
I'm an academic at Charles University

Helpline
+420 224 491 850
10 am – 4 pm
Monday – Friday

You can use the helpline mainly for general questions, to help you find a contact or to guide you in dealing with various situations (e.g. admission requirements, accommodation, language courses). For specific questions, please contact the coordinator at your faculty directly. You can find the [contact details here](#).

Psychological counselling

Are you suffering from **psychological problems**? Do you need **psychological counselling** in connection with the war in Ukraine? Expert individual consultations are provided by the [Carolina Centre](#). You can make an appointment via [the app](#). If you have not found an available appointment in the app, please e-mail to poradny@cuni.cz, we will try to arrange a consultation as soon as possible.

A link to off-campus crisis services can be [found here](#).

CU Staff Welcome Centre

- [Staff Welcome Centre](#) continuously updates the **conditions for entry** of CU employees to the Czech Republic, monitors and publishes **support opportunities** for Ukrainian academics and scientists.
- Are you a Ukrainian citizen employed in the CU and **need to extend your stay**? Or are you a holder of a residence permit that can no longer be renewed? Email us at swc@cuni.cz - we will be happy to help you with the application process.
- Did you know that **your family members** can only travel to the Czech Republic on a visa-free basis with a valid passport? The Czech embassies in Kiev and Lviv have been closed and the acceptance of visa applications has been suspended. All refugees from Ukraine can stay here for 90 days under the visa-free regime. However, it is important to take out travel health insurance (available online) for the duration of the visa-free stay and to [register with the Czech Police](#) on arrival.
- After arriving in the Czech Republic, Ukrainian nationals can apply for **temporary protection**. Citizens of Ukraine who have been granted this visa are **automatically enrolled in the public health insurance** system. **Regional Assistance Centres for Ukraine (KACPU)** have been established to register citizens of Ukraine arriving in the Czech Republic due to the Russian aggression in Ukraine. Their list and further information can be [found here](#).
- This and many other useful and up-to-date [information for Ukrainian employees of Charles University](#) can be found on the Staff Welcome Centre website.