transferred to the asylum seekers' centre "Mucenieki" (hereinafter "AST" or "Centre"), located approximately 23 km from Latvia's capital city Riga.

Asylum seeker is entitled to live outside the AST or leave the AST during before the status is provided, notifying the administration of the AST thereof in advance.

## FORMALITIES



Asylum seeker has to submit an application expressing one's wish to receive asylum in Latvia.



Upon submission of application, the representatives of the State Border Guard negotiate with the asylum seeker. During negotiation, the reason is clarified why asylum is sought.



The Border Guard will send the information you have provided to the Office of Citizenship and Migration Affairs that will assess which EU Member State is responsible for reviewing the application:

1. If it is concluded that another EU Member State is responsible for reviewing your application, you will be transferred to the respective Member State.

2. If it is concluded that Latvia is responsible for reviewing your application, the Office of Citizenship and Migration Affairs will continue the asylum procedure.



Within 1 month upon receipt of application of asylum seeker, the employees of Office of Citizenship and Migration Affairs will interview you.



Decision on the status of refugee or alternative status is notified to a person approximately within 3 to 9 months following the interview with the employee of the Office of Citizenship and Migration Affairs. Average waiting time is 6 months.






Asylum seeker is obliged to cooperate with institutions involved in the process of provision of asylum and provide all the information available to the person and significant in decision-making process.

## SUPPORT OF SOCIAL WORKER AND SOCIAL MENTOR







<b>1</b>	When asylum seeker arrives at the AST, the initial interview with social worker is organised within 3 working days
<b>2</b>	During the interview, the needs of asylum seeker are defined and based on the needs, an individual socio-economic inclusion plan is developed
<b>3</b>	Person is provided state-paid social mentor who helps to implement the socio-economic inclusion plan
<b>4</b>	Social mentor helps asylum seeker to solve everyday matters, including, provision of information on opportunity to receive humanitarian help, clothes and food, arrangement of formalities and documents, as well as accompany clients to the court, social service, helps to find a family doctor, school, and kindergarten etc. and replies to questions of asylum seeker about different matters to facilitate one's integration in the society
<b>5</b>	Social worker and social mentor are provided over entire period while the case of asylum seeker is under review and a year after the status is provided.

## FINANCIAL AND PRACTICAL ASSISTANCE

While a person is waiting for the decision of the Office of Citizenship and Migration Affairs, person is provided:

	<b>Daily allowance</b> for food of 3 euros/day * 7 days/week=21 euros/week provided by the administration of the AST in Mucenieki. Daily allowance is paid out once a week upon presenting a valid document of asylum seeker;
	Once a month a food package and hygiene goods are provided;
	Transport card (e-talons) for public transport for 10 times is provided.



If asylum seeker has children, they can receive the following:		if necessary, it is possible to obtain:	
	Children food and hygiene goods;		Kitchen equipment.
	Baby carriage;		Bed linen,
	and other household items.		Dishes

THESE THINGS MUST BE RETURNED UPON LEAVING THE CENTRE!

## LIFE AFTER OBTAINING THE STATUS

DECISION: REFUGEE	DECISION: PERSON WITH ALTERNATIVE STATUS
<p><b>Travelling document (passport)</b> is issued that is valid in Schengen zone</p> <p>Permanent residence permit is issued that has to be registered with the Office of Citizenship and Migration Affairs every 5 years</p>	<p>Travelling document (passport) is issued.</p> <p><b>Temporary residence permit, valid for 1 year, is issued.</b> To extend the permit, every year a month before the end of the residence permit expiry, person has to visit the Office of Citizenship and Migration Affairs that will assess whether the temporary residence permit would be extended.</p>
<p><b>Valid residence permit</b> issued to person with alternative status and status of refugee <b>entitles the person to work in Latvia without any restrictions.</b> Asylum seeker, who has not received rejection in regard to the status of refugee or alternative status from the Office of Citizenship and Migration Affairs within 6 months, is entitled to work in Latvia with a permit from the Border Guard.</p>	
<p><b>You are entitled to unite</b> with your family members who are abroad</p>	<p><b>After you have been residing in Latvia for 2 years,</b> you will be entitled to unite with your family members living abroad.</p>



It is possible to receive **one-off financial support** and benefit to cover everyday expenses for **10 months**.

It is possible to receive **one-off financial support** and benefit to cover everyday expenses for **7 months**.

**The amount of one-off benefit for an adult is 278.00 EUR and for minor 194.00 EUR**, but if the family includes husband and wife, one person is provided 278.00 EUR and the other 194.00 EUR.

**The amount of benefit to cover everyday expenses for an adult is 139.00 EUR/month and for minor 97.00 EUR/month**, if the family includes husband and wife, one persons is provided 139.00 EUR and the other 97.00 EUR.

If a person starts working in Latvia, benefit will be provided for 3 months along with the salary.

### DECISION: REJECTION

It is possible to appeal the decision on rejection to provide the status of refugee or alternative status to the administrative district court within 1 month after it has become effective. Social mentor helps to prepare documents in this regard.

**The court judgement is final and not subject to appeal.**

If the status of refugee or alternative status is refused to a person (by decision of the Office of Citizenship and Migration Affairs or court), and the person does not have any other legitimate basis to reside in Latvia, a person is provided a removal order. Execution of removal order can be carried out within 7 to 30 days. Person is entitled to depart before the term provided in the removal order.

Moreover, person is entitled to apply to the programme implemented by the International Organisation for Migration to return to their country of origin voluntarily. Contact information of organisation: The International Organization for Migration (IOM) UN House, Pils Street 21, Riga, LV-1050, E-mail: [imezs@iom.int](mailto:imezs@iom.int), website: [www.iom.int](http://www.iom.int).

Person is entitled to appeal the decision on removal order.

## SOCIAL ASSISTANCE AND SUPPORT PROVIDED BY MUNICIPALITY

Upon **taking decision** on provision of the status of refugee or asylum seeker, person has to **leave the AST**. If necessary, social mentor can help to find a new place of residence.

When the new, permanent place of residence is found, refugees or persons with alternative status, **have to declare**, register at the new place of residence. The obligation to **declare** is binding to every person to ensure that they are reachable to exercise legal relations with the state and municipality. It is possible to declare **electronically** with the state administration service website <https://www.latvija.lv/> via online banking authorisation tools **or in person** at the Office of Citizenship and Migration Affairs. Contact information of the closest structural unit of the Office of Citizenship and Migration Affairs is available here: <https://www.pmlp.gov.lv/lv/sakums/k/pmlp-nodalas/tr.html>. It should be noted that, if a person does not speak English or Russian, banks do not provide online banking services, therefore it will not be possible to fill in the declaration online.

After **person has declared their place of residence at a specific municipality**, person can turn to the municipality **social service** to get to know about the opportunities of social assistance.

Social service is a municipality institution that provides social assistance, organises and provides social services to the inhabitants of municipality. Persons with the status of refugee and alternative status are entitled to receive social assistance. Social assistance is financial or material benefit that is provided on the basis of material assessment of people (families) who lack resources to satisfy their basic needs.





**Person with the status of refugee who lacks sufficient resources can turn to the municipality where person's place of residence is declared and is entitled to:**



#### **Guaranteed Minimum Income (GMI) benefit**

The benefit is provided to ensure guaranteed minimum income level to family (person) whose average income last three months are less than the level of GMI stipulated in the laws and regulations. The amount of GMI per month **for a child is 64.03 EUR**, for a person receiving retirement or disability pension, as well as person receiving social insurance benefit **128.06 EUR**, person in the working age **56.91 EUR** ([www.eriga.lv](http://www.eriga.lv)).


The amount of GMI can differ in different municipalities.






#### **Apartment benefit**

Persons who have declared their basic place of residence in the administrative territory of Riga City, live at the address provided in the application and whose average income of last three months does not exceed 284.57 EUR/month for each family member or a person in the working age living separately, but person receiving retirement or disability pensions or state social security benefit 355.72 EUR/month. The client is entitled to request apartment benefit to cover rent or management fee of place of residence and expenses for services related to the use of the living space once in three months, but to purchase heating once a calendar year. If the expenses related to the use of living space of the customer change within three months after submission of application for calculation of apartment benefit, the social service is entitled to calculate the apartment benefit based on the documents submitted by the customer in line with the actual situation.

The amount of apartment benefit can differ in different municipalities.

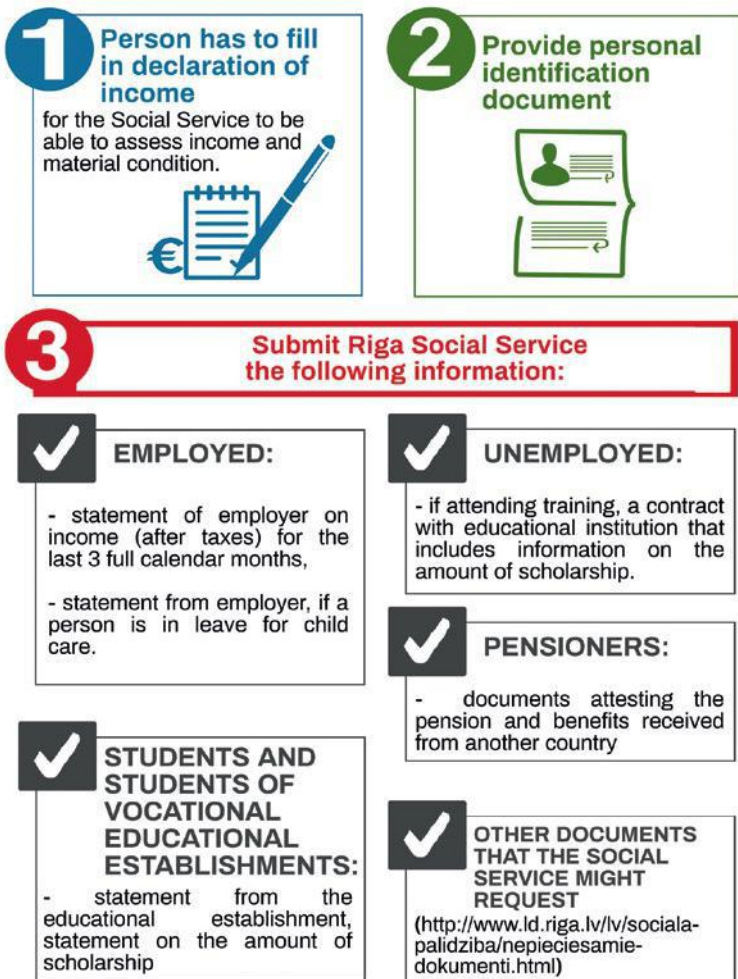
	<p><b>One-Off Benefit in Emergency Situations</b></p> <p>The social service, without assessing the income of family (person), can provide family (person) benefit in crisis situation to provide basic needs:</p> <ul style="list-style-type: none"> <li>• in the event of catastrophe or natural disaster: up to 3,000 EUR per family (person);</li> <li>• in the event of other conditions that do not depend upon the will of family (person) (theft, illness, violence cases, severe road traffic accident, lengthy treatment, sudden death of a family member, and in other cases due to which family (person) cannot provide their basic needs), psycho-social and/or material assistance: up to 1,500 EUR per family (person).</li> </ul> <p>The benefit is provided if the application of person requesting the benefit has been received not later than within three months after crisis situation, except for cases when it has not been possible to seek help due to objective reasons.</p> <p>Other benefits of municipality can be received after assessment of needs in the respective situation.</p> <p>The amount and types of benefits can differ in different municipalities.</p>
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	<p><b>Person with the alternative status who lacks sufficient resources can turn to the municipality where person's place of residence is declared and is entitled to:</b></p>
	<p><b>Guaranteed Minimum Income (GMI) benefit</b></p> <p>The benefit is provided to ensure guaranteed minimum income level to family (person) whose average income last three months are less than the level of GMI stipulated in the laws and regulations. The amount of GMI per month <b>for a child is 64.03 EUR</b>, for a person receiving retirement or disability pension, as well as person receiving social insurance benefit <b>128.06 EUR</b>, person in the working age <b>56.91 EUR</b>. (<a href="http://eriga.lv">eriga.lv</a>)</p> <p>The amount of GMI can differ in different municipalities.</p>
	<p><b>Apartment benefit</b></p> <p>Moreover, the person can receive shelter or night shelter services, as well as information and consultations from the social service about social problem solving. Children who have been provided alternative status are entitled to receive social care services and social rehabilitation services.</p> <p>The amount of apartment benefit can differ in different municipalities.</p>



## SOCIAL ASSISTANCE AND SOCIAL SERVICES IN RIGA

### Procedure of receiving social assistance



To receive social assistance, including social care, material assistance and social rehabilitation, person, who has declared one's place of residence, for example, in Riga, with the help of social mentor (if necessary) turns to Riga Social Service with a written or oral application that is executed in writing by the employee and the customer signs it.

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Address of Riga Social Service: Baznīcas Street 19/23 (Floor 1), Riga, LV-1010. For a more convenient and faster exchange of information and receipt of services, we advise you to use electronic communication means, i.e. e-mail: [soc@riga.lv](mailto:soc@riga.lv) or info line: +371 67105048.


Person is entitled to visit all institutions with the assistance of interpreter. Information centre for immigrants provides free of charge interpreting services in the following languages: Dari, Farsi, Pashto, Arabic, French, Kurdish, Punjabi, Chinese, Turkish, Uzbek, Hindi, Tamil, Sorani, Bengali, Vietnamese, Tigrinya, Spanish. To receive interpreting services, please contact coordinator of interpreters via e-mail: [tulki@integration.lv](mailto:tulki@integration.lv) or via phone: (+371) 28006615, or ask your social mentor to do it.

## Variety of social services and procedure of receiving them

**1 Turns to Riga Social Service:**  
*(if necessary, with the assistance of social mentor)*  
presenting personal identification document



**2 Submits an application:**  
providing information on the issue and the desired solution, as well as,  
*(if necessary, other documents in line with the type of the respective service/assistance)*



**3 The Social Service, after reviewing the application, issues a statement for receipt of services**



**✓ Consultations at Riga Social Service are available in Latvian and in Russian**



If a person speaks other language, please contact the above centre of interpreters.

**✗ If municipality decides to **refuse** the social assistance to the person, the municipality **has to issue justified written refusal** to the person requesting social assistance.**



## SOME OF SOCIAL SERVICES AVAILABLE IN RIGA



### **Day Centres for Children**

Service: on working days, social rehabilitation services are provided, including social skills development, educating and opportunities to spend free time, involvement of customers and their relatives in solving certain social issues, support and self-help groups.



### **Crisis Centre**

Суть услуги – кризисный центр обеспечивает профессиональную психологическую помощь в кризисных ситуациях беременным, детям и их семьям в инстанции до 6 месяцев.



### **Short-Term Accommodation**

Service: short-term accommodation provides a short-term place of residence and assistance of social worker to solve social issues to find the person (family) a permanent place of residence up to 6 months.



### **Family Assistance Service**

Service: family assistance service provides a person support and training in acquiring social skills, child care and education, household management, in line with individual social rehabilitation plan.



### **Addiction Specialist**

Service: individual and group consultations to educate about substances that cause addiction, support groups for co-dependants and support groups for parents.



### **Shelters and Night Shelters**

Service: night shelter provides an accommodation, dinner and personal hygiene equipment up to 2 months per year and shelter provides short-term accommodation, food, personal hygiene equipment and services of social worker up to 6 months per year. Persons without a specific place of residence or persons facing crisis situations are entitled to receive night shelter/shelter service.



**Soup kitchen** and warm food Service: warm food free of charge to persons without a specific place of residence and other low-income inhabitants of Riga.



### **Food and Hygiene Packages**

Service: free of charge food packages and sets of hygiene products. If there are small children in family, it is possible to receive additional food/hygiene package for babies. More information on the locations: <https://www.atbalstapakas.lv>



## Latvian Red Cross Health centres in Riga

### Contact information



#### Šarlotes Street 1B

Working hours:

- Wednesdays, Fridays 09:00–17:00
- Thursdays 11:00–19:00



#### Gaiziņa Street 7

Working hours:

- Mondays, Tuesdays: 10:00–16:00
- Wednesdays, Thursdays  
10:00–15:00

In Gaiziņa Street 7, Riga, Riga HIV Prevention Point is available, where a person can make HIV express test, syphilis, Hepatitis B and C



#### Aglonas Street 35/3

Working hours:

- Mondays 10:00–16:00
- Thursdays 10:00–16:00



#### Patversmes Street 30, k-2

Working hours:

- Tuesdays 10:00–16:00



#### Slokas Street 161

Working hours:

- Mondays, Tuesdays, Thursdays  
10:00–15:00

### Free services:

- ♥ Consultations of nurses or physician's assistants;

*(during the consultation a person can receive information about the importance of a healthy lifestyle and the preventive measures of diseases; the effect of addictive substances upon health, the availability of medical services to various socio-economic groups, the accessibility of social assistance and social services, psychological support, as well as information on free activities on health improvement offered by the Welfare Department of the Riga City Council to inhabitants of Riga.)*

- ♥ Preventive examinations:

- Blood pressure measurement;
- Body height measurement;
- Weight measurement;
- Body mass index calculation;
- HIV express-tests.
- Psychological support.
- Information about services provided by the LatRC.

### Paid services:

- Test of the level of glucose in blood (the service fee amounts to EUR 1.00);
- Test of cholesterol and triglycerides in blood (the service fee amounts to EUR 2.00).



## Latvian Red Cross Humanitarian Aid Points in Riga

### Contact information



#### **Burtnieku Street 37**

Phone: +371 26589819

Working hours:

- Saturdays 12:00-14:00
- Apply in advance



#### **Patversmes Street 30, k-2**

Phone: +371 22063029

Working hours:

- Monday - Friday 10:00-15:00



#### **Aglonas Street 35-3**

Phone: +371 27543441

Working hours:

- Monday - Thursday 11:00-15:00



#### **Gaiziņa Street 7**

Phone: +371 67336650

Working hours:

- Monday - Thursday 10:00-14:00

### LatRC Humanitarian Aid

Provision of humanitarian aid to people who cannot afford to supply basic needs for themselves:

- food,
- clothing,
- school books,
- bed clothes,
- Household items (dishes, kitchen utensils, etc.).

In case you wish to share goods that are in a good condition and can still be used, but you no longer need them, they can be donated at any humanitarian aid point of Latvian Red Cross.





## Distribution of support packages within the Fund for European Aid to the Most Deprived

### Contact information of LatRC Distribution points\*



#### **Burtnieku Street 37**

Working hours:

- Tuesdays 10:00–14:00
- Thursdays 16:00–19:00
- Saturdays 12:00–14:00



#### **Patversmes Street 30, k-2**

Working hours:

- Monday–Thursday 10:00–15:00



#### **Aglonas Street 35-3**

Working hours:

- Monday–Thursday 10:00–15:00



#### **Gaiziņa Street 7**

Working hours:

- Monday–Thursday 10:00–16:00;
- Fridays 10:00–15:00



#### **Улица Слокас 161**

Working hours:

- Mondays 11:00–16:00
- Tuesday–Friday 10:00–16:00

### Distribution of support packages

#### **Who CAN receive the packages?**

A person or family that has received a certificate from the social service of the local municipality:

- of complying with the status of a disadvantaged person,
- that confirms the crisis situation of a person or family,
- that states that a person or family has been declared as disadvantaged (the average monthly income doesn't exceed 242 EUR)–from 01/01/2019. A mark by the social service for complying with the Funds terms for receiving packages.

Families with children under 24 month can receive additional food and hygiene good packages for small children.

A person/family can receive\*\*:

- food package pārtikas paku;
- hygiene package and household goods package;
- Package of School supplies
- additional food package for infants;
- additional hygiene package for infants

\* Working hours may be changed \*\* The content of packages may be changed

## STATE SOCIAL INSURANCE BENEFITS

If a person works in Latvia officially and makes all the necessary social security contributions, the person is entitled to receive state social insurance benefits.

To receive social assistance from the state and municipality in the same amount as for the Latvian citizens, **permanent residence permit is necessary.**

### TYPES AND AMOUNT OF STATE SOCIAL INSURANCE BENEFITS

Social benefits	Asylum seekers	Persons with alternative status	Refugees
Family state benefit	none	none	Benefit is provided if the child is in the age of 1 to 15 years, or if the child continues studying in the age of 15 to 20 years. The amount of benefit depends on the number of children in family: <ul style="list-style-type: none"> <li>- for the first child: <b>11.38 EUR/month</b></li> <li>- for the second child: <b>22.76 EUR/month</b></li> <li>- for the third child: <b>34.14 EUR/month</b></li> <li>- for the fourth and next children: <b>50.07 EUR/month</b></li> </ul> Additional payment for two and more children from the age of 1 to 20 years for whom family state benefit is provided and paid: <ul style="list-style-type: none"> <li>- for two children: <b>10 EUR/month</b></li> <li>- for three children: <b>66 EUR/month,</b></li> <li>- for every next child: <b>+ 50 EUR/month</b></li> </ul>
Additional payment to family state benefit for a child with disabilities	none	none	Additional payment to family state benefit for a child with disabilities is <b>106.72 EUR</b> . Additional payment to family state benefit for a child with disabilities is provided from the day when the status of a child with disability has been provided until the day when the child reaches the age of 18, regardless of payment of family state benefit.
Child care benefit	none	none	Up to the age of 1.5: <b>171 EUR/month</b> . From the age of 1.5 to 2 years: <b>42.69 EUR/month</b>
Child birth benefit	none	none	One-off benefit of <b>421.17 EUR</b> . Provided from the 8th day of child's life. Has to be requested within 6 months.

Social benefits	Asylum seekers	Persons with alternative status	Refugees
Benefit for care for a child with disability	none	none	The amount of benefit for care for a child with disability is <b>313.43 EUR</b> /month. The benefit is provided to one of the parents or guardian who takes care of the child with disability, and who has been diagnosed with disability by the State Doctor's Commission of the Health and Working Ability Expertise.
Benefit to a person with disability requiring care	none	none	The amount of benefit for a person with disabilities requiring care is <b>313.43 EUR</b> /month

To obtain up-to-date information on benefits, their amount and receipt, please visit website of the State Social Insurance Agency: <https://www.vsa.gov.lv/>



## LEGAL ASSISTANCE

If asylum seekers, refugees or person with alternative status requires legal assistance, for example, in the event of rejected application on provision of status by the Office of Citizenship and Migration Affairs, or preparing for appeal of the decision of the Office of Citizenship and Migration Affairs at the Administrative Court, of in other cases:

1. Person can choose a paid lawyer. List of legal assistance providers is available at the website of the Legal Assistance Administration: [https://www.jpa.gov.lv/uploads/filedir/web\\_jps\\_saraksts\\_110719.pdf](https://www.jpa.gov.lv/uploads/filedir/web_jps_saraksts_110719.pdf)
2. Person is entitled to request and receive state provided legal assistance free of charge. Social mentor helps asylum seekers to fill in the form on the state provided lawyer. During the period of waiting for the status, asylum seeker is entitled to receive 5 state paid legal consultations.
3. Free of charge legal consultations are provided by:

Provider of Legal Assistance	Procedure of Requesting Assistance
The State Legal Assistance Administration	If a person is not detained, a written application has to be filled in and submitted to the Office of Citizenship and Migration Affairs that sends it to the Legal Assistance Administration and provides interpreter. If a person is detained, a written application has to be filled in and submitted to the Border Guard that sends it to the Legal Assistance Administration and provides interpreter.
NGO "Cilvēktiesību centrs"	Skolas iela 21, Floor 6, 609c, Rīga, LV-1010 Telephone: +371 67039290 E-mail: <a href="mailto:office@humanrights.org.lv">office@humanrights.org.lv</a>
Shelter "Safe House" Information centre for immigrants	Lāčplēša iela 75-1 B, Rīga, LV-1011 Telephone: +371 67898343 (I-V 9.00 a.m.–8.00 p.m.) E-mail: <a href="mailto:konsultacijas@integration.lv">konsultacijas@integration.lv</a>

## HEALTHCARE PROCEDURE IN LATVIA

Pursuant to the Constitution of the Republic of Latvia (Article 111), the State shall protect human health and guarantee a basic level of medical assistance for everyone. However, maintaining health, observing healthy lifestyle and active ageing is an individual responsibility of each person.

Asylum seekers, refugees and persons with the alternative status can obtain **emergency and primary healthcare** free of charge or with a small patient's co-payment.

- **Emergency help** – if a sudden illness or injury has occurred that poses threats to the victim's life.
- **Primary healthcare** – a set of healthcare services that a person is provided in an outpatient medical treatment institution or person's place of residence by the providers of primary healthcare. These services include family doctor, doctor's assistant, nurse, midwife, dentist, dentist's assistant, dentist's nurse and hygienist.

The **co-payment** of the patient is a payment made by the patient upon receipt of state covered healthcare services. The largest part of service expenses is covered using state budget means. Upon making the co-payment, a support document – a cheque or mandatory receipt – has to be obtained.

## Amount of patient's co-payment (some examples)



### DOCTOR'S CONSULTATION

Family doctor's consultation	EUR 1, 42
Doctor's consultation	EUR 4, 27



### TREATMENT AT DAY CARE HOSPITAL

Treatment at day care hospital (per day)	EUR 7, 11
Surgeries made in outpatient or day care hospitals (per each surgery)	EUR 4, 27



### TREATMENT AT HOSPITAL

Treatment at hospital (starting the second day)	EUR 10, 00
Medical rehabilitation at hospital (starting the second day)	EUR 5, 00

More information: <http://vmnvd.gov.lv/lv/veselibas-aprupes-pakalpojumi/pacienta-lidzmaksajumi/pacienta-lidzmaksajumu-apmeri>



## Emergency medical service (EMS)

Call to the EMS service number “113” in situations when life is threatened and minutes are of essence to receive emergency help, a very severe injury has obtained or a sudden illness and emergency help is needed immediately.



If the call is not urgent, the caller will be informed about the possibility to receive help in other medical treatment establishments. Dispatcher centre medical specialists can refuse to send a brigade to the place, if it is clear that the call is not emergency and is not in the competence of the EMS. ([www.nmpd.gov.lv](http://www.nmpd.gov.lv))

Qualified and trained medical specialists work at the dispatcher centre of EMS who assess every call based on strict criteria to recognise situations dangerous for the life and health of a patient.



**When you call to the emergency service “113”, the dispatcher will ask you:**

1. Where is the patient/where has the accident happened?
2. What has happened and how many victims are there?
3. How old is the victim?
4. Is the victim conscious, can he/she breathe?
5. Who is calling and what phone number can be used to reach him/her?



**During the conversation with the EMS dispatcher, name**



**AS PRECISE ADDRESS AS POSSIBLE:**

town, street, house and apartment number, floor, entrance door and door code;  
**in the countryside:** name of parish and inhabited place, name of home



**BEST WAY TO REACH THE PLACE**

the nearby landmarks, store, fuel filling stations, public transport stops, etc.



**YOUR NAME AND PHONE NUMBER**

to ensure that medical specialists can contact you, if necessary

**Remember**



**LISTEN THE QUESTIONS OF DISPATCHER**



**AND TRY TO SPEAK CLEARLY WITHOUT EMOTIONS**



**TRY TO MEET THE BRIGADE,**  
If possible

If the call is unfounded and person's life is not in danger and patient should receive help at family doctor or at the nearest medical treatment institution, a fee is charged in the amount of **62.00 EUR**.



**If help is necessary, but the health complications are not life threatening, you can turn for help here:**

- Outside Riga (additional information) <http://www.vmnvd.gov.lv>:
  - at the emergency help spots;
  - turn to doctors on duty.
- In Riga, it is possible to turn to the admissions departments of hospital where services are provided;
- call to the family doctor consulting hotline: 66016001 (8.9)

**MEDICAL HELP TO ASYLUM SEEKERS**



**Medical help**

In emergency cases, it is possible to obtain emergency help by contacting EMS brigade via hotline “113”. If a visit to doctor is necessary, you have to apply for STATE funded consultation contacting the medical specialist of the Centre of Asylum Seekers (it might be that the queue is up to 6 months).

**Medicines**

In the event of illness, each asylum seeker is entitled to receive medicines provided by the DOCTOR up to the amount of **150,00 EUR** over the period of stay.



**Medical equipment**

If necessary, it is possible to obtain medical equipment the DOCTOR has instructed to obtain. Purchase of glasses for one asylum seeker is covered up to **60,00 EUR**.

**Dentistry**

Service is provided in acute cases only (teeth injuries, severe teeth ache), applying for **STATE funded dentist service** (the queue might be up to 6 months).



**Psychiatrist**

It is possible to obtain initial check-up–consultation of a psychiatrist.

**Psychologist**

It is possible to obtain consultations of psychologist, applying at the specialist or social mentor.

## **MEDICAL HELP TO REFUGEES OR PERSONS WITH ALTERNATIVE STATUS**

**After receipt of the status of refugee or alternative status, person, based on the declared place of residence, registers with family doctor.** Y Every person has to have a family doctor who knows person's medical history, consults the person in regard to health prophylaxis and treatment, as well as can provide, if necessary, a referral to doctor's consultation or other service. It is possible to register with the family doctor if your actual place of residence is in the territory of operations of the family doctor. To clarify what family doctors work near you:

- Call to the info line of the National Health Service 80001234 (working days from 8.30 a.m. to 5.00 p.m.) or
- write an e-mail to: [info@vmnvd.gov.lv](mailto:info@vmnvd.gov.lv), indicating town, street, and address where you live, and a list of family doctors near you will be provided.

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# AVAIL

Amplifying the Voices of  
Asylum Seekers and Refugees  
for Integration and Life Skills

Co-ordinator:



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