

A magnifying glass with a black handle is positioned over a blue globe. The background is a light blue textured surface. The text is overlaid on this background.

**INFORMATION
BOOKLET
FOR FOREIGNERS**

OSTROŁĘKA

PFM
POLSKIE FORUM
MIGRACYJNE

Warszawa, 2021

Ostrołęka. Information booklet for foreigners
Warsaw, 2021
English language version



The “Supporting integration of foreigners in Mazovia” project is co-funded from the National Asylum, Migration and Integration Fund (Program Krajowego Funduszu Azylu, Migracji i Integracji).
Safe harbour.



WOJEWODA MAZOWIECKI



The sole responsibility remains with the author. The European Commission and the Ministry of the Interior and Administration (Ministerstwo Spraw Wewnętrznych i Administracji) are not responsible for the use of the information provided.

POLISH MIGRATION FORUM FOUNDATION

Since 2007 we have been helping foreigners who live in Poland and promoting intercultural dialogue.

📍 : ul. Szpitalna 5/14, Warszawa

☎ : Tel. +48 22 110 00 85

☎ : +48 692 913 993

✉ : info@forummigracyjne.org

✉ : zapisy@forummigracyjne.org

🌐 : www.forummigracyjne.org

Editorial team

Karolina Czerwińska, Agnieszka Kosowicz, Anna Maciejko

ISBN: 978-83-956369-9-8

Warszawa, 2021

Free publication. Selling is prohibited.

TABLE OF CONTENT

Welcome in Ostrołęka!	4
Legalisation of stay	5
Work Permit	6
Administrative Matters	7
Job	9
Legal Aid	9
Social assistance	11
Police	14
City Guard	14
Insurance	15
Health Care	16
SANEPID	18
Support for persons with disabilities	18
Education	20
Libraries	21
Important Phone numbers	21
About PFM Foundation	23

WELCOME IN OSTROŁĘKA!

This brochure is for you – migrants who are newly residents of our town. We've gathered here all the useful information about institutions and Town Halls.

We would like you to know what your rights and obligations in Poland are, and where you can look for information or help in particular situations. This booklet is a guide to how our town is organised and where can you settle various matters.

According to Polish legislation concerning foreigners, the rights of migrants vary depending on their legal status and the type of document that entitles a particular person to

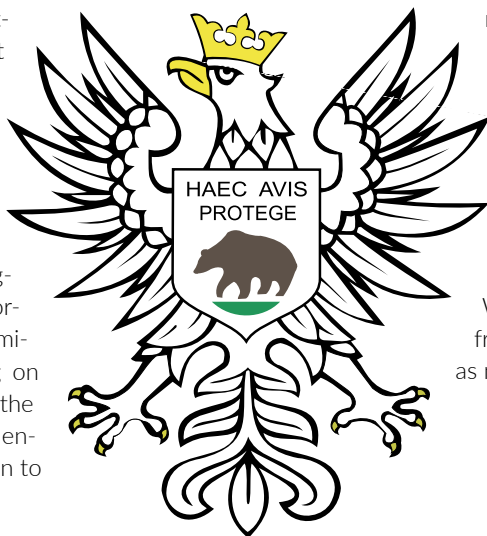
stay in Poland. Therefore, not every migrant has the same right regarding health care or employment. Not everyone has access to the services provided by the Employment Office (Urząd Pracy) – but many people do!

It is good to know that there are various opportunities available to everyone regardless of their legal status, such as the possibility of medical assistance in life-threatening situations, or access to a library or museum. Also, it is worth knowing that there are non-governmental organisations in Poland that offer a variety of assistance for free.

The key thing is: each of you has the right to be treated equally, to be safe, to have equality in the workplace, to be respected.

We wish you to benefit from these rights in Poland as much as possible.

*Polish Migration
Forum Foundation*



**THE OFFICIAL WEBSITE
OF THE TOWN OF OSTROŁĘKA**

www.ostroleka.pl



LEGALISATION OF STAY

Matters concerning legalisation of stay in Poland (changes of residence card, applying for a new card) shall be dealt with in the Voivodeship Office (Urząd Wojewódzki) in Warsaw. There is a branch of the Voivodeship Office in Ostrołęka – you can submit your application for legalisation here, but without the possibility of verification of the submitted documents by an official. The case is then forwarded to Warsaw for processing.

For a personal submission of the application, which allows verification of the documents and obtaining a stamp in the passport legalising further stay when the documents are complete, an appointment must be made through the online form. You can also submit your application to the registrar's office or send it by post. The form and other information about legalisation are available on the website:

🌐 <https://mazowieckie.pl/pl/dla-klienta/cudzoziemcy>

The website is available in Polish, Russian and English.



Branch of the Mazovian Voivodeship Office in Ostrołęka

(Delegatura Mazowieckiego Urzędu Wojewódzkiego w Ostrołęce)

📍 : ul. gen. Augusta Emila Fieldorfa „Nila” 15, 07 - 410 Ostrołęka
 ☎ : tel. 29 746 62 00

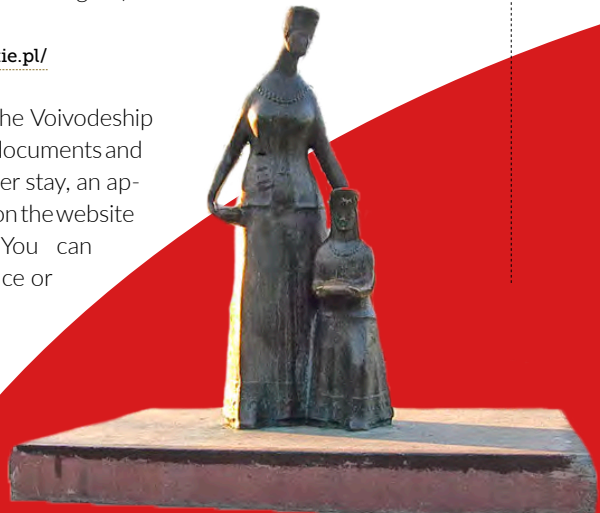
Mazovian Voivodeship Office (Mazowiecki Urząd Wojewódzki) - Head Office

THE OFFICE FOR FOREIGNERS

📍 : ul. Marszałkowska 3/5, 00-624 Warszawa
 🌐 : <https://mazowieckie.pl/pl/dla-klienta/cudzoziemcy>
 (the website is available in Polish, Russian and English)
 ☎ : automatic helpline: (22) 695 67 71
 📧 : contact form: <https://kontaktwsc.mazowieckie.pl/>


Pomnik Kurpianek
w Parku Miejskim

For a personal submission of the application in the Voivodeship Office, in Warsaw which allows verification of the documents and obtaining a stamp in the passport legalising further stay, an appointment must be made through the online form on the website <https://mazowieckie.pl/pl/dla-klienta/cudzoziemcy>. You can also submit your application to the registrar's office or send it by post.



The office at Krucza Street

APPLICATIONS FOR PERMANENT RESIDENCE AND EU LONG-TERM RESIDENCE

 : ul. Krucza 5/11, 00-548 Warszawa, Entrance E

WORK PERMIT


Branch of the Mazovian Voivodeship Office in Ostrołęka provides full service to employers regarding applications for work permits for foreigners: it accepts and processes applications, as well as issues decisions. The branch does not accept applications for work permits submitted by foreigners.

Branch of the Mazovian Voivodeship Office in Ostrołęka

(Delegatura Mazowieckiego Urzędu Wojewódzkiego w Ostrołęce)

LABOUR MARKET DEPARTMENT (WYDZIAŁ RYNKU PRACY)

 : ul. gen. Augusta Emila Fieldorfa „Nila” 15, 07 - 410
Ostrołęka

 : tel. 29 746 62 00

Ratusz w Ostrołęce



ADMINISTRATIVE MATTERS

Town Hall (Urząd Miasta)

At the Town Hall you can settle, among other things, matters related to registration of residence, getting married, registering a child and obtaining a birth certificate for them, registering a car, issuing a driving licence, but also housing, tax and other matters.

The Town Hall in Ostrołęka has two offices:

- 📍 : pl. gen. Józefa Bema 1, 07-400 Ostrołęka
- 📍 : ul. gen. Tadeusza Kościuszki 45, 07-400 Ostrołęka

General contact details for the Town Hall:

- ☎ : tel. 29 764 68 11
- ✉ : email: um@um.ostroleka.pl

FREQUENTLY NEEDED CONTACT DETAILS:

Registry Office (Urząd Stanu Cywilnego)

- 📍 : ul. Berka Joselewicza 2, 07-400 Ostrołęka
- ☎ : tel. 29 765 43 11

Taxes and charges

- 📍 : pl. gen. Józefa Bema 1, pokój 11 (ground floor)
- ☎ : tel. 29 764 68 11 ext. 218

Vehicle registration

TRANSPORT ENTITLEMENT DEPARTMENT (WYDZIAŁ UPRAWNIEŃ KOMUNIKACYJNYCH)

- 📍 : ul. gen. Tadeusza Kościuszki 45, 07-400 Ostrołęka
- ☎ : tel. 29 764 68 11 ext. 206, 220, 224, 246, 304, 294

Driving licences

TRANSPORT ENTITLEMENT DEPARTMENT (WYDZIAŁ UPRAWNIEŃ KOMUNIKACYJNYCH)

- 📍 : ul. gen. Tadeusza Kościuszki 45, 07-400 Ostrołęka
- ☎ : tel. 29 764 68 11 ext. 206, 220, 224, 246, 304, 294



Identity cards

VITAL RECORDS DEPARTMENT (BIURO EWIDENCJI LUDNOŚCI)

- 📍 : ul. gen. Tadeusza Kościuszki 45, rooms 10, 11 (ground floor), 07-400 Ostrołęka
- ☎ : tel. 29 765 42 40
- ☎ : tel. 29 765 42 73

Registration of foreigners for permanent and temporary residence

VITAL RECORDS DEPARTMENT

- 📍 : ul. gen. Tadeusza Kościuszki 45, pokój 12 (ground floor), 07-410 Ostrołęka
- ☎ : tel. 29 765 42 41

You can find the information on all the Office's departments here:

🌐 www.bip.ostroleka.pl



JOB

DISTRICT EMPLOYMENT OFFICE IN OSTROŁĘKA

You can find job advertisements in the District Employment Office in Ostrołęka. Depending on their legal status, foreigners can also benefit from other support offered by the Employment Office (Urząd Pracy): vocational courses and trainings, counselling on job-seeking, changing jobs, and acquiring new skills, as well as subsidies for starting their own businesses.

More information:

🌐 www.ostroleka.praca.gov.pl

📍 : ul. 11-go Listopada 68, 07-410 Ostrołęka

☎ : tel. 29 760 33 77

☎ : tel. 29 760 43 83

☎ : tel. 29 760 45 62

✉ : e-mail: kancelaria@pup-ostroleka.pl



The website of Employment Service (Służby Zatrudnienia)

AND INFORMATION ON HIRING FOREIGNERS:

🌐 <http://zielonalinia.gov.pl/web/zielona-linia/->

[/zatrudnianie-cudzoziemcow-32145](#)



THE NATIONAL LABOUR INSPECTORATE (PAŃSTWOWA INSPEKCYJA PRACY)

You can ask the National Labour Inspectorate for help if your employer treats you unfairly.

Regional Labour Inspectorate in Warsaw – Branch in Ostrołęka (Okręgowy Inspektorat Pracy w Warszawie – Oddział w Ostrołęce)

📍 : ul. gen. Augusta Emila Fieldorfa „Nila” 15, 07-410 Ostrołęka

☎ : tel. 29 764 24 96

✉ : ostroleka@warszawa.pip.gov.pl

LEGAL AID

There are free legal aid points in Ostrołęka for those who cannot cover the costs

of paid legal aid assistance. The assistance does not concern the legalisation of stay. It may concern labour, civil, criminal, family and other areas of law. The aid concerning conducting business and matters related to this is not provided. The counselling is available in Polish.

An appointment at the free legal aid points should be made by phone at phone number: **29 764 68 11 ext. 278.**

Legal advice is provided at two locations:

- 📍 : ul. Gen. Augusta Emila Fieldorfa „Nila” 15, room 51
- 📍 : Municipal Family Support Centre in Ostrołęka, ul. Gen. J. Hallera 12, room 6



More information (in Polish):

📄 <https://bip.um.ostroleka.pl/artykuly/159/nieodplatna-pomoc-prawna>



SOCIAL ASSISTANCE

The possibility to benefit from social assistance in Poland depends on the foreigner's legal status. As a general rule, support from assistance institutions may be provided to persons who have the permanent residence right in Poland (permanent residence card, EU long-term residence, refugee status or subsidiary protection).

Persons with a temporary residence permit in Poland are entitled to receive aid in the form of shelter or food in certain cases. You can find out about the available types of assistance at the Municipal Family Support Centre (Miejski Ośrodek Pomocy Rodzinie).

MUNICIPAL FAMILY SUPPORT CENTRE

(MIEJSKI OŚRODEK POMOCY RODZINIE, MOPR)

MOPR helps people in difficult life situations in terms of, for example:

- ☎ : Support of social workers and family assistants
- ☎ : Applications for Family 500+ benefit
- ☎ : Family and maintenance benefits (e.g.: child allowance, child's birth grant, care allowance)
- ☎ : Support for people with disabilities and rental of medical and rehabilitation equipment
- ☎ : Support for senior citizens

Municipal Family Support Centre

- 📍 : ul. gen. J. Hallera 12, Ostrołęka
- ☎ : tel. 29 764 41 30, 29 769 33 69
- ✉ : sekretariat@mopr.ostroleka.pl
- 🌐 : www.mopr.ostroleka.pl

Municipal Family Support Centre - Family Benefits Department (Dział Świadczeń Rodzinnych)

- 📍 : ul. gen. J. Hallera 12, Ostrołęka
- ☎ : tel. 29 764 41 30

Municipal Family Support Centre - Night shelter for the homeless

- 📍 : ul. Kołobrzeska 15, Ostrołęka
- ☎ : tel. 500 213 612



Plaża Miejska

Crisis Intervention Centre in Ostrołęka

📍 ul. T. Kościuszki 24/26

The Town Hall in Ostrołęka

📍 pl. gen. Józefa Bema 1

Most

im. Madalińskiego

Dworzec

Stare
Miasto

Registry Office

📍 ul. Berka Joselewicza 2

Wiktor Gomułcki Municipal Public Library in Ostrołęka

📍 ul. Głowackiego 42

Śródmie

Osiedle
Łęczysk

Municipal Police Station

📍 ul. Janusza Korczaka 16

Osiedle
Bursztynowe

Osiedle
Pomian

The Town Hall in Ostrołęka

📍 ul. gen. Tadeusza Kościuszki 45

Stadion

Municipal Family Support Centre

📍 ul. gen. J. Hallera 12

**District Employment Office
in Ostrołęka**

📍 ul. 11-go Listopada 68

**Branch of the Mazovian
Voivodeship Office in Ostrołęka**

📍 ul. gen. Augusta Emila Fieldorfa „Nila” 15

**Dr Józef Psarski Mazovian
Specialist Hospital in Ostrołęka**

📍 Al. Jana Pawła II 120 A

Crisis Intervention Centre in Ostrołęka (Ośrodek Interwencji Kryzysowej w Ostrołęce)

- 📍 : ul. T. Kościuszki 24/26, 07-410 Ostrołęka
- ☎ : tel. 29 767 61 94
- ☎ : emergency line: 506 029 478 (available from 8:00 a.m. to 8:00 p.m., seven days a week)
- @ : oik.ostroleka@op.pl

🌐 www.oikostroleka.naszaplacowka.pl



The centre provides free aid to individuals and families experiencing a crisis situation due to: domestic violence, addiction and codependency problems, mourning after the loss of a loved one, human trafficking, experiencing trauma after a disaster, suicidal thoughts and behaviours, sexual violence.

POLICE

Municipal Police Station (Komenda Miejska Policji)

- 📍 : ul. Janusza Korczaka 16, 07-409 Ostrołęka
- ☎ : Officer on duty - tel. 47 704 14 24
- ☎ : Registrar's office - tel. 47 704 14 00
- @ : kmpostroleka@ra.policja.gov.pl

🌐 www.mazowiecka.policja.gov.pl/wos



CITY GUARD

City guard is responsible for maintaining public peace and order in town. It ensures that traffic rules are respected (gives tickets for improper parking). It also provides security services for public buildings, property and urban greenery.

- 📍 : ul. Berka Joselewicza 2, 07-400 Ostrołęka
- ☎ : tel. 29 764 22 43

INSURANCE

Everyone who works legally (on an employment contract or commission agreement) in Poland is covered by mandatory social security and health insurance – the employer pays contributions to Social Insurance Institution (ZUS) on behalf of the employee.

If a foreigner is unemployed, they can buy voluntary health insurance in National Health Fund (NFZ), which entitles them to use the public health service (in November 2020, its monthly cost is approximately PLN 470).

SOCIAL INSURANCE INSTITUTION (ZAKŁAD UBEZPIECZEŃ SPOŁECZNYCH, ZUS)

Inspectorate in Ostrołęka

📍 : ul. dr A. Kuklińskiego 3, 07-410 Ostrołęka

☎ : tel. 29 760 03 70



The ZUS Branch in Ostrołęka provides services to the town of Ostrołęka and the following boroughs: Baranowo, Czarnia, Czerwin, Goworowo, Kadzidło, Lelis, Lyse, Myszyniec, Olszewo-Borki, Rzekuń, Troszyn.

National Health Fund (Narodowy Fundusz Zdrowia) Mazovia Voivodeship Regional Branch in Ostrołęka (Mazowiecki Oddział Wojewódzki – delegatura w Ostrołęce)

📍 : ul. Tadeusza Kościuszki 45, 07-410 Ostrołęka

☎ : tel. 29 753 90 00

✉ : ostroleka@nfz-warszawa.pl

HEALTH CARE

The public health care system in Poland operates on the basis of health insurance – patients can receive free treatment in state hospitals and clinics only if they are insured. Only life-saving help is free for everyone.



HOSPITALS IN OSTROŁĘKA:**Dr Józef Psarski Mazovian Specialist Hospital in Ostrołęka**

(Mazowiecki Szpital Specjalistyczny w Ostrołęce im. dr. Józefa Psarskiego)

📍 : Al. Jana Pawła II 120 A, 07-410 Ostrołęka

☎ : tel. 29 765-21-00

✉ : e-mail: szpitalo@szpital.ostroleka.pl🌐 : www.szpital.ostroleka.pl**PRIMARY HEALTH CARE (PODSTAWOWA OPIEKA ZDROWOTNA, POZ)****IN OSTROŁĘKA:**

POZs are health centres where you can find a family doctor, paediatrician, general practitioner or dentist. There are many Primary Health Care centres in Ostrołęka which function as public or private but contracted by the National Health Fund entities. Both forms of POZ are available to those who pay (either themselves or through their employer) a health contribution - they are insured.

Non-Public Medical Centre (NZOZ Centrum Medyczne)

📍 : ul. 11 Listopada 51, 07-410 Ostrołęka

☎ : tel. 29 691 14 43,

☎ : tel. 509 869 336,

☎ : tel. 505 120 586

🌐 : www.centrum-medyczne-ostroleka.pl (online registration)**Non-Public Medical Centre "Medazar" (NZOZ „Medazar”)**

📍 : ul. Szymanowskiego, 07-417 Ostrołęka

☎ : tel. 29 760 26 55

Non-Public Medical Centre. "Family" Outpatient Clinic

(Przychodnia Lekarska „Rodzina”)

📍 : ul. Gorbatowa, 07-410 Ostrołęka

☎ : tel: 29 764 40 99

„Celmed” Health Care Centre (Zakład Opieki Zdrowotnej „Celmed”)

📍 : ul. Armii Wojska Polskiego, 07-401 Ostrołęka

☎ : tel. 29 769 18 60

An interactive map of primary health care services is available on the website of



the Mazovian branch of the National Health Fund:

Ⓞ <http://www.nfz-warszawa.pl/dla-pacjenta/co-kazdy-pacjent-wiedziec-powinien>

/podstawowa-opieka-zdrowotna/



SANEPID

DISTRICT SANITARY-EPIDEMIOLOGICAL STATION

The institution is responsible for epidemiological issues - in terms of epidemics, testing, quarantine - but it also conducts the tests necessary for professions related to the production of food and gastronomy (medical record book for sanitary and epidemiological purposes).

📍 : ul. Targowa 4, 07-410 Ostrołęka

☎ : tel. 29 769 14 73, 29 769 12 95

✉ : ostroleka@psse.waw.pl

🌐 : www.ostroleka.psse.waw.pl

SUPPORT FOR PERSONS WITH DISABILITIES

In Poland, there is a support system for persons with disabilities. However, only people who have a disability certificate obtained in Poland can benefit from it. The disability certificate can only be obtained by foreigners who have a long-term right of residence in Poland.

DISTRICT DISABILITY EVALUATION BOARD IN OSTROŁĘKA (POWIATOWY ZESPÓŁ DO SPRAW ORZĘKANIA O NIEPEŁNOSPRAWNOŚCI W OSTROŁĘCE)

There is a facility in Ostrołęka that deals with disability evaluation and issuing a disability card. It is located at the Municipal Family Support Centre. You can download applications to be submitted to the District Disability Evaluation Board



from this website:

🌐 <http://bip.mopr.ostroleka.pl/?cid=71>

📍 : ul. Spokojna 16, Ostrołęka

☎ : tel. 29 764 52 72



The Disabled Persons' Section of the Municipal Family Support Centre

People can address this Section with the following matters:

- 🕒 : Granting loans to people with disabilities to set up their own businesses.
 - 🕒 : Organising trainings for unemployed people with disabilities.
 - 🕒 : Subsidies for occupational therapy workshops, participation in rehabilitation stays, rehabilitation equipment and assisting means
 - 🕒 : Subsidy for the elimination of architectural, technical and communication barriers
- 📍 : ul. gen. J. Hallera 12, Ostrołęka
- ☎ : tel. 29 760 39 59



EDUCATION

Every child up to the age of 18 is obliged to be educated - regardless of the legal status and nationality of the parents.

Ostrołęka provides opportunities for education at every level. There are also schools for adults here. As a general rule, secondary and higher education for foreigners is paid – please do not hesitate to ask about the requirements directly at the universities.

You can find the list of schools in Ostrołęka here:

🌐 <https://www.moja-ostroleka.pl/szkoly.html>



LIBRARIES

The library invites foreign readers. In order to access the collections, you need to register - any ID document with a photo is sufficient.

The library also has a small collection of literature in foreign languages. You can check out the book collection online:

📄 : <http://www.mbpostroleka.pl/>

Wiktor Gomulicki Municipal Public Library in Ostrołęka (Miejska Biblioteka Publiczna im. Wiktora Gomulickiego w Ostrołęce)

📍 : ul. Głowackiego 42, 07-400 Ostrołęka

☎ : tel. 29 7642151 (registrar's office)

✉ : E-mail: biblioteka@mbpostroleka.pl

IMPORTANT PHONE NUMBERS

EMERGENCY TELEPHONE

☎ : 112

Ambulance services

☎ : 999

Fire services

☎ : 998,

☎ : 29 769 44 11,

☎ : 29 769 44 12

Police

☎ : 997,

☎ : 47 704 14 24

City Guard

☎ : 29 764 22 43



Energetic emergency

☎ : 991,

☎ : 29 764 18 00

Gas emergency

☎ : 992

Breakdown service

☎ : 666 903 860,

☎ : 604 202 428

Narew



ABOUT PFM FOUNDATION

Polish Migration Forum Foundation provides free consulting to foreigners regarding

- ☎ : legalisation of stay in Poland,
- ☎ : job and employment in Poland,
- ☎ : establishing one-person business and limited liability company,
- ☎ : social and health security (ZUS),
- ☎ : the job market - how to write a CV and cover letter, how to find a better job?

You can also make an appointment for a free counselling with:

- ☎ : psychologist – for children and adults,
- ☎ : career adviser,
- ☎ : lawyer,
- ☎ : development and business creation adviser,
- ☎ : integration assistant.

We are also having enrolment for:

- ☎ : multicultural childbirth class,
- ☎ : support groups for migrant mums with children under the age of 2.

Feel free to make an appointment for a consultation online or at the Foundation office.

Enrolment:

- ☎ : +48 692 913 993
- ☎ : +48 22 110 00 85
- ☎ : Mon. – Fri. 10.00 a.m. – 3.00 p.m.
- @ : zapisy@forummigracyjne.org
- 🌐 : www.forummigracyjne.org
- 🌐 : www.facebook.com/PolskieForumMigracyjne
- 📍 : ul. Szpitalna 5/14, 00-031 Warszawa

DTP: Presspekt™ Grupa Wydawnicza Leszek Waligóra, ul. Gliwicka 35, 42-600 Tarnowskie Góry, <https://presspekt.pl>

licenses: Mapnik like rules - version 1.1 06.04.2014 Modified by Ole Nielsen CCSA3.0, Open Database License © autorzy OpenStreetMap, and others, Wikimedia, Piotr Brichacek (Briho) / CC-by-SA 3.0, Crusier / CC-by-SA 3.0.



Fundacja Polskie Forum Migracyjne
www.forummigracyjne.org
tel. +48 692 913 993, +48 22 110 00 85
KRS: 0000272075

ISBN: 978-83-956369-9-8