



A unique guidebook for Krakow residents with everything about:

- care and education of our children,
- support programs for families,
- security on the web, at work and at home,
- social participation,
- cultural offers of the city,
- active sports clubs and green areas in the city.



Dear Sir or Madam,

It is with great pleasure that I present to you the fourth edition of our Guidebook with information carefully designated for specific recipients.

Along with Krakow's intense development, our city's attractive offers for residents are changing and expanding. They now include more than just interesting cultural and sporting events, but above all, various amenities for making everyday life easier. We want our offers and solutions to reach the widest possible audience, which is why we regularly prepare guidebooks targeting various groups of residents of our city. This year the publications have a completely new appearance, as well as a new arrangement of information in a more accessible and friendly way.

The "Guidebook for Krakow Families" is one of four city guidebooks that are published each year. The publications are a practical compendium of information that clearly and transparently presents residents with the most important matters for Krakow families, seniors, those with disabilities and young people. I highly encourage you to read all of the publications.

In the new edition, as in previous years, you will find practical tips on how to deal with official matters and suggestions for spending free time with your family.

I am convinced that you will find them to be useful reading.

A handwritten signature in black ink, appearing to read "J. Majchrowski". The signature is stylized and written in a cursive-like font.

Jacek Majchrowski
Mayor of the City of Krakow

**GUIDEBOOK
FOR KRAKOW FAMILIES**



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Social Policy and Health Department

30-703 Krakow
ul. Dekerta 24
Telephone 12 616 51 19
sz.umk@um.krakow.pl
www.kkr.krakow.pl

Project concept and coordination

Marzena Paszkot - Plenipotentiary of the Mayor of the City of Krakow for
Family Affairs

Head of the editorial team

Witold Kramarz - Director of the Municipal Social Welfare Centre in
Krakow

Editorial team

Municipal Social Aid Centre in Krakow
in cooperation with the Departments of the City Council
of Krakow, Municipal Units and Municipal Companies,
Zofia Smęda

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sz.umk@um.krakow.pl

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IMPORTANT ADDRESSES AND PHONE NUMBERS



Starting a family in Krakow

Family is the basic unit that creates society, which is why it should be surrounded with special care.

In this chapter you will find information about:

- the requirements for getting married in the Civil Registry Office;
- how to be well prepared for childbirth, including childbirth classes operating in the city,
- documents needed to register a newborn,
- documents required to obtain a PESEL number,
- maternity and parental leaves,
- help that foster families can count on.



Weddings can either be conducted in the Civil Registry Office or in a place indicated by the couple. If the solemn form of the ceremony is assured and safety of the participants will be maintained, the ceremony can take place outside the Civil Registry Office.

An additional fee for accepting declarations of having a wedding ceremony in a place outside the Civil Registry Office is PLN 1,000.

Marriage in the presence of the head of the Civil Registry Office cannot be concluded earlier than one month from the date on which the couple have submitted a declaration that they are free of any circumstances that would prevent the conclusion of the marriage. For important reasons, the head of the Civil Registry Office can allow the marriage to be concluded before that date.

The declaration of assurance that there are no circumstances preventing the marriage from taking place can be filed in the presence of the selected head of the Civil Registry Office in Poland or abroad with a Polish consul. The declaration of assurance shall remain valid for six months from the date of its submission by both persons intending to enter into marriage. The Office also conducts matters related to the conclusion and registration of a marriage conducted in a religious form with legal effect.

The stamp duty for drawing up a marriage certificate is PLN 84.

Civil Registry Office. Current Registration Department, ul. Lubelska 29

Marriage registration desk, telephone 12 616 55 51, fax 12 616 55 20

e-mail: sc.umk@um.krakow.pl

Civil Registry Office for Districts XIV-XVIII, os. Zgody 2

Marriage registration desk, telephone 12 616 88 22

e-mail: sc.umk@um.krakow.pl



Electronic booking of visits to the Office:

(tab: City Office of Krakow

→ Structure of the City Office of Krakow → Civil Registry Office → Arranging visits at the Civil Registry Office).

Making appointments gives you certainty of service due to the possibility of choosing a convenient time.

(procedures SC-2, SC-3, SC-4)



2. BECOMING PARENTS



Pregnancy and childbirth should be a time of peace and relaxation. In order to eliminate stress, and above all, be well prepared for the birth of the expected child, it is worth attending the childbirth classes that operate at the following hospitals:

- University Hospital, ul. Kopernika 23, telephone 12 424 84 12 - the course fee is PLN 400),
- G. Narutowicz Specialist Municipal Hospital, ul. Prądnicza 35–37, telephone 12 416 22 66, 12 633 01 00 (the course fee is: PLN 200),
- R. Czerwiakowski Specialist Hospital, ul. Siemiradzkiego 1, the school is located at al. Juliusza Słowackiego 48, telephone 12 423 36 66 (regular course or weekend course: 350 PLN, express course: PLN 200, course in English: PLN 500),
- Stefan Żeromski Specialist Hospital , os. Na Skarpie 66, telephone 12 644 01 44 (the course is free of charge),
- L. Rydygiera Specialist Hospital, os. Złotej Jesieni 1, telephone 606 957 545, 604 206 696 (the course fee is PLN 330),
- Medical Centre UJASTEK, ul. Ujastek 3, telephone 600 420 674 (classes on weekdays: 350 PLN, weekend classes: 450 PLN).

3. REGISTERING YOUR CHILD

A newborn child must be registered. This can be done in person at the Civil Registry Office or electronically.

3.1. Registration in person at the office

After the birth of the child, the hospital prepares the birth card and delivers it to the Civil Registry Office within 3 days from the date of the child's birth. The card is the basis for the birth certificate. The child's birth is registered by the mother or father at the office. Applications can also be made by a proxy.

Children born in the following hospitals:

University, Narutowicz, Czerwiakowski and Neo Hospital should be registered at the Civil Registry Office, 30-003 Krakow, ul. Lubelska 29 Current Registration Department, Birth Registration desk, telephone 12 616 55 44, fax 12 616 55 20

e-mail: sc.umk@um.krakow.pl



Children born in the following hospitals: Żeromski, Rydygier, Ujastek should be registered at the Civil Registry Office, 31-949 Krakow, os. Zgody 2 Birth registration desk, III floor, telephone 12 616 88 56

e-mail: sc.umk@um.krakow.pl



Birth declarations must be made within 21 days from the date of issue of the child's birth card. After the expiry of this period, the head of the Civil Registry Office prepares the birth certificate ex officio, naming the child and informing the child's parents in writing about it.

At the Civil Registry Office, please provide:

1. an identity document: identity card or passport,
2. power of attorney - in the case of notification of a child's birth by a proxy.

A proxy should have a power of attorney signed by one of the child's parents (the power of attorney should indicate who, to whom and for what case they are providing it for). If the proxy is not an ancestor (e.g. a grandmother or grandfather of the child), a related descendant (e.g. another adult child of the parents) or siblings of the parent granting the power of attorney - the stamp duty of the amount of 17 PLN applies.

Directly after registration in the Civil Registry Office you will receive:

- a shortened copy of the child's birth certificate,
- a notification about assigning a PESEL number,
- a certificate of registration.



Registration of the child at the place of permanent or temporary stay of the parents or the parent with whom the child actually resides is carried out by the head of the Civil Registry Office drawing up the birth certificate. The child's registration shall take place on the date of issuance of the birth certificate.

The child's birth declaration is not subject to a stamp duty.

Within 6 months from the date of preparing the child's birth certificate, the parents can submit to the selected head of the Civil Registry Office in Poland - or abroad to a Polish consul - a written statement about the change of the name (names) of the child entered in the birth certificate at the time of its issue. The stamp duty is PLN 11.

If a declaration of recognition of paternity is to be issued together with the child's registration and the birth certificate, both parents must be present. The parents present their identity documents (identity cards or passports). When a foreigner who does not speak Polish acknowledges paternity, the presence of a sworn translator is necessary. The translator's participation is arranged by the persons making the statement.

If the child is stillborn, this fact is also reported to the Civil Registry Office. The deadline is then 3 days from the date of the hospital issuing a still-birth card. After this time, registration and naming are carried out ex officio.



Electronic booking of visits at the Office:

www.bip.krakow.pl (tab: City Office of Krakow)

→ Structure of the City Office of Krakow → Civil Registry Office → Arranging visits at the Civil Registry Office). Making appointments gives you the confidence of service by choosing a convenient time.
www.bip.krakow.pl (procedures SC-1)

3.2. E-registration

From June 1, 2018, an information card for the birth notification service and a copy of birth notification are available on the portal **www.obywatel.gov.pl** along with guidelines on how to make this type of registration.

The child's mother or father (whose paternity has been legally established at the time of filing, i.e. when the child's parents are married or unmarried, but recognition of paternity has been established), having full legal capacity, can register a child's birth in the form of an electronic document in accordance with the template set by the appropriate minister responsible for computerization via the electronic inbox on the ePUAP platform.

Birth declarations in the form of an electronic document cannot be made by a proxy.

This matter is taken care of by the Civil Registry Offices:

- For the following hospitals: University, Narutowicz, Czerwiakowski,

NEO Hospitals - at ul. Lubelska 29,
Birth registration desk, telephone 12
616 55 44, fax 12 616 55 20,

- For the following hospitals: Żeromski, Rydygier, Ujastek – at os. Zgody 2, Birth registration desk, III floor, room 326, telephone 12 6168856, fax 12 6168824.

The child's birth notification should be reported in the form of an electronic document to the Civil Registry Office according to the place of birth of the child within 21 days from the date of drawing up the birth card.

If the child was stillborn, the notification should be made within 3 days from the date the still-birth card was drawn up.

If a child is registered electronically prior to the birth report / still-birth card, the head of the Civil Registry Office cannot accept the child's birth declaration and informs the child's parents about it.

If no birth notification has been made within 21 days from the date of the birth card being developed or within 3 days of the date of still-birth card being issued, the head of the Civil Registry Office draws up a birth certificate ex officio on the basis of the birth report or the still-birth card, with an annotation that a certificate has been drawn up ex officio, and informs the child's parents about the development.

A copy of a shortened birth certificate is issued ex officio after registration in paper form and sent by post to a mailing address or in the form of an electronic document through the ePUAP mailbox, depending on the choice of the person making the electronic birth declaration.

Notification of the PESEL number assignment and a registration certificate in paper form will be sent by post to the mailing address or in the form of a scan from the ePUAP mailbox, depending on the choice of the person making the electronic birth declaration.

Important! An electronic document bearing a qualified signature - obtained through a mailbox on the ePUAP platform - can be used only in electronic form, since only then is it considered an official document.



www.bip.krakow.pl (procedure SC-29)

KRAKOW LAYETTE

Persons permanently registered in Krakow can submit a request for a layette when registering a child in the Civil Registry Office. The request is transferred to the Department of Social Communication, which distributes Krakow layettes. In the case of electronic registration of a child or if the application was not completed when registering at the Civil Registry Office, please go to the Administrative Affairs Department at al. Powstania Warszawskiego 10.

The Krakow layette includes: a body suit, a hat, a blanket, a rattle, a book, a library card and the Guidebook for Krakow Families.



krakowska.wyprawka@um.krakow.pl



3.3. PESEL number and ID card for a minor

A PESEL number - given to a natural person in the Universal Electronic System of Population Registration, consists of eleven digits – and enables unambiguous identification of the person to whom it was assigned. It is an important piece of information, among others in the healthcare system, primarily in relation to the provision of health services. It contains basic identifying data and a person's administrative and legal status including the date of birth, serial number, gender and a control number.

An identity card can be issued to a minor who has Polish citizenship, on behalf of a person who has more than 30 days before they turn 18 years of age, the application is submitted by one of the parents or a legal guardian. The submission of such an application requires the presence of the child, except if the child is under 5 years of age.

An identity card issued to a minor who is less than 13 years of age is collected by a parent or a legal guardian.

An identity card issued to a minor who is over 13 years of age is collected by the person applying for an ID card, parent or probation officer.

Collection of an ID issued to a minor requires the presence of that person.

An identity card issued to a person who is under five years of age is valid for five years.

An identity card issued to a person who is over 5 years of age is valid for 10 years.

4. TAKING LEAVE FROM WORK AFTER CHILDBIRTH

The first months of a child's life are an extremely important period of their development, including emotional development. The parents' daily closeness is irreplaceable at this time. Parents' leaves have been offered with this in mind.

4.1. Maternity and parental leave

In Poland there are two types of leaves granted in connection with the birth of a child:

- maternity leave (20 weeks),
- parental leave (32 weeks).

In the case of multiple births, the length of the leave is extended accordingly:

- maternity leave (31-37 weeks),
- parental leave (34 weeks).

Together, leave can be from 65 to 71 weeks, depending on the number of children born.



The first 14 weeks of the maternity leave are for the mother, the mother can freely share remaining weeks of leave with the child's father. In addition to parents, another member of the family can take the leave, including in the event of the death of the mother or the need for the mother to stay in a hospital.

Parents taking the leave will be able to work a maximum of half time. In such a situation, however, the leave will be proportionally extended, even up to 64 weeks. If a parent combines work with the leave, e.g. for 8 weeks, then they use only 4 weeks of "full-time" leave.

The parental leave can be taken immediately after the maternity leave, all at once, or in a maximum of 4 parts. Parents have time to use the leave until the end of the calendar year in which the child turns 6. In addition, up to 16 weeks of parental leave can be used at a convenient time, which is not immediately after the previous part of the leave. Parents have 3 weeks after delivery to decide whether they want to take full-time parental leave immediately after the maternity leave. The remaining deadlines, for submitting an application for the parental leave or parts thereof, will also be extended to 3 weeks.

The paternal leave can be taken by the father for 2 weeks, in a period not longer than until the child is 24 months of age. The leave can be used once or in two parts, each of them cannot be shorter than 7 days. A father-employee can take paternity leave of two weeks, regardless of the number of children born at one birth - if twins are born, the leave will still be 14 calendar days.

4.2. Maternity allowance

This allowance is due to the mother during maternity leave. It amounts to 100% of the average monthly remuneration paid for the 12 months preceding the month in which the leave started. Mothers who are self-employed are also entitled to the allowance - it is then 80% of the average salary received for the last 12 months.

In the event of the birth of a child by a woman receiving unemployment benefits on general terms or within one month after the end of its receipt, the period of receiving the benefit shall be extended by the time during which she would have been entitled (in accordance with separate provisions) to the maternity allowance.

Municipal Labour Office

ul. Wąwozowa 34

from 7.45 am to 2.45 pm

Telephone 12 68 68 000 (central office)

Telephone 12 68 68 122-123 (information desk)

www.gupkrakow.pl**4.3. Parental leave**

Parental leave can be used immediately after the maternity leave or later, i.e. until the end of the calendar year in which the child turns six. It is for both the mother and father of a child. It is granted pursuant to an application submitted to the employer at the latest 21 days before the leave begins.

The parental leave can be granted for three years.

In the case of a disabled child, it is possible to take additional parental leave also for 3 years, no longer than until the child turns 18.

The parental leave is without salary but the person taking it is covered by social insurance which is paid by the state budget.

4.4. Supplement to family allowance

A person taking maternity leave who receives a family allowance can apply for an additional supplement which is due for:

- 24 calendar months,
- 36 calendar months in the case of taking care of more than one child born during one birth,
- 72 calendar months in the case of caring for a disabled child.

5. AID FOR FOSTER FAMILIES

Every child has the right to be brought up in a family. However, sometimes it happens that parents are permanently or temporarily unable to meet the basic needs of the child. It is then necessary to provide the child with care and upbringing outside the family. In such situations, care should be provided primarily in family forms of foster care, consisting of:

- foster families,
- family orphanages.

A related foster family consists of the closest relatives of the child: grandparents or siblings. An extended family or people not related to the child are non-professional and professional foster families.

A foster family can be a person or persons who:

- can guarantee proper care of children,
- are in good health,
- have appropriate living and material conditions,
- make it possible to meet the emotional, developmental, social and religious needs of children,
- have not been deprived of parental authority, or their parental authority has not been restricted or suspended,
- fulfil the obligation of alimony,
- have no restrictions on legal transactions, have no criminal convictions,
- have completed training for candidates for foster parents and live in Krakow.



Municipal Social Assistance

Centre Foster Family Care Team

ul. Piłsudskiego 29

Telephone 12 422 29 94, 12 431 07 15

www.mops.krakow.pl

(tab: Become a foster family in Krakow)

5.1. Financial aid

Foster families and those who run family orphanages in which children have been placed are entitled to the following benefits:

- a benefit to cover the costs of maintaining a child in substitute custody in the monthly amount of PLN 694 (foster family related) or PLN 1,052 (foster family and professional family and a family orphanage),
- an allowance to cover increased maintenance costs in the amount of PLN 211 per month, in the case when the child has a disability certificate or an official decision about a significant or moderate degree of disability,
- an allowance to cover the increased costs of maintaining a child in a professional foster family in the amount of PLN 211 a month in case of placement on the basis of the Act of October 26, 1982 on proceedings in juvenile cases (professional foster family).

Family orphanages are also obliged to receive:

- funds to cover the costs associated with carrying out the necessary renovation of a dwelling in a multi-family building or a single-family house where a family orphanage is run (up to the amount of the funds provided for in the agreement for running the family orphanage),
- funds to cover other necessary and unforeseen costs related to the care and upbringing of a child or the functioning of a family children's home (up to the amount of the funds provided for in the agreement for running the family orphanage),
- funds for the maintenance of a dwelling in a multi-family building or a single-family house.

The benefits and allowances are granted to foster families and those who run family orphanages until the child reaches the age of 18, as well as for the existing families in which people remain after reaching the age of 18 and continue their education.

Foster families and family orphanages also receive an allowance of PLN 500 monthly for each child up to the age of 18 and a one-time Good Start benefit in the amount of PLN 300.



In addition to the obligatory benefits, foster families can apply for benefits arising from their emerging needs. These are:

- co-financing for recreation outside the child's place of residence,
- one-time benefit to cover the necessary costs related to the needs of the accepted child,
- a benefit provided once or periodically to cover costs related to the occurrence of fortuitous events or other events affecting the quality of care,
- funds for the maintenance of a dwelling in a multi-family building or a single-family house,
- a benefit to cover the costs of carrying out the necessary renovation of a dwelling in a multi-family building or a single-family house, granted once a year.

Family orphanages can also apply for benefits arising from their emerging needs. These are:

- co-financing for recreation outside the child's place of residence,
- one-time benefit to cover the necessary costs related to the needs of the child being accepted,
- benefits provided once or periodically to cover costs related to the occurrence of fortuitous events or other events affecting the quality of care,

Based on the contracts concluded with the Municipality of Krakow and the adjustment of remuneration since April 2019, the person running a Family Orphanage is entitled to remuneration of:

- PLN 4,910.40 gross - (when caring for 4-5 children),
- PLN 5,012.70 gross - (when caring for 6-8 children).

Foster families based on contracts concluded with the Municipality of Krakow are entitled to remuneration depending on the number of children and the type of family:



- professional foster family acting as a family emergency service
 PLN 3,580.50 gross - the obligation to care for no more than one child,
 PLN 4,398.90 gross - the obligation to care for no more than 2 children,
 PLN 4,910.40 gross - the obligation to care for no more than 3 children,
- specialist professional foster family
 PLN 3,580.50 gross - caring for one child,
 PLN 4,092 gross - caring for 2 children.
- professional foster family
 PLN 3,171.30 gross - caring for 2 children,
 PLN 3,785.10 gross - caring for 3 children,
 PLN 4,398.90 gross - caring for 4 children.

Municipal Social Welfare Centre Children's Aid Department

ul. Limanowskiego 13/5-6, telephone 12 616 53 31 (for professional foster families and family orphanages)

ul. Mostowa 4, telephone 660 660 822 (on related and non-professional foster families)



5.2. Non-financial aid

Non-financial aid addressed to foster families includes:

- 1 Training for candidates to perform the functions of a related foster family and newly established related foster families. This is a series of meetings aimed at familiarizing families with the psychological aspects of the functioning of a child placed in foster care, the tasks and rights and a foster family support system.

Training for candidates to perform the function of a professional or non-professional foster family and running a family orphanage. Participants have the opportunity to acquire knowledge and skills in the fields of legal issues regarding foster care, selected elements of pedagogy, developmental and educational psychology and effective communication, the importance of the family, its functions and tasks. They also acquire knowledge about the impact of crises situations on the child, addictions and their impact on the functioning of the family, and in particular on the child's development. They improve and strengthen parental

- competences, prepare participants to provide support in the role of foster parents.
- 3 School for Parents and Educators. This is directed towards foster families and people from their surroundings (including biological parents of children in foster care) who want to improve their competences in the areas of care and education.
 - 4 Local Activity Program. This program offers foster families consultations in speech therapy, diet, legal counselling, learning assistance, horse riding, swimming lessons and other activities developing talents and interests, weekend club and trips,
 - 5 Workshops with elements of aggression replacement training. This is addressed to children in foster care and provides the opportunity to acquire knowledge and skills for - dealing with difficult and conflict situations, replacing aggression with constructive ways of responding and communicating, controlling anger and acquiring the skills to build proper relations in a group.
 - 6 Prevention and development group for adolescents staying in foster care. This is an open group and is addressed to young people ages 14-17 living in foster families. Its purpose is to improve the self-esteem and feelings of the value of participants and their self-knowledge, overcoming fears and weaknesses, experience of a sense of acceptance by a peer group and indications of healthy, socially acceptable and interesting ways of organizing free time.
 - 7 Support groups for foster families. These are open groups and are dedicated to foster families from the area of the Municipality of Krakow.
 - 8 Clinical supervision and training. These have been adapted to the needs of foster care givers.
 - 9 Volunteering. This is addressed to children from foster families and has the form of assistance for learning and organizing free time.
 - 10 Psychological counselling.

Municipal Social Assistance

Centre Foster Family Care Team

ul. Piłsudskiego 29

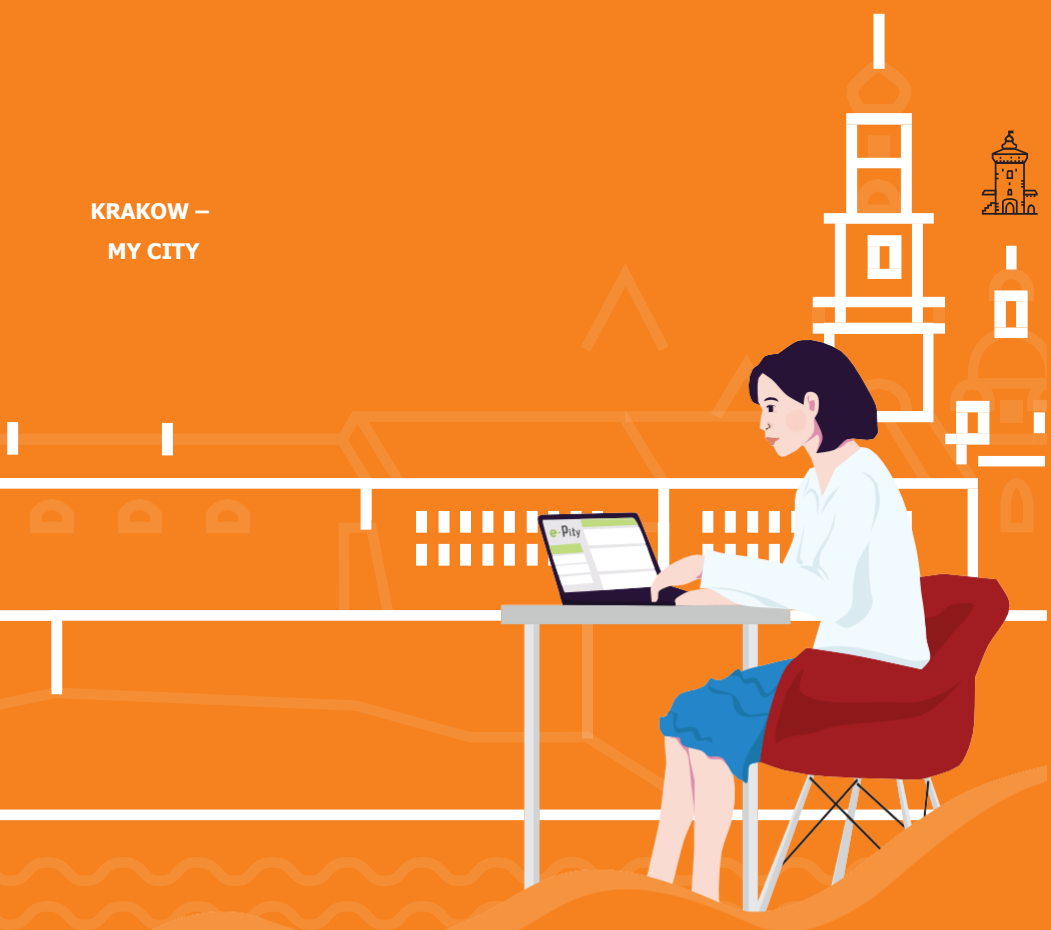
Telephone numbers 12 422 29 94, 12 431 07 15

www.mops.krakow.pl

(tab: Become a foster family in Krakow)



KRAKOW – MY CITY



"Little homeland" is an area where a person lives and to which they are emotionally connected. This is expressed through their attention and care for its public space.

This chapter provides information about:

- why it worth paying taxes in Krakow,
- what a foreigner should know about how the city functions,
- what steps to take when you want to connect electricity, water or the sewage system to your home,
- who manages waste in the city and is responsible for its cleanliness,
- what is the Civic Budget, Local Initiative and Civic Centre.

1. PAY TAXES IN KRAKOW AND BENEFIT FROM THE KRAKOW CARD

Krakow's city income, which includes subsidies, subventions, revenues from local taxes and fees, inheritances, donations, and above all a part of personal income tax, is over PLN 5.6 billion. Approx. PLN 1.6 billion comes from the PIT tax, which is over 30% of the entire city income.



According to estimates, the amount of funds that enter the city budget as a result of the average settlement by one person of the PIT tax in Krakow is approximately PLN 2,500. Therefore, the more taxpayers there are in Krakow, the more funds are made available for the city budget. One person's PIT tax can enable:

- purchasing and installing 10 bicycle racks,
- painting of 30 pedestrian crossings,
- building 14 m² of sidewalk with a bike path,
- planting 2 trees.

It is thanks to tax revenues that the city develops faster, becomes more friendly to its residents and responds to their needs. The income of PIT tax for larger numbers of people can provide:

- a new bus shelter (= 14 taxpayers),
- one kilometre of a bicycle path (= 144 taxpayers),
- purchase of a modern bus (= 400 taxpayers).

Each new taxpayer is important for the city, because thanks to them, the city gains even more opportunities and can better provide for the comfort of its residents.

1.1 Is it possible to pay taxes in Krakow without being registered here?

According to law (in the case of personal income tax), the place of settlement of a natural person is the appropriate tax office according to the taxpayer's place of residence on the last day of the tax year. This means that in order to pay taxes in Krakow, you do not have to be registered here. It's enough to live in Krakow.

1.2 How to change your tax office?

If you do not pay taxes in Krakow and you live in the capital city of the Malopolska Region and want to have an impact on the development of our city, you can change your tax office. It's easy to do. During the tax settlement period, it is sufficient to provide a Krakow residential address on the PIT form and indicate the data of the appropriate local tax office. What is more, you can fill out the one-page ZAP-3 form at any time. It is available on the website of the Ministry of Finance and at any tax office. It can be submitted in person or sent by post to the appropriate tax office.

If at our request, the taxpayer's employer fills in the tax forms for us, it is enough that we inform them about the change of address of residence to Krakow (for tax purposes). They will then send the tax forms to the appropriate Krakow tax office. You do not have to (in writing or personally) change the data at the "old" tax office. The offices will update them themselves.



www.krakow.pl/podatki (tab: Pay taxes and use the Krakow Card)

Thanks to the income from the PIT tax, Krakow is able to finance various projects. It also gives something in return:

The Krakow Card

By having a Krakow Card you can buy an MPK ticket cheaper - also in the agglomeration - and also use cultural offers more often, because they are cheaper with the card.



www.kk.krakow.pl
(detailed information on the Krakow Card program, list of commercial partners offering discounts for gastronomy, sports and recreation, health and educational services)

2. KRAKOW FOR FOREIGNERS - MOST IMPORTANT INFORMATION

If you intend to come to Poland, you will need the following documents:

- If you are a citizen of a Schengen country, you need to have a valid travel document (passport) or valid ID card with you.
- If you are a citizen of a European Union country outside the Schengen area - a valid travel document (passport) or valid personal ID.
- If you are a citizen of a non-Schengen country with the possibility of entering Poland as part of visa-free travel - a valid travel document (passport):
- If you are a citizen of a country outside the Schengen area, with the possibility of entering Poland as part of visa-free travel based on a biometric passport - a valid biometric passport.
- If you are a citizen of a country outside the Schengen area without the possibility of entering Poland as part of visa-free travel - a valid travel document (passport) with a valid national visa (D) or a Schengen visa (C).
- If you are a citizen of a country outside the Schengen area and you have a residence permit issued by a Schengen area country - a valid travel document (passport) and a valid residence permit issued by a Schengen area country.



NOTE!

A foreigner entering Poland should have a health insurance policy valid for the period of the planned stay.



- If you want to obtain a Polish national visa (D), you should apply to the Polish consul competent for your place of residence.
- If you want to obtain a national visa (D) of another country belonging to the Schengen area, you should apply to the competent consul of the member state.
- If you want to obtain a Schengen visa (C), you should apply to the competent consul of the Schengen country.



How long can you stay in Poland?

- If you are a citizen of a country with a possibility to enter Poland with visa-free travel, you can stay **90 days** from the time of entering the Schengen area.
- If you are a citizen of a country outside the Schengen area and you have a Polish national visa (D), the date of stay is determined individually for each national visa. (Please note the visa validity period and the number of days allowed to be used for a stay in Poland!)
- If you are a citizen of a country outside the Schengen area and you have a national visa for a country belonging to the Schengen area (D), you can stay **90 days** from the time of entering the Schengen area, unless the period of validity of the visa or the number of days to be used for your stay is shorter. (Please note the visa validity period and the number of days allowed for a stay!)
- If you are a citizen of a country outside the Schengen area and you have a Schengen visa (C), you can stay in Poland **90 days** from the moment you enter the Schengen area.
- If you are a citizen of a country outside the Schengen area and you have a residence permit issued by a Schengen area country - it entitles you to move within the territory of other Schengen area Member States (including Poland) for a period not exceeding **90 days** in any 180-day period.
- If the stay in the territory of the Republic of Poland is to last longer than **3 months** and longer than the above-mentioned residence descriptions allow, apply to the appropriate local voivode for a temporary residence permit or a permanent residence permit.

If you are a citizen of the European Union

- EU citizens and their family members who are not EU citizens can stay in Poland for up to **3 months**. If the stay on the territory of the Republic of Poland lasts longer than 3 months, an EU citizen and a member of his family who has EU citizenship are required to register their stay and a family member who is not an EU citizen is required to obtain a residence card of an EU citizen's family member.

I am in Poland and have a problem, what to do?

- If your travel document (passport, ID card) is lost and not found, you must contact your diplomatic post (Embassy, Consulate) for a new travel document.
- If there is an extraordinary situation preventing you from leaving Poland (e.g. an illness, an emergency, loss of your passport and inability to obtain a new travel document), remember your stay in Poland should be legal.
- If your visa expires or if you have doubts about the legality of your stay, please contact the consultants of the Department of Civil Affairs and Foreigners of the Malopolska Voivodeship Office in Krakow immediately.

Matters related to the legalization of stay in Poland are handled by:

**Malopolska Voivodeship Office in
Krakow, Department of Citizen Affairs
and Foreigners**

Krakow, ul. Przy Rondzie 6
(ground floor, service room
for foreigners and passport room, desks no. 16 and 17).
Address for correspondence: ul. Basztowa 22, 31-156
Krakow e-mail: wo@malopolska.uw.gov.pl



Other information:

Department of Citizen Affairs and Foreigners:

Krakow, ul. Przy Rondzie 6, ground floor, telephone
+48 12 39 21 804 wo@malopolska.uw.gov.pl



Help and consultation:



Information Point for Foreigners, ul. Batorego 2/28,
telephone 12 312 06 46
Mondays: 8.00 am - 3.00 pm
Tuesdays: 2.00 pm – 7.00 pm
Wednesdays: 8.00 am – 1.00 pm
Thursdays: 2.00 pm – 7.00 pm
Fridays: 8.00 am – 1.00 pm
Saturdays: 10.00 am - 2.00 pm (second and third
Saturday of the month) Sundays: 10.00 am - 2.00 pm
(third Sunday of the month).
info@migrant.krakow.pl

2.1. Open Krakow - information point

As part of the implementation of the Open Krakow Program, an Information Point for Foreigners was created for foreigners which operates at ul. Batorego 2/28.

Its task is to achieve the following goals: increase the knowledge of foreigners about their rights and obligations and issues related to life in the city, increase the civic involvement of foreigners living in Krakow and their integration with city residents, strengthen information and promotion activities in the area of integration of foreigners in Krakow.

Service is provided in 4 languages: Polish, English, Ukrainian, Russian, and by previous arrangements (Spanish, Arabic).

The point offers consultations of the following types:

- law,
- psychological,
- education,
- with a professional advisor,
- with the National Labour Inspectorate (PIP),
- with the Social Insurance Institution (ZUS).

Consultants also provide information on:

- legal regulations (legalization of stay, purchase and rental of real estate and other),
- the functioning of the social security system and access to health care,
- access to the labour market, raising professional qualifications,
- obtaining social and housing assistance and social benefits,
- education of children and adults, including learning the Polish language,
- access to culture,
- administrative procedures related to current operation in the local environment (e.g. driver's license, car registration, registration, Pesel number, ePUAP, etc.),
- consumer rights.



www.otwarty.krakow.pl
www.facebook.com/OtwartyKrakow
www.facebook.com/PIO.KRK
info@migrant.krakow.pl

telephone 123120646

Mondays: 8.00 am - 3.00 pm

Tuesdays: 2.00 pm - 7.00 pm

Wednesdays: 8.00 am - 1.00 pm

Thursdays: 2.00 pm - 7.00 pm

Fridays: 8.00 am - 1.00 pm

Saturdays: 10.00 am - 2.00 pm (second and third month on

Saturday) Sundays: 10.00 am - 2.00 pm (third Sunday of the month)



Useful telephone numbers:

Information on the legalization of stay of foreigners:

telephone 123921804, fax 124223019

Information on the residence of European Union citizens and their family members:

telephone 123921815, fax 124223019

Information regarding invitations:

telephone 123921807, fax 124223019




Information regarding visa matters:

telephone 123921579, fax 124223019

Information regarding the issue of work permits for foreigners: telephone 123921579, 123921837

Service Hours:

Mondays: 9.00 am - 5.00 pm

Tuesdays - Fridays: 8.00 am - 3.00 pm

www.muw.pl/default.aspx?page=cudzoziemcy



3. CONNECTING ENERGY FOR HEATING

Miejskie Przedsiębiorstwo Energetyki Ciepłej S.A. is responsible for providing heat to houses and flats in Krakow. The energy is used not only for heating but also for the preparation of hot tap water, air conditioning, ventilation and other technological needs, such as the heating of football pitches, swimming pools, etc. The scope of the Company's services includes:

- transmission and distribution of heat carrier in the municipal heating network,
- heat energy production in 49 boiler rooms, including 48 local boiler rooms and 1 within a housing estate,
- repairs and modernization of the existing heat and power networks,
- construction of heat networks and connection of new recipients to the municipal heating network,
- conducting and participating in investments for ecology and energy saving,
- production of compact heating nodes for central heating (c.o.) installations, hot utility water (c.w.u.), ventilation and air conditioning.

MPEC S.A. is an enterprise that uses modern technologies and organizational solutions. The effect of the systematic modernization of the municipal heating system is the efficient supply of heat to consumers and the improvement of the condition of air in the city. Certificates of MPEC S.A. include: "Certificate of Clean Production Enterprise", certificate of the Integrated Management System (ISO 9001, ISO 14001, PN-N-18001, OHSAs 18001), the Pantheon of Polish Ecology award and the World Climate Award for Urban Thermal Energy Systems, awarded under the auspices of the International Energy Agency - all of these certify that the company's activities are effective and consistent with the principles of sustainable development, limiting interference in the natural environment.

Headquarters of MPEC**S.A.**, al. Jana Pawła II 188

Documents office:

Mondays - Fridays: 7.00 am - 3.00
pm, telephone 12 646 55 33, fax 12
644 55 10e-mail: mpec@mpec.krakow.pl**Technical Emergency services**

are available for customers around the clock and provides removal services for central heating failures, except for any failure of the internal installation for which the building administrator is responsible.

Contact: al. Jana Pawła II 188

Telephone 993, 12 644 18 72, fax 12 646 54 77

e-mail: mpec@mpec.krakow.pl**Customer Service and Sales Office**Mondays - Fridays: 7.30 am - 2.30 pm
telephone 12 646 51 51, 12 646 51 53e-mail: bok@mpec.krakow.pl**When and for whom does the heating season begin and end?**

The supply of heat for the needs of central heating can be started or completed by a written application from the Recipient, which should be signed by the authorized person representing the Recipient and submitted to MPEC S.A.

If you live in a multi-flat building and the apartment is too cold

In the case of underheating in individual premises, one should ask for intervention, clarification or restoration of proper parameters to the owner, administrator or property manager. MPEC S.A. is responsible for supplying heat to the building, not to individual premises.

The phenomenon of underheating individual flats can be related to:

- improper operation of the central heating installation in the building (malfunction, improper adjustment or failure to perform such adjustment after changing the ordered heating power),
- underestimation of the ordered thermal power in relation to the real needs.



What is c.w.u. (hot utility water)?

Hot utility water is a product that arises as a result of heating cold tap water with district heating. The heat produced in the combined heat and power plant goes to the heating network, and then to the heat centres in the buildings where it is used not only for central heating, but it can also heat water from the water supply system.

How are prices for heat established?

Energy companies prepare tariffs for heat in accordance with the principles set out in the Act of 10 April - Energy Law (Journal of Laws of 2019, items 755, 730) and implementing regulations issued based on this Act. With respect to heat, the provisions are the Ordinance of the Minister of Energy of 22 September 2017 on detailed rules for determining and calculating tariffs and settlements for heat supply (Journal of Laws of 2017, item 1988).

The tariff prepared in this way is submitted to the Field branch of the Energy Regulatory Office (ERO). During the administrative procedure conducted in the matter of tariff approval and the President of the ERO analyses the submitted application in order to check whether the tariff developed by the company meets the requirements set out in the aforementioned Act. The tariff approval process is related to the detailed control of the company's justified costs and the verification of the calculation of the new prices. The ERO stands by the observance of regulations, balances the interests of the parties: the heating company and the recipient - but above all protects the recipient's interest, checking the legitimacy of the increases and the diligence of preparing the tariff. After verification, the tariff is approved by the President of the ERO. It includes prices of fees and charges for individual groups of recipients defined within it and is absolutely mandatory. The MPEC S.A. tariff is published in the official journal of the Malopolska Region. It is also available to recipients at the Customer Service Office (BOK) and on the website:

www.mpec.krakow.pl



Heat all year round

The 'Heat all year round' service is based on weather automation - a system of devices installed in thermal nodes that control the building's heat supply depending on the temperature prevailing outside the building. When the temperature drops below a certain level, the node switches on and starts the heat supply to the building. Similarly, when the temperature rises, the heat supply is automatically stopped.

The boundary temperature limit which determines the start of the heat supply is always determined by the client depending on their preferences and needs.

Advantages

Providing thermal comfort in a flat throughout the year significantly influences the technical condition of the building, and above all, the health of its residents. It protects against fungi on structures of buildings' internal walls and facades which are dangerous to health. A well-heated apartment helps to avoid colds, and also increases safety and reduces costs. Thanks to automatic heat supply, there is no need to invest in additional heating solutions, such as electric heaters. **Costs**

Starting the service is free. Fees are charged for the actual delivered heat. This means that in the event of high temperatures, the customer will not incur any additional costs.

Who can use the service?

The service is available to residents of multi-family buildings that use district heating and hot water.

If you are interested in using the service 'Heat all year round' and live in a multi-family building, report this need to the manager/administrator of the building who will contact MPEC S.A. to determine the terms of cooperation.

4. CONNECTION OF A PROPERTY TO THE WATER SUPPLY AND/OR SEWAGE NETWORK

Connection of a property to the water supply and/or sewage network owned by MPEC S.A. in Krakow requires several steps:

Submission of a request for technical information

A person who owns a property located within the Municipality of Krakow and is interested in connecting it to the water supply and/or sewage network, should apply to MPWiK S.A. in Krakow with a request for technical information on the possibility of water supply and sewage disposal (form No. ITT-1).

MPWiK S.A. issues technical information within 20 working days from the date of submission of a completed application, and in cases requiring detailed recognition, the deadline can be extended to 30 business days.



Information and submission of applications:

ul. Senatorska 9, room 5
telephone 12 42 42 315

In cases when the parameters and location of the existing or planned networks are sufficient to connect the property (i.e. there is no need to build/rebuild the network) - which should result from the content of the technical information issued - the next stage is to develop the project documentation in the scope of connections and apply for the conditions for connecting the property to the network.

Preparation of project documentation and application for issuing conditions for connection to the property

On the basis of the technical information of the possibility of water supply and sewage disposal, the person applying for connecting a property to a network must have a legal title to use the property and instruct an authorized sanitary designer to develop project documentation. This should be made in accordance with the operational guidelines for the design, implementation and acceptance of water supply and sewage systems and connections. MPWiK S.A. issues the conditions for connecting the property to the network (including the provision of water supply and/or collection of sewage) at the request of the person applying for their issue and on the basis of the project documentation attached to the application. If a proxy acts on behalf of the above-mentioned person applying for the issue of the above-mentioned conditions, the application shall be accompanied by the appropriate power of attorney. An application for issuing conditions for connecting the property to the network should be submitted using an ITT-3 form. The application should be accompanied by:

- a minimum of two copies of project documentation,
- a legal title to use the property.

MPWiK S.A. issues the conditions of connection of real estate to the network within 20 working days from the date of submission of a completed application, and in cases requiring detailed knowledge, the deadline may be extended to 30 business days.

An application for issuing conditions for connecting a property to the network should be submitted at the desk of the Technical Department, Krakow, ul. Senatorska 9, room 5.

Submission of an application for the conclusion of a connection agreement

Prior to the commencement of works related to the execution of the water and/or sewerage connection, the investor submits to MPWiK S.A. an application for concluding a connection agreement using form F4-3-2.



The application should be accompanied by:

- a connection plan made on a copy of the current base map or a building permit or notification of the intention to make a connection,
- a photocopy of a copy of the coordinating conference protocol regarding the arrangement of the location of the designed utilities networks (including the graphical appendix),
- a photocopy of the contractor's building rights or information that the permissions have been deposited at MPWiK S.A.,
- a document confirming the legal title to use the property,
- written consents of the property owners and the road administrator to enter the area to make the connection,
- an application for the conclusion of a water supply and sewage disposal agreement (F 3-5-1),
- an excerpt from the National Court Register or a certificate of economic activity,
- two copies of the connection agreement (form F4-3-7).



Information and submission of applications:

ul. Senatorska 9, desk 4

Telephone number 12 42 42 412

In response to the application for the connection agreement MPWiK S.A. assigns an inspector who will supervise the connection. The reply with one copy of the connection agreement is sent to the person applying for connection to the network.

Before commencing works, please contact the designated MPWiK S.A. inspector to discuss the conditions for making the connection.

Detailed conditions for the implementation of water and sewage connections are given in form F4-3-1, as well as guidelines.

After completion of the works and delivery of as-built documentation and a geodesic inventory of the connection, an acceptance report is prepared. After signing the acceptance protocol, an agreement for water supply and/or sewage disposal is prepared. After its conclusion, the date of installation of the water meter is set.

MPWiK S.A. issues an invoice in accordance with the tariff for collective water supply and sewage disposal in the Municipality of Krakow in force in a given year.

Signing a contract and installation of the device Based on the collected documents and the investor's application, MPWiK S.A. in Krakow prepares two copies of the agreement for water supply and/or sewage disposal, which must be signed in person at the Residents Service Centre. After signing the above contract, the date of installation of the water meter by MPWiK S.A. is arranged.

Installation of the device is possible only in the presence of the investor or a person authorized by them. To confirm the installation of the water meter, the investor receives the calculation report, which is the basis for starting the calculation of fees for water consumption and/or sewage disposal in accordance with the water meter's indications.

Additional information, application forms and electronic versions of the water supply and sewage disposal regulations of the Municipality of Krakow and Operating Guidelines for the design, implementation and acceptance of devices, water and sewage connections are available at:
www.wodociagi.krakow.pl (tab: customer zone)



5. MUNICIPAL WASTE MANAGEMENT

The administrator of the Integrated Municipal Waste Management System for the Municipality of Krakow is Miejskie Przedsiębiorstwo Oczyszczania Sp. z o.o.

As part of the Integrated Municipal Waste Management System the MPO Sp. z o. o. organizes collection of municipal waste from residents (this is done by companies selected by a tender) and manages the installations for the processing of the waste. Today, this system is considered one of the most efficient and best organized among others functioning in large cities in Poland. Experts even consider it an ideal model.

What should residents know?

Each owner of a property in Krakow or an entity managing this property on behalf of the owner is required to submit a declaration regarding the amount of the municipal waste management fee at the City Council of Krakow.



Tax and Fees Department of the City of Krakow,

ul. Nowohucka 1D,

Declarations can also be submitted at the
 Taxpayer's Service Points of the Krakow City
 Office

(al. Powstania Warszawskiego
 10, os. Zgody 2, ul. Wielicka
 28a)

send to the following address:

www.deklaracje.mpo.krakow.pl,

Thanks to data included in the declaration, the municipality basically knows how much waste will be generated from this property (the declaration can be adjusted later). The owner is obliged to provide their property with waste containers – containers can be purchased or rented from a company offering

such services.

How to segregate waste?

From April 1, 2019, the selective collection of municipal waste should take place according to the following principles:

Yellow container (or bag): Metals and plastics - plastic food packaging, plastic bags, carrier bags, intermediate packaging, multi-material packaging (e.g. cardboard boxes), metal cans, small iron scrap, expanded polystyrene (non-construction).

Blue container (or bag): Paper - non-greasy packaging made of paper, cardboard, paper bags and sacks, newspapers and magazines, catalogues and leaflets, office paper, notebooks and books, wrapping paper.

Green container (or bag): glass - glass bottles and jars for drinks and food, cosmetics glass containers (if they are not made from different permanently combined raw materials).

Brown container (or bag): Bio - vegetable and fruit waste (peelings, etc.), food leftovers (without meat and bones), coffee and tea grounds.

Black/grey container: Mixed waste - greasy paper, soiled foils, used towels and paper tissues, varnished and coated paper, hygiene articles (e.g. diapers), glasses, ceramics, porcelain, crystals, heat-resistant glass, mirrors, meat, bones and fish bones.

Construction and demolition waste as well as other problematic waste that cannot be placed in containers, can be transferred free of charge to the Selective Collection of Municipal Waste Points by residents of the Krakow Municipality (LAMUSOWNIA at ul. Nowohucka 1, Bulk Waste Collection Point, ul. 40 Krzemieniecka).

The scope of services available to the residents of Krakow under the Integrated Waste Management System is much larger than in other municipalities, because residents, in addition to the standard collection of household waste can use a number of programs thanks to which as part of the transport and waste management fee (i.e. without any additional costs), more fractions and types of waste can be disposed of.

Green waste collection program - the only such large-scale program in Poland (every year from April to December) for collecting green waste outside the house once a week (according to the schedule).



Electrowaste collection - pickup of electrowaste, waste from electrical and electronic equipment (arrangements can be made by phoning the hotline).

Collection of large-size waste (according to the schedule).

Textile collection and management program "100% benefits" - coordinated jointly with the Polish Red Cross (arrangements can be made by phoning the hotline).

Cinema tickets for batteries - the collection of used batteries in kindergartens, schools and educational facilities can be exchanged for cinema tickets for selected groups.

Krakow ECO-BOXES are special containers placed near some shopping centres in Krakow where light bulbs, batteries, small electronics and CDs can be thrown away. Special vehicles which are on duty twice a month next to ECO-BOXES, also collect used medicines, syringes and pre-filled ampoules.



MPO Krakow,

ul. Nowohucka 1

telephone 12 646 22 02, hotline: 801 084 084

www.mpo.krakow.pl

e-mail: mpo@mpo.krakow.pl

MPO Main Dispatch Office

telephone 12 646 23 61

e-mail: interwencje24h@mpo.krakow.pl

Tax and Fees Department of the City of Krakow

ul. Nowohucka 1

telephone 12 616 97 43, 12 616 97

(with end digits: 32-39, 41-42, 75, 79) - declarations and decisions

Telephone number 12 616 96 85, 12 616 96

(with end digits: 86, 89, 90, 92, 94, 95, 97, 98) - charges telephone 126169 (plus the last two digits in the range: 17-23) - charges

Supervision over the Integrated Municipal Waste

Management System in the Municipality of Krakow is

performed by the Department of Municipal Management of the Krakow City Office:

telephone 12 616 88 18

6. MAINTAINING CLEANLINESS AND ORDER

Miejskie Przedsiębiorstwo Oczyszczania Sp. z o.o. is responsible for maintaining cleanliness and order in the Municipality of Krakow on the basis of Resolution No. LII/697/12 of the Krakow City Council of 11 July 2012 regarding the order to MPO Sp. z o.o. in Krakow of the obligatory task of the maintenance of cleanliness and order in the territory of the Krakow City Municipality).

Within the scope of maintaining cleanliness and order, MPO Sp. z o. o. carries out tasks largely independently, also using the offers of specialized companies. Cleaning the city consists in particular of mechanical and manual sweeping, washing and cleaning streets, road pavements, as well as snow removal and keeping roads in good conditions. In addition, as part of maintaining cleanliness and order, emptying waste containers in public spaces and other activities are carried out.

What should a resident know?

The rights and obligations of property owners, e.g. in the field of cleaning mud, snow, ice and other debris from property, or the cleaning and repairing of motor vehicles apart from car washes and repair workshops are specified in the Regulations for maintaining cleanliness and order in the Municipality of Krakow (www.bip.krakow.pl).

Information on maintaining cleanliness and order in the Municipality of Krakow organized by MPO Sp. z o.o., including schedules for cleaning services, is available at:

www.mpo.krakow.pl/pozimowe-oczyszczanie-miasta



MPO Krakow, ul. Nowohucka 1,
telephone 12 646 22 02

www.mpo.krakow.pl, e-mail: mpo@mpo.krakow.pl



7. THE CITY IN THE HANDS OF RESIDENTS

Civic participation is a process by which citizens gain influence and indirect control over the decisions of public authorities when they have a direct or indirect impact on their own interests. Citizens who gain influence on the shape of regulations at an early stage of its creation are more likely to be involved in its implementation. Social participation is characterized by active communication of the residents of the Municipality and mutual cooperation. The aim is to engage citizens in every decision to be taken by the municipal authorities. The following are ways civic participation can be carried out:

- **The Civic Budget** allows residents to decide on a part of the city's budget. Residents know their needs best, and the Civic Budget, as a tool to meet them, supports the building of local social capital and the search for innovation.

It is also an excellent tool for education about self-governance - it is an element of a specific philosophy of the functioning of self-government - as a community of authorities and residents of a given territorial unit, cooperating for its development.

So far, five editions of the Civic Budget have been held in Krakow. More than 450 projects selected by the inhabitants are planned for implementation for a total amount of over PLN 50 million. In 2019, the regulations of the Civic Budget of the City of Krakow were updated. Now every resident of Krakow can submit applications and vote for selected district and city projects.

More information is found at:



www.budzet.krakow.pl

Facebook: Civic Budget of the City of Krakow

- **Local Initiative** is a form of cooperation between local government units and their inhabitants in order to jointly implement a public task for the benefit of the local community. An application for a local initiative can be submitted by:
 - residents - minimum 2 people,
 - residents through NGOs

An application for a Local Initiative public task can be downloaded at any time and then submitted to:

www.dialogspoleczny.krakow.pl

(tab: Local Initiative)



The application can concern activities such as:

- activities supporting the development of communities and local neighbourhoods,
- charity activities,
- maintaining and disseminating national tradition, nurturing and developing national, civic and cultural awareness,
- activities for national and ethnic minorities and regional languages,
- culture, art, protection of cultural and national heritage,
- promotion and organization of volunteering,
- science, higher education, education and upbringing,
- support and dissemination of physical culture, tourism and sightseeing,
- ecology and protection of animals and protection of natural heritage,
- public order and security,
- revitalization.

The application for the implementation of a local initiative is examined in the manner specified by the Code of Administrative Procedure. This means that a reply to the application should be sent to the person no later than within 30 days of the receipt of the application by the office (complicated cases may take up to 60 days).

The evaluation of applications is based on two criteria:

1. purposefulness - determination of the project's significance for the local community,
2. input of community service for the implementation of the task - this can be voluntary work, financial or material contributions.

KRAKOW - MY CITY

The Office does not provide residents with subsidies for a local initiative. It supports initiatives in an organizational or material manner, e.g. by purchasing services and/or materials necessary for its implementation. Residents can receive items necessary for the performance of the initiative from the Office for the duration of the agreement.



www.dialogspoleczny.krakow.pl(tab:local initiative)

- **Social Consultation** is another form of dialogue between residents and NGOs with the city authorities. The goal of such consultations is to engage residents in the development of the city. They also shape an attitude of shared responsibility for decisions taken, they generate cross-sectoral cooperation between NGOs and the city and ensure that residents participate in the process of making decisions that directly affect the way and quality of their lives.

GUIDEBOOK FOR KRAKOW 45

In 2018, a new resolution was adopted regarding public consultations. The emphasis was placed on transparent and precise communication, direct participation of residents in the consultation process and building real dialogue.



www.dialoguj.pl

Facebook (Municipal Dialogue Centre)

The Civic Centre is a friendly space for:

- non-governmental organizations,
- informal groups,
- local leaders,
- residents.

It offers:

- a wide spectrum of training and consultation,
- civic debates on current local topics,
- panels and thematic meetings.

Its goals are:

- support for the development of social and civic activities in Krakow,
- strengthening inter-sectoral cooperation within activities for residents,

In practice, it is a place where you can use free space for meetings regarding your local initiative/group, organize lectures, film screenings, workshops, etc.

In practice, it is a place where you can use free space for meetings regarding your local initiative/group, organize lectures, film screenings, workshops, etc.

Civic Centre, ul. Reymonta 2
(building of the Henryka Reymana Municipal Stadium)
1st floor, room 39

telephone 669 528 381, e-mail: centrum@krafos.pl

www.co.krakow.pl





Care and education of our children

The quality of education at every stage of a child's life is essential for his or her development. In order to meet the parents' expectations, the city of Krakow is expanding its educational offer and trying to make it as attractive as possible.

In this chapter you will find information about:

- nursery and kindergarten locations and fees,
- tasks of caregivers in day care centres,
- primary and secondary school offers,
- higher education proposals (full-time or extramural),
- education opportunities offered by the city for children with disabilities.

1. INFORMATION ABOUT EDUCATION IN KRAKOW

The Municipality of Krakow takes care of the youngest inhabitants of the city by increasing the number of nurseries and kindergartens. It also increases the comfort of teaching conditions for students in schools and other educational facilities - students are taught in modern classrooms, benefit from a wide sports offer, as well as from innovative programs and solutions that provide students the possibility of achieving the highest results. Necessary support is provided to students in need of special education learning conditions. They can count on the support of experts from psychological and pedagogical counselling centres, as well as develop their passions during extracurricular activities in 11 youth culture centres.



www.bip.krakow.pl

(tab: City Development, Politics, Education)

www.naszyszkoły.krakow.pl

www.portaledukacyjny.krakow.pl



Education Department, City Office of Krakow, ul. Stachowicza 18, telephone

12 616 52 00

e-mail: ek.umk@um.krakow.pl



2. NURSERIES AND CHILDREN'S CLUBS

Enrolment in nurseries and children's clubs take place throughout the year. If parents want to enrol their child in a municipal nursery, they must live in Krakow. There is no such requirement for nurseries and clubs other than for municipal nurseries and clubs. A nursery can provide care for children from the age of 20 weeks to 3 years. Children's clubs accept children from one to three years of age.

2.1. How to enrol your child in a nursery?

- 1 Choose the facility that suits you (those entered in the register operate legally, and this guarantees the employment of qualified



care personnel and meets the necessary fire, sanitary and epidemiological requirements).

- 2 Simply call the facility you choose to confirm the possibility of your child being accepted.
- 3 Go through an adaptation period. (This allows you to familiarize yourself with the operation of the selected facility and see if your child will adapt to the conditions there.)

Make your decision wisely and do not become discouraged - sometimes you may have to check several facilities before you find the most suitable one.



List of municipal nurseries, p. 212
List of nurseries carried out on behalf of the municipality, p. 212 List of nurseries and children's clubs other than the municipal pp. 212-218.



Register of nurseries and children's clubs, contact details as well as information on working hours and fees for care and meals can be found at: www.empatia.mpips.gov.pl



Detailed information about nurseries and children's clubs operating in Krakow can be obtained at:
City Office of Krakow,
Social Policy and Health
Department, ul. Dekerta 24
Telephone 12 616 92 84, 12 616 94 87, 12 616 97 97

2.2. CARE COSTS FOR NURSERIES AND CHILDREN'S CLUBS

Municipal nurseries - fees paid by the parent: PLN 199 (cost of care) and up to PLN 150 (cost of meals).

The following are exempt from the childcare fee:

- holders of the Krakow Family Card and the Krakow Family Card with a Disabled Child (they also are given priority in admission to a nursery),
- parents with two or more children simultaneously receiving care from the same nursery (partly exempt),
- parents whose income does not exceed 180% of the income entitling

them to benefit from financial benefits specified in the provisions on social assistance (income criterion); the fee is reduced by PLN 100 for each child.

For nurseries operating on behalf of the Municipality of Krakow, the fees incurred by parents: PLN 199 (cost of care) and PLN 150 (cost of meals).

Holders of the Krakow Family Card and the Krakow Family Card with a Disabled Child have first priority in joining the nursery.

Other than municipal nurseries and children's clubs - fees paid by a parent for providing 10-hour care on all days of the week amounts to approximately PLN 1,350.

During 2019, entities running nurseries, children's clubs or employing day caregivers (all who had submitted relevant applications at the end of 2018) receive subsidies for the cost of childcare from the Municipality of Krakow. Pursuant to the agreement signed with the Municipality, the facility managers are obliged to reduce the amount of monthly fees (the so-called tuition fees) incurred by the child's parents or legal guardians by the amount of subsidy obtained from the Municipality calculated according to the formula:

The fee paid by a parent is therefore reduced by about PLN 357 per month (assuming that the child is provided with care during the day for 10 hours). The subsidy (co-financing) applies to all children under the care of nurseries,

Number of hours to provide childcare in a given month
(calculated on the basis of the contract concluded with
parents or legal guardians) x PLN 1.70.



children's clubs or day caregivers residing in the city of Krakow.

In addition, from 2018, the Municipality of Krakow grants a subsidy (co-financing) to each child with a disability certificate, residing in the city of Krakow covered by care at the level of PLN 2.40 (per hour of care). On average, for 21 working days and 10 hours of care,

it is PLN 504 per month. This co-financing is given to the entity running a nursery/children's club to cover additional costs related to taking care of a child with a disability certificate.

2.3. DAY CAREGIVERS

From January 1, 2018, in accordance with the amendment to the Act on the care of children under the age of 3, natural persons conducting economic activity can employ day caregivers. This is a natural person employed by municipalities or legal persons (companies, associations, foundations) and organizational units without legal personality (e.g. municipal nurseries). Such a person can run a sole proprietorship.

The day caregiver can care for up to five children from the age of 20 weeks to 3 years. If the group includes a child who is under 1 year of age, and requires special care or is disabled, the guardian can only look after three children. With the consent of all parents, the day caregiver can look after up to eight children, and if there is a child in the group who is under the age of 1, or a disabled child or a child who requires special care, up to five children - if at least one of the parents will look after the children together with the day caregiver.

The day caregiver takes care of children on their own premises or on the premises of the entity that employs a day caregiver. Be sure to choose one from the list of caregivers, because only they act legally, have appropriate qualifications and meet the necessary formal requirements. The rules for granting subsidies by the municipality for care performed by a daily caregiver are the same as those for nurseries and children's clubs (described above).



List of day caregivers, p. 219



List of day caregivers, current contact details as well as data on working hours and fees for care and meals at day caregivers can be found at:
<http://empatia.mpips.gov.pl>

Detailed information about day caregivers operating in Krakow can be obtained at: **City Office of Krakow, Social Policy and Health Department**

ul. Dekerta 24

Telephone 12 616 92 84, 12 616 94 87, 12 616 97 97



2.4. Refund of childcare costs

Refunds are available to:

- an unemployed person who has at least one child under the age of 6 or at least one child with disabilities under 7 years of age,
- an unemployed person caring for a dependent person, after documenting the costs incurred, if:
they will take up employment or other gainful work, will be directed to an internship, adult vocational training or other training, provided that they earn monthly income not exceeding the minimum remuneration for work.

In the case of employment or other gainful work, the refund is granted for a period of up to 6 months, in the case of referral for internships, adult vocational training or other training – during the period of internships, adult vocational training or other training.

City Labour Office, ul. Wąwózowa 34

telephone 12 686 80 00 (exchange), 12 68 68 (122–123)

(Information point)

www.gupkrakow.pl, www.bip.krakow.pl/?bip_id=28



3. KINDERGARTENS

3.1. Local government and non-governmental kindergartens

Local government kindergartens are those run by a local government unit (municipality) and can only be public.

Children living in the city of Krakow are admitted to public kindergartens first. Local government kindergartens can be attended by children from 3 to 6 years of age, and in justified cases those who are 2.5 years old.

In recent years, thanks to the construction of new buildings and the adaptation of rooms not used previously for the needs of kindergartens, the

number of places in local government institutions throughout Krakow has increased every year.

Non-governmental kindergartens also operate in Krakow. These are:

- public kindergartens (payment rules are the same as for local kindergartens),
- private kindergartens and kindergarten units (they themselves determine the terms of payment for using their services).

Families covered by the Krakow Family Card 3+ program or the Krakow for "N" Family program (for families with a child with a disability) can benefit from a reduced rate of payment for using the services of a local kindergarten. Payment is only PLN 0.50 per hour (with over five hours free).

Families included in the Krakow Family Card 3+ program and simultaneously part of the Krakow for "N" Family can use the services of a local kindergarten free of charge.

Students with a specific disability type can count on free transport or a refund of transport costs to schools / institutions. Children with a disability of 5 and 6 years of age have free transport or reimbursement of transport costs to kindergartens. In March 2019, the City Council of Krakow decided that 3- and 4-year-olds can also use free transport.



Information regarding submission of applications: Education Department of the City of Krakow.

www.bip.krakow.pl

List of educational institutions available at:

www.portaledukacyjny.krakow.pl

www.naszszkoly.krakow.pl

3.2. Special kindergartens

Special education covers children and young people who have disabilities and those having problems adjusting socially who require special organization of learning and working methods. Teaching is carried out both in public schools and in integration or special schools/departments or centres.

These include special kindergartens attended by children that are:

- deaf or hard of hearing,
- blind or visually-impaired,
- with physical disability (including aphasia) or intellectual disability (moderate or severe),
- affected by autism (including Asperger's syndrome),
- with multiple disabilities.

Krakow special kindergartens operate on the basis of proven work education methods that stimulate the senses of communication, support the motor and intellectual development of children, and - which is extremely important - develop their independence.



Krakow institutions provide pre-schoolers and pupils with special education needs with appropriate learning conditions adapted to the level and developmental needs of the child. Modern specialist equipment is used for this purpose, as well as study rooms for individual classes. Among them are rooms such as: "experiencing the world room", gyms and relaxation rooms, a Montessori space, a music therapy corner, as well as modern rooms for speech and psychological therapy.



www.bip.krakow.pl,
tab: City Development - Politics - Education.



4. TIME FOR SCHOOL - EDUCATIONAL OFFERS

The list of local government schools, information about their offers and detailed recruitment regulations can be found on the website:

www.portaledukacyjny.krakow.pl and on the Public Information Bulletin: **www.bip.krakow.pl**.

We also recommend the use of the search engine found on the site **www.naszszkoly.krakow.pl**, in which schools present their offer.

4.1. Primary schools

Before starting primary school, children undergo a so-called pre-school diagnosis to check their readiness to take this step. This is a specialized examination that is intended to determine the physical, emotional and intellectual aspects of the child's development. Detection of possible deficiencies in a child's development enables quick action aimed at the child's care that will overcome such difficulties. In this matter, parents can count on the support of Krakow clinics specializing in psychology and pedagogy. Needed help can also be obtained at a primary school before the child starts school.

School districts

Students living in the district of a particular school are admitted first, while students from outside the district are admitted after the recruitment procedure is completed and if the school has any free places available. Recruitment in Krakow is done electronically.

www.portaledukacyjny.krakow.pl



4.2. Secondary schools

In Krakow, it is possible to take advantage of a very wide range of secondary education offers. These include, general education high schools (for youth and adults), technical, vocational schools of first degree and post-secondary schools which are available to students.

Recruitment to the first grades of local government and some non-governmental schools is carried out using an IT system **www.e-omikron.pl**. Candidates enter an electronic version of the application into the system for admission to school, while having the opportunity to choose many classes in

all schools conducting recruitment. They then submit the paper version of the application, signed by their parents or legal guardians, to the school which is their first choice.

The most important information about secondary schools, as well as the exact recruitment rules and deadlines can be found on the websites: www.portaledukacyjny.krakow.pl, www.naszyszkoły.krakow.pl and on the Public Information Bulletin.

4.3. Special schools

Similar to kindergartens, special schools are attended by children that are:

- deaf or hard of hearing,
- blind or visually-impaired,
- with physical disability (including aphasia) or intellectual disability (mild, moderate or severe),
- affected by autism (including Asperger's syndrome),
- with multiple disabilities.

students in special education can also benefit from a wide range of Krakow schools.

They are:

- a primary school,
- a secondary school,
- a technical secondary school,
- a vocational school of the first degree,
- a vocational school of the second degree,
- a special school preparing students for work,
- a post-secondary school.

Children and adolescents having intellectual disabilities to a high degree have the right to participate in individual or team revalidation classes up to the age of 25.

In the case of children who are deaf, hearing-impaired, blind or visually-impaired, with mild mobility or intellectual disability or affected by autism or Asperger syndrome are taught the same core curriculum and the same subjects as in public schools. For each student, a team of teachers and school specialists develops an individual Education and Therapy Program (iPET). The educational process uses methods and forms of work adapted to the needs and capabilities of the students.

Students in vocational schools can study various professions offered by schools taking into account their personal health conditions. An occupational doctor must agree to the student being educated in a given profession.

In a special school, children learn in smaller classes, the size of which depends on the type of disability of the students. They always have additional support in the form of a group of specialists competent for a given disability. Schools conduct, among others, classes of psychological therapy, integration and sensory stimulation, correction of posture defects, correction of speech impediments, biofeedback, hippotherapy, canine assisted therapy, therapy through art and dance movement therapy.

Children with moderate and severe intellectual disabilities attend elementary, post-primary and secondary schools, and then a school that prepares them for work. The curriculum contents that the student should master while studying constitute a separate core curriculum and separate subjects (than in a typical public school). The pupils learn reading, writing, counting and acquire skills for working in various professions. When graduating from a primary school or special schools that prepare them for work, students receive a school diploma but they do not take external examinations. They are being prepared to take part in occupational therapy workshops or take up work.



NOTICE!

During the school year (from September 1 to June 30), pupils of Krakow elementary schools can use public transport free of charge on the basis of their school IDs.

www.bip.krakow.pl

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5. TIME AFTER SCHOOL - YOUTH COMMUNITY CENTRES

The city of Krakow provides children and young people with interesting extracurricular activities (sports, art or music) that can be enjoyed by young people ages 3 to 21. The local government manages, among others, 11 youth community centres throughout the city. They operate throughout the whole school year, and during the summer and winter holidays, the programs "Summer in the city" and "Winter in the city" are organized.

Students also have the option of using three inter-school sports centres. They also have the opportunity to spend their summer holidays or winter break in a youth hostel (in Krakow or Zakopane). The Municipality of Krakow also runs boarding schools and dormitories.

Lists of youth community centres are available on the Public Information Bulletin:

www.bip.krakow.pl

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The Krakow Youth Academy is a project addressed to primary school students. It gives them the opportunity to learn about the activities of institutions and municipal companies supervised by the Krakow local government. They are able to learn the principles on which the functioning of the city as a whole is based.

6. WHEN YOU WANT TO EXPAND YOUR EDUCATION

Training courses, vouchers for training courses, post-graduate studies, financing the costs of examinations and obtaining a license, as well as a scholarship for continuing education – are all forms of raising qualifications offered by the City Labour Office in Krakow.

6.1. Training courses

Training courses are financed from the Labour Fund and are aimed at raising professional and other qualifications that can increase the chance of participants taking up or maintaining employment, other gainful employment or economic activity, especially in cases of:

- lack of professional qualifications,
- the need for changing or supplementing qualifications,
- loss of ability to work in a current profession,
- inability to actively seek work.

The labour office initiates and organizes training of the unemployed in both group and individual form. Group training is targeted at a specific group of the unemployed (depending on the type of training and occupation) and is preceded by organized recruitment.

Individual training is training indicated by unemployed individuals and carried out at their request, provided that the purpose is justified. The cost of training for the part financed from the Labour Fund in a given year cannot exceed 300% of the average remuneration for work.

A person accepted by the office to receive training receives a monthly scholarship equal to 120% of the unemployment benefit, if the monthly scope of training is at least 150 hours. In the case of a lower number of monthly training hours, the amount of the scholarship is determined proportionally, although the scholarship cannot be lower than 20% of the unemployment benefit.

If a person referred for training during his or her training takes up employment, other gainful work or business activity, he or she will be entitled to a scholarship in the amount of 20% of the unemployment benefit regardless of the number of training hours, lasting from the date of beginning employment, other gainful work or business activity until the day the training was completed; no social security contributions are paid from this scholarship.

6.2. Training voucher

A training voucher is an instrument for mobilizing unemployed persons under the age of 30, and guarantees the participation of the unemployed person in the training of their choice and payment of costs that will be incurred in connection with the training. The award and implementation of a training voucher is based on an individual action plan and the credibility of the unemployed person undertaking employment, other gainful employment or business activity. The validity of the training voucher is determined by the local staroste.



As part of the training voucher, the staroste finances the unemployed person up to 100% of the average salary in force on the day the training voucher is granted which covers the costs of:

- one or several trainings, including a qualifying vocational course and a course granting professional qualifications - in the form of payment to the account of the training institution,
- the necessary medical or psychological examinations - in the form of payment to the account of the examiner,
- travel to the training - in the form of a lump sum paid to the unemployed in the amount of:
 - up to PLN 150 - for training lasting up to 150 hours,
 - between PLN 150 to PLN 200 - for training lasting over 150 hours,
- accommodations if the classes take place outside the place of residence - in the form of a lump sum paid to the unemployed person in the amount of:
 - up to PLN 550 - for training lasting less than 75 hours,
 - between PLN 550 to PLN 1,100 - in the case of training lasting from 75 to 150 hours,
 - between PLN 1,100 to PLN 1,500 - for training lasting over 150 hours

In a situation where the cost of training exceeds the amount specified in the voucher, the unemployed person covers the costs exceeding the indicated limit on their own.

6.3. Subsidies of post-graduate studies

At the request of the unemployed, the staroste can provide financing from the Labour Fund for postgraduate study costs payable to the study organizer, up to 100%, but not more than 300% of the average remuneration.

An unemployed person who has been awarded subsidies by the staroste for post-graduate studies for the period of participation in the studies according to their program is entitled to a scholarship in the amount of 20% of the unemployment benefits.

A participant in post-graduate studies, who during the course of their studies took up employment, other gainful work or a business activity, shall not be suspended from the scholarship subsidy until the planned date of completion of their studies.

6.4. Financing exam costs and obtaining a license

At the request of the unemployed or jobseeker, the office can finance from the Labour Fund, up to the average salary, costs of examinations enabling obtaining certificates, diplomas, attestations, specific professional rights or professional titles and the costs of obtaining licenses necessary to practice a given profession.

6.5. Scholarship for continued education

Unemployed persons without professional qualifications, who during the 12 months from the date of registration in the office, undertook further

education in a secondary school for adults, in either a public or private school with the rights of a public school, or in higher education, where they study in the form of extramural studies, a scholarship can be granted by the staroste, upon the request of the unemployed person in the amount of 100% of the unemployment benefit, payable for a period of 12 months from the date of commencement of the education.

The scholarship can be entitled provided that the income per person in the individual's family is not exceeded within the meaning of the provisions on social assistance entitling to social assistance benefits.

If an unemployed person takes up employment, other gainful activity or business activity while studying, the scholarship will be paid in the amount of 20% of the unemployment allowance from the date of employment, other gainful work or business activity.

Within the offer of the City Labour Office of Krakow, internship and internship vouchers are also available. Taking advantage of these forms of support allows the person to gain professional experience, thus creating a greater chance of finding gainful employment.



6.6. Internship

This is the acquisition by the unemployed of practical skills to perform work by carrying out tasks in the workplace without establishing an employment relationship with the employer. Any unemployed person can be referred to an internship lasting up to 6 months. A person who is under 30 years of age can be referred to perform an internship lasting up to 12 months.

An unemployed person during the internship is entitled to a scholarship in the amount of 120% of the amount of the unemployment benefit. A person practising an internship:

- has the right to 2 days off for every 30 calendar days of the internship,
- after completing the internship, the person receives a certificate for completing the internship.

The period of receiving the scholarship is included in the period of work required to acquire or retain employee rights and contributory periods. The period of receiving the scholarship is not included in the period enabling the acquisition of the right to unemployment benefit and the period of employment on which the right to holiday leave depends.

6.7. Internship voucher

An internship voucher is a proposal to mobilize an unemployed person up to 30 years of age. It guarantees an internship with the employer indicated by the unemployed for a period of 6 months, provided that the employer undertakes to employ the unemployed person after the internship is completed for a period of 6 months. The internship voucher is awarded on the basis of an individual action plan. The period of validity of the internship voucher is determined by the staroste.

As part of the internship voucher, the staroste finances:

- 1 travel costs to and from the place of internship - in the form of a lump sum up to PLN 600,
- 2 costs of necessary medical or psychological examinations.

The employer who employs an unemployed person for the declared period of six months is paid by the staroste a bonus of PLN 1,500 (the bonus and the maximum lump sum are subject to indexation).

POST-SECONDARY SCHOOLS, VOCATIONAL COURSES AND VOCATIONAL

City Labour Office, ul. Wąwozowa 34,
Mondays - Fridays: 7.45 am - 2.45 pm,
telephone 12 686 80 00 (exchange)
12 68 68 122-123 (information point)

www.gupkrakow.pl

www.bip.krakow.pl/?bip_id=28



COMPETENCE COURSES

In order to acquire the necessary knowledge and skills, but also documents needed to perform professional work, it is worth using the offer of post-secondary schools or take part in vocational qualification and vocational competence courses. These can be obtained from post-secondary schools, technical schools, vocational schools of the first degree, as well as from a Practical Training Centre and a Continuing Education Centre. The final high school matriculation exam is not required to study in such schools.

When choosing a course, it is worth meeting with a career counsellor who will help you plan your future career. If a student graduating from a secondary school does not take the matriculation examination, they can take it in the future, for example when studying at a part-time school.

Education in public schools is free. Tuition fees must be paid to attend private schools.



Information regarding courses and training can be found:

- at the Information and Career Planning Centre at the Voivodeship Labour Office:
 - www.wupkrakow.praca.gov.pl
 - on the WuP portal
 - www.pociagdokariery.p use the search engine for courses, trainings, schools, etc. in Krakow and the region,
- at the CITY Labour Office in Krakow:
 - www.gupkrakow.pl
- on the websites of schools and institutions providing vocational training,
 - lists are available on the Educational Portal:
 - www.portaledukacyjny.krakow.pl
- on the "Our Schools" portal: www.naszszkoly.krakow.pl
- on the Public Information Bulletin: www.bip.krakow.pl

7 GUIDEBOOK FOR YOUTH

With the young people of Krakow in mind who are about to enter adulthood, the City of Krakow has developed the "Young Krakow" Guidebook. The publication contains a wide range of useful information about finding a job, starting a business and higher studies. It also provides information about basic civil rights in a democratic society and provides information where to look for help in various crisis situations, e.g. related to disability, health or legal problems.

The guidebook is given to students in the last years of secondary school.

www.mlodziez.krakow.pl

Facebook: Young Krakow



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Krakow supports families



Everyday life brings much joy. Sometimes, however, situations arise when help turns out to be necessary. It is worthwhile to take advantage of the support offered by Krakow institutions and specialists working with them.

In this chapter you will find information about:

- non-financial forms of family support offered by Krakow institutions,
- proposed financial tools for supporting families and the rules for obtaining them,
- among others, threats arising from misuse of the Internet,
- forms of assistance in the event of addiction or breaking the law,
- aid programs.

1. NON-FINANCIAL FAMILY SUPPORT

1.1 Krakow Card (Karta Krakowska) provides more than cheaper public transport

The Krakow Card program was introduced by a resolution of the Krakow City Council on February 7, 2018. Its owners receive a 35% discount on the purchase of public transport season tickets - including agglomeration tickets, as well as admission tickets to municipal museums and galleries. Discounts also apply to products and services from program partners (average 5-20% discount).

Krakow Card can be obtained by people who meet at least one of the following conditions:

1. they are registered as having permanent residence within the City,
2. they settle their personal income tax in the tax office competent for a person residing in the city, with the indication of the City of Krakow as place of residence, regardless of whether the person earns income or not.

The Krakow Card can be obtained by children of persons who apply for the Krakow Card (up to the age of 18), as well as persons staying in orphanages and care institutions up to the age of 18 - at the request of the educator and the director of the facility.

Krakow Card is valid for a period of one year - counting from the day it was obtained, i.e. from the date of positive verification of the complete application.

Applications can be submitted via the website www.ik.krakow.pl and at Ticket Sales Points. The application should be accompanied by a current photograph, signed with the name of the applicant. The photo can also be attached as a graphic file.

On the basis of their PIT (Tax Form), applicants for the Krakow Card should submit one of the following documents when submitting the application:

- 1 the first page of the PIT form with a stamp of submission at the Tax Office or confirmation of its submission, with the provision that such a confirmation of submission is not required in the case of PIT 40A,
- 2 the first page of PIT with the Official Receipt of this PIT (UPO),
- 3 certificate from the Tax Office in Krakow.



Logo of the Krakow City Council



www.kk.krakow.pl

1.2 Krakow Family Card 3+

The Krakow Family Card 3+ provides discounts, bonuses, preferences and entitlements especially in the areas of public transport, culture and entertainment, sport, recreation and leisure, care for children, education, health, gastronomy, shops and services.

The following are entitled to use the KKR3+:

- large families living in the Municipality of Krakow, where parents (one parent in the case of single-parent families) settle personal income tax in the Tax Office competent for a person residing in the City of Krakow. A large family consists of parents (one parent in the case of single-parent families) with at least three children (including children over whom they exercise family foster care):
 - up to the age of 18,
 - up to the age of 24 - in the case of children at school or college,
 - without age restrictions - for children with a disability certificate.
- family-type care and upbringing facilities run by the Krakow City Municipality or ordered by it.

KKR can extend its validity at the request of a parent or guardian of the facility. A parent also means: a foster parent, a person running a family children's home or a child's legal guardian. An institution's guardian is understood as a person employed in a family-based care or educational institution.

KKR is issued to authorized persons, excluding children under 4 years of age. The children are eligible for discounts, bonuses, preferences and entitlements when a valid KKR of a parent or caregiver is shown.

For the purpose of issuing the card, an authorized person can provide a photograph of the child one month before the child is 4 years of age. KKR is integrated with the Krakow City Card.

The free travel ticket is reserved only for children and young people covered by the KKR program. Parents or guardians of the facility receive a personalized KKR free travel ticket.

KKR is issued for a period of one year. An application for the extension of its validity can be submitted no earlier than 30 days before the expiry date.

The City of Krakow can request the applicant to show other documents than those specified in the service card to confirm the status of a large family entitled to the card if they are necessary to establish a card.

Krakow Benefit Centre

telephone 12 616 50 50

www.kkr.krakow.pl

www.bip.krakow.pl (tab: Services - Procedures)



1.3 Large Family Card

The Government Large Family Card offers a system of discounts and additional entitlements. It gives the opportunity to use the catalogue of cultural, recreational and transport offers throughout the country. Discounts are offered both by public institutions and private entrepreneurs.

The card can be issued for a member of a large family in which the parent (parents) or spouse of the parent has or had at least a total of three children regardless of their age.

KDR is also available to children:

- up to the age of 18,
- up to the age of 25 - when they study at a school or higher learning institution,
- without age restrictions, for children with a moderate or severe disability certificate, but only if there are at least three children who meet the above conditions on the day of submitting the application.

The right to use the program is independent of income.



Krakow Benefit Centre

Telephone number 12 616 50 50

www.sprawyspoleczne.krakow.pl

www.bip.krakow.pl (tab: Services - Procedures)

1.4 Krakow Family Card with a Child with a Disability

The Krakow Family Card with a Child with a Disability - issued in the form of a personalized identification card - confirms the discounts, bonuses, preferences and entitlements under the Krakow for "N" Family program.



Information about persons entitled to use the KKR with a Child with a Disability can be found on the website:

www.krakow.pl/bezbarier/kkrn/

or in the Krakow Guidebook for Persons with Disabilities and obtain information by phoning: 126165293.



Information on Program partners and opportunities to become a partner:
telephone 12 616 50 76

1.5 Local Activity Programs and volunteering at MOPS

Local Activity Programs (PALs) integrate and activate local communities to take effective actions to improve mutual relations and quality of life, counteract marginalization and exclusion, improve the qualifications and competences of residents, as well as increase the sense of identification with the place where they live.

PALs are implemented through various integrations that activate and support activities meeting the needs of a given community. These are: educational classes (language, workshops: creativity, DIY, tailoring, gardening, development for women, art and graffiti, film and theatre, handicrafts, creating eco cosmetics, prevention of addiction for young people - including cooperation with the Municipal Centre of

Addiction Prevention), as well as social campaigns, occasional events and projects implemented as part of the Civic Budget and District Councils. Within PALs, work is also carried out with young people up to the age of 25 which includes accompaniment, advocacy of interests, assistance in the educational process and taking up employment, cooperation with institutions and organizations, sports, cultural and social activation. Participation in the Local Activity Programs is free.

Invitation to volunteer

MOPS in Krakow provides the opportunity to volunteer. Volunteers can be people (above 15 years) who voluntarily and without remuneration want to help others and engage in various initiatives. Volunteers have the opportunity to help the elderly, lonely and those with disabilities, as well as families with children, support street workers in work with those who are homeless, help local occupational medicine activities carried out by MOPS, as well as act for people participating in the Social Integration Club.



Interested persons can apply at MOPS

os. Na Skarpie 35

Monday, Wednesday, Friday from 11:00 am to 4:00 pm on Tuesday and Thursday from 10:00 am to 4:00 pm

or by writing to the following address: wolontariat@mops.krakow.pl, telephone 608 052 409



Volunteer service:

- work with an elderly person, a person with disabilities or a lonely person includes accompanying the person, visits, talking to him or her, reading books and newspapers with the person, going for walks with them, helping them with arranging official matters, shopping and making doctor visits.
- work with children involves teaching selected subjects in the field of primary school, providing an active and interesting way of spending free time, developing children's interests and skills.

Meetings take place in the place of residence of the people who signed up to be covered by the volunteer service for at least once a week for a period of 1 to 2 hours.

Volunteers take part in trainings in the field of occupational health and safety and the structure and activities of MOPS in Krakow. Volunteers' learn tasks and duties before starting volunteer services.

MOPS Social Integration Club

The Social Integration Club (KIS) at MOPS is a place of social and professional reintegration. It helps families rebuild and maintain the ability to participate in local community life, return to social roles in the place of residence, stay or work, and rebuild and maintain the ability to provide services on the labour market. The club works for the integration of people with similar difficulties and life problems. It helps people organize themselves into groups, undertake joint initiatives and endeavours in the fields of social and professional activation.

Participation in the Social Integration Club is voluntary. The condition of participation is the implementation of the concluded social contract.

The Social Integration Club offers:

- individual support: social worker, career counsellor, psychologist, lawyer, addiction therapist,
- group support: implemented as part of the Educational and Supporting Group, Social Integration Support Groups, Vocational Integration Support Groups, Self-Help Groups and conducts workshops (e.g. interest clubs, music, art, sport),
- work as part of socially useful works - "PSU" simple/office/service works performed by the those unemployed in organizational units of the municipality (including schools, kindergartens, nursing homes), non-governmental organizations (associations, foundations),
- the opportunity to participate in the Debt Removal Program, aimed at social and professional reintegration of people with debt due to the use of communal flats, as well as helping people to pay their rent debt,
- subsidized employment implemented under projects co-financed by the EU implemented at MOPS (from May 1, 2019, the Professionally Active, Socially Active project).

MOPS KIS, os. Górali 19
 telephone 660 637 821, 660 637 822
 e-mail: is@mops.krakow.pl



List of MOPS branches on p. 220



1.6 Club for parents

Creating a friendly space for parents and children is the main task of Clubs for Parents. More and more places are being created in Krakow where families can share their experiences, good practices and problems related to raising children. Meetings are organized with specialists: a psychologist, health visitor, midwife, speech therapist, dietitian, pedagogue, paramedic, lawyer. Offers concerning educational, cultural and recreational workshops and activities are developed. At the clubs you can gain extensive knowledge in various areas such as:

- How to raise your awareness about family planning and its functioning
- How to develop parenting skills
- Is breastfeeding worthwhile and for how long?
- Is following a healthy lifestyle and eating healthy a style for "average" families?
- How easy is it to get back to work after maternity leave?

Also:

- Attention! Make-up workshops, classes with a stylist, braider, fitness, yoga, classes for fathers!
- Children are also considered: during the meetings, the youngest are taken care of by animators in specially created play areas.



- Clubs for parents are arranged so that residents of all districts of Krakow have access to them.
- As many as 40 clubs operate in Krakow.
- This offer cannot be missed! Such classes cost only one symbolic zloty, and some clubs are even for free!
- You will find detailed information at:
www.kkr.krakow.pl
(tab: Club for parents). Come on in!

▶ List of Clubs for Parents, pp. 220–222

1.7 Zielony Domek (Green House)

Do you need support? Are you thinking of visiting a child psychologist?

The Zielony Domek is a safe haven for those whose family relationships are difficult and require professional support. The offer has been prepared especially for the youngest - children under 3 years old.

The main objectives of the program are building healthy and positive family ties, ensuring the child's proper psychophysical development, as well as building good child-parent relationships, followed by developing good peer relationships. Therapists that specialize in early relationships of childhood know how important these things are for affecting the entire course of a person's life, which is the reason they provide professional help.

Obtaining advice at the Zielony Domek does not require the child needing to have a prior diagnosis. Many parents gather here and can talk about their child and exchange personal experiences. This is the first institution of its kind in Poland for children and parents/guardians.



The Zielony Domek is an island of hope for the 21st century.

Free advice! you do not need to make an appointment in advance. Check only the opening hours.

telephone 537 957 333, ul. św. Marka 21a

<http://www.fundacja-promyk.org>
www.facebook.com/ZielonyDomekKrako

w e-mail: fundacja@zielonydomek-

1.8 Patron of Children Talents

A gifted child is no longer a problem! The Patron of Children Talents program has been prepared for extremely talented and gifted children who, for material, living and family reasons, cannot fully realize their dreams. Thanks to this effort, they will be able to spread their wings!

The Patron's main goals are overcoming financial barriers, equalizing educational opportunities and activating the local environment. We are appealing to parents, teachers and school heads of gifted children. It is worth discovering children's passions and watching over their progress.

Recruitment is carried out by the organizers in cooperation with the directors of Krakow primary schools, Youth Community Centres, and Culture Centres.



www.kkr.krakow.pl and www.dalekowiecej.pl



1.9 Teenager Zone

Two zones next to one another – for the parent and for the teenager - they give birth to a unique space for communication and help.

The Teenager Zone is a place created for teens who are lost, have a difficult situation at home, at school or in relationships with peers, as well as for those who experience physical or psychological violence or struggle with alcoholism of their parents or guardians.

Friendly specialists will listen to everyone who needs help and show the way out of difficult situations.

The Teenager Zone offers workshops conducted twice a month, during which teenagers can develop their social skills, overcome shyness, and spend their time in an uplifting and useful way. The workshops always start with English classes. Another side of the meetings is cooking workshops promoting healthy eating, as well as musical, photographic, journalistic and other type gatherings.

Note! The teenager zone guarantees you anonymity as well as a friendly and respectful atmosphere.

And remember: you are not alone!



The two main operating principles of the Teenager Zone are: security and anonymity.

Come if something worries you, someone overwhelms you, hurts you - e.g. someone beats you up, humiliates or offends you,
You can "talk openly" - you will definitely be Heard.

Remember, there is no situation with no way out, Every problem deserves attention – and we will help you solve it.



www.kkr.krakow.pl

(tab: Clubs for Parents / Teenager Zone)

The Teenager Zone is also open to parents and caregivers who do not know how to help teenagers struggling with difficulties.

1.10 Other forms of non-financial aid

A **family assistant** is a person who helps families experiencing care and upbringing difficulties - the family assistant:

- helps in dealing with important matters (e.g. office),
- instructs how to run a household, manage the budget, how to deal with and raise a child at various stages of their development,
- helps in organizing free time, using available cultural and sporting offers,
- helps pregnant women, especially in the case of complicated pregnancy and families with children who have been diagnosed with severe, irreversible impairment or incurable disease threatening their health and life arising in the prenatal period of child development or during childbirth (coordinates various services in the field of specialist counselling, enabling overcoming difficulties in nurturing and raising a child, social and vocational rehabilitation, as well as facilitating access to psychological support and legal assistance, in particular in the field of parental and employee rights),
- helps parents who apply for their children to be looked after directly.

Supportive families are a form of help aimed at families in need of support in overcoming difficulties related to care and upbringing, also in the case of children with disabilities, and that need help running their household. The relationships that are established between supportive families and families who need this support help shape positive patterns of parental and social attitudes. Families in need of help can identify candidates for supportive families themselves. They can be people from the immediate environment of the child, e.g. neighbours, family friends or godparents, as well as persons who are lonely and childless.

Entrusting the care of a supportive family is preceded by conducting a family environmental interview, which aims at verifying candidates. Supportive families are reimbursed for expenses incurred as a result of spending time together, e.g. purchasing a cinema or theatre ticket for a child from a supported family.



People interested in this form of assistance can contact MOPS employees. The service is free!



Social work is a form of help in overcoming various difficulties of life. Together with a social worker, individuals and families look for effective solutions to the problems they encounter. The need for this type of support can be reported by phone or e-mail by contacting MOPS employees. Such support also covers persons with disabilities and their families.

Detailed information on forms of assistance are provided in the Guidebook for Persons with Disabilities.



Guardianship services are non-cash benefits from social assistance. They include assistance in satisfying everyday life needs, hygienic care, care recommended by a doctor and providing - if possible - an elderly person with contact with their surroundings. The size and scope of care services depends on the health of the person covered by the services, their family and financial situation, psychophysical fitness, as well as the possibility of support and assistance from family and the surroundings.

Guardianship Services are intended for residents of Krakow whom, due to their age, illness or other reasons, require the help of others. The services cover household and nursing activities.

If the person's income does not exceed the income criterion specified in art. 8 clause 1 of the Act on social assistance, i.e. PLN 701 in the case of a self-supporting individual, and PLN 528 in the case of a person in a family, the services are provided free of charge.

In other cases, the amount of payment is determined on the basis of the tables contained in Appendix 2 to Resolution No. XXI/272/07 of the Krakow City Council.

People in particularly difficult situations, who document that the amount of income at their disposal after incurring the necessary fees and expenses for treatment and payment for care services would not permit them to meet their basic life needs, can be partially or completely released from payment for care services. In the case of persons whose payment for services should be 100%, they can be partially exempted from payment, however the reduced amount should be at least 60% of the cost of an hour of services. In order to apply for assistance, submit a request for assistance to the branch of the Social Welfare Centre in Krakow according to your place of residence

Family support services

As part of the Socially Active, Professionally Active projects financed from European Union funds, services are dedicated to people and families experiencing various difficulties. The services are a free form of support.

Specialized family support services - services are addressed to families with children up to 18 years of age, in which at least one of the parents is a person affected by a problem of mental disorders, intellectual disability or addiction.

This form of assistance includes support tailored to the individual needs of families in the form of:

- psycho-social counselling,
- social skills training,
- family counselling,
- participation in educational and support groups.

Strengthening or rebuilding services - are addressed to people and families who have lost or are at risk of losing a child, experience life, upbringing and caring difficulties, as well as self-dependent foster care students.

Within this form of services, interested persons can obtain the following support:

- individual psychological counselling,
- group psychological counselling,
- family counselling,
- tailored individual, family, group therapy,
- mediation.

In order to use the above mentioned forms of support, please contact the MOPS branch responsible for your place of residence. Social workers that are qualified to participate in the project, determine the scope and dimension of services and provide all detailed information together with the family.



Centres for Family Counselling and Therapy

Specialized psychological counselling and therapy are implemented by four centres of counselling and family therapy. Assistance is offered to persons and families who have difficulties or show a need for support in solving their life problems. Assistance is provided regardless of income. The activities carried out by the centres are primarily used to strengthen the independence and competence of families and individuals.

Forms of assistance:

- individual therapy focused on individual problems of the child or adult,
- family therapy focused on the diagnosis of problems hindering the functioning of the entire family or its individual members and on changing destructive patterns of behaviour,
- group therapy, in which several or up to a dozen persons experiencing similar problems participate,
- psychological and family counselling in the form of an information meeting focused on understanding the problem and indicating possible forms of obtaining support in the centre.

The decision on qualification for individual forms of therapy is made jointly with the therapist depending on the problem the person is reporting. Services are provided both at the headquarters of the counselling centres, as well as at the place of residence of persons/families using this type of support.

1.11 Violence in the family - where to seek help?

Persons experiencing domestic violence can report it to the nearest police station or, at the moment of danger, call the police using telephone numbers 997 or 112.

A person experiencing violence can also personally report to the nearest branch of MOPS, where they will get help and detailed information about possible forms of help in a given situation.

Help for people experiencing domestic violence is provided by:

- Crisis Intervention Centre, ul. Radziwiłłowska 8B, telephone 12 421 92 82, www.oik.krakow.pl (specialist psychological help and shelter).
- Specialist Support Centre for Victims of Domestic Violence, os. Krakowiaków 46, telephone 12 425 81 70 (24-hour shelter), psychological consultations as well as a social worker, lawyer or educator. The centre runs a support group for people affected by violence and a therapeutic group for adults and children.
- Dates of meetings are provided for on the website: www.mops.krakow.pl.

People experiencing domestic violence can get the help of specialists in MOPS - take part in a women's support group. Meetings of the group run by MOPS employees are held every 2 weeks - on Tuesdays at 4.30 p.m. (excluding July and August). You can also make an appointment by phone - telephone 126165323.

A witness to domestic violence can contribute to detention of the perpetrator by informing the police in person at the police station or by calling 997. They can also personally notify MOPS at the branch nearest to the place of residence of the person affected by violence or by calling **12 616 54 08**.

1.12 Violence against the elderly

It happens that people living with their closest relatives, who are in a close emotional relation or who are financially dependent on them, can also experience violence on their part. Unfortunately, such situations also apply to elderly persons.

Elderly persons can be subject to:

- physical violence,
- psychological violence (nasty words from loved ones, mocking, insults, screams, debasing remarks and humiliation, as well as being forbidden contact with friends or other family members),
- economic violence (family members take the elderly person's money, force them to finance unwanted purchases or take loans or credits, force them to change their will, or force them to make donations of their assets).



Negligence can also occur if an elderly person or a person with a disability does not have food, medical care, or who do not receive the medication or drugs prescribed by a doctor because the person looking after them did not buy them.

Such types of behaviour are harmful and do not allow the person affected to live peacefully and safely.

Therefore, if you or someone you know suffers from mistreatment, it is worth talking to trusted people - neighbours, friends, other family members, to help and support you in regaining peace.

You can talk to your doctor about the harm you experience. Although doctors provide medical assistance, they are also required to seek further assistance for a person that is experiencing violence. A doctor can set up a blue card, thanks to which the person affected by violence will receive the help of a social worker, a policeman, and if necessary also the help of a lawyer or psychologist.

However, if you do not have trusted people and you cannot talk to anyone about a problem of violence, then it is worth contacting the relevant institutions:

- Crisis Intervention Centre (round the clock), ul. Radziwiłłowska 8b, telephone

12 421 92 82.

- The Centre also runs a Helpline for Seniors (12 413 71 33), open from Monday to Friday from 1:00 pm to 4:00 pm
- Specialist Support Centre for Victims of Domestic Violence (round the clock), os. Krakowiaków 46, telephone 12 425 81 70.
- Municipal Social Welfare Centre, ul. Józefińska 14, telephone 12 616 54 27.



You can always phone the Police at No. **997** or **112**.

Nationwide Telephone for Victims of Domestic Violence "Blue Line"

Free, open 24/7 - **800 120 002**.

National Emergency Service for Victims of Domestic Violence "Blue Line"

(every day from 12:00 am to 6:00 pm) - **22 668 70 00**.

1.13 Daytime support facilities

In such facilities, parents are provided with support in taking care of their child and satisfying their needs, including living, developmental, emotional and social needs. Work with the child takes place in cooperation with families. Children can participate in educational, specialist and recreational activities. They also have a meal provided. The facilities operate throughout the year on all business days.

There are three types of day support centres in Krakow:

- in a caring form (they provide childcare and upbringing, help in learning and organizing free time),
- in a specialized form (they provide, inter alia, the organization of therapeutic, corrective and speech therapy classes, as well as the implementation of individual correction plans, including pedagogical, psychological and socio-therapy),
- in the form of field work (they implement animation and socio-therapeutic activities, work with children from various environments, their goal is to prevent and reduce the marginalization of children and young people. Street educators work in an environment where children who spend their time on the street can take part in educational, socio-therapeutic and creative classes.



MPO Krakow

telephone 12 616 53 24 or 12 616 53 20

www.mops.krakow.pl (tab: Social Assistance Units - Day Support Facilities)

1.14 Support for the unemployed

The City Labour Office in Krakow offers various forms of financial support for the unemployed. They are:

Intervention works - partly co-financed by the labour office (contract concluded between the employer and the poviats labour office), employment period from 6 to 18 months, in the case of an unemployed person older than 50 - from 6 months to 4 years. After the intervention, the employer is obliged to keep the referred person who is unemployed for a period of 3 months (if the work lasted up to 6 months) or 6 months (if the work lasted 12 months or longer).

Public works - employment of unemployed persons while performing work organized by poviats, excluding those organized in labour offices, municipalities, by statute non-governmental organizations dealing with the issues of: environmental protection, culture, education, physical culture and tourism, health care, unemployment and social assistance, as well as water companies and their associations, if the works are financed or co-financed from local government funds, the state budget, special purpose funds, non-governmental organizations, water companies and their associations. Employment period: up to 6 or 12 months.

Socially useful work is performed by persons who are unemployed without the right to an allowance from the staroste's referral. The works are organized by the municipality in organizational units of social assistance, including for caregivers of persons with disabilities and in organizations or institutions statutorily involved in charitable assistance or activities for the local community. The performance of this work is carried out on the basis of an agreement concluded between the staroste and the municipality for which the work will be carried out.

A person who is unemployed without right to financial benefits who benefits from social assistance or persons



participating in connection with a referral by a poviats labour office in a social contract, an individual empowerment program, a local social assistance program or an individual social employment program can be referred to socially useful work. Such work can be performed up to 10 hours a week; a person receives a benefit in a certain amount, which is subject to vaporisation.

One-off funds for starting a business (so-called subsidies) are labour market instruments addressed to the following persons:

- persons that are unemployed,
- jobseekers who are not employed or do not perform any other paid work, caregivers of a disabled person, with the exception of a caregiver of a disabled person receiving a care benefit or a special care allowance under the provisions on family benefits, or an allowance for a guardian under the provisions on determination and payment of the caregiver's allowances,
- graduates of the social integration centre and graduates of social integration clubs,
- those interested in starting their own business, including running a crèche or a children's club with integration places or providing rehabilitation services for disabled children.

One-off funds for starting a business, including the costs of legal assistance, consultation and advice related to taking up this business, can be granted in an amount not exceeding six times the average salary. The application should be submitted to the poviats labour office appropriate for the place of residence, stay or planned place of business. It will be taken into account if the application is complete and correctly prepared, and the staroste has the funds to finance it.

The subsidy is awarded on the basis of a contract concluded with the staroste (director of the poviats labour office acting on his behalf).

The basic duties of a person who receives the subsidy include:

- running a business for a period of at least 12 months (and not suspending business in this period),
- not taking up employment in the first 12 months of running a business.

The **employment voucher** is a guarantee for the employer of reimbursement of part of the costs of remuneration and social security contributions in connection with the employment of the unemployed, to whom the poviats labour office awarded this voucher. The staroste can grant an employment voucher upon application of the person that is unemployed up to 30 years of age.

The implementation of the employment voucher takes place on the basis of a contract concluded between the staroste and an employer, in which:

- the employer is obliged to employ an unemployed person for a period of 18 months,
- the staroste funds some of the employer's costs of remuneration and social security contributions for a period of 12 months, at 100% of the amount of the benefit.



Activation allowance is a benefit for an unemployed person entitled to an allowance who:

- as a result of referral to the poviats labour office, took up employment in a part-time job, the wage earned is lower than the minimum wage,
- the person took up employment or other gainful employment upon their own initiative.

In the case of a person that is unemployed with the right to an allowance who on his or her own initiative, took up employment or other gainful activities - an activation allowance is granted in the amount of up to 50% of the unemployment benefit, for half the period in which the person would be unemployed.

In the case of an unemployed person who has taken up employment as a result of being directed by a poviats labour office, the activation allowance is granted in the amount which is the difference between the minimum salary and the salary received, not more than 50% of the allowance for the duration of the allowance period.

City Labour Office, ul. Wąwozowa 34,
7:45 am - 2:45 pm, telephone 12 68 68 000 (exchange), 12
68 68 (122-123)
(information point) www.gupkrakow.pl
www.bip.krakow.pl/?bip_id=28



2. FAMILY FINANCIAL SUPPORT

Crises are an inevitable part of life. Help in such moments is priceless. Every Krakow family can count on comprehensive support.

2.1. Child-support benefits (500+)

The following can apply:

- parents (if they live together with children and provide for a child),
- actual guardian of a child - means a person who cares for a child and applied to the guardianship court for the adoption of a child,
- legal guardian of a child.
- social welfare home director.

The child-support benefit is in the amount of PLN 500 per month per child, regardless of the amount of income obtained by the family. The birth of another child requires the submission of an application for establishing the right to parental benefit for that child within a period of 3 months from the date of birth of the child. Only then will the right to parental benefit be determined from the date of birth of the child.

Otherwise, the right to child-support benefit for a child is determined from the month in which the application was received with the correctly completed documents. The educational allowance is valid until the day of graduation from the age of 18.

Granting of a child-support benefit does not require an

administrative decision. Information on granting a child-support benefit will be sent to the e-mail address provided by the applicant.

The benefit period 2019/2021 will last until May 31, 2021.

The next application period can be submitted in the case of electronic applications from February 1, 2021, and in the case of paper applications, it will be issued on April 1, 2021.

Failure to submit an application will result in the loss of the right to parental child benefit provided in the e-mail information.

Applications for determining the right to child support benefit can be submitted:



1. Over the Internet:

- ▶ via the electronic banking system of the banks that joined the program,
- ▶ using the EMPATIA portal run by the Ministry of Family, Labour and Social Policy for people who have the so-called trusted profile ePUAP or electronic signature,
- ▶ using the Electronic Services Platform - ZUS PUE,
- ▶ using the Electronic Platform of Public Administration Services - ePUAP,

2. Personally at the Krakow City Office:

18 Stachowicza, from Monday to Friday from 7:40 am to 6:00 pm, os. Zgody 2, room 117, from Monday to Friday from 7:40 am to 3:30 pm

During the periods specified by the Krakow Centre of Benefits (detailed information: www.sprawyspoleczne.krakow.pl).

Applications can also be submitted to the Krakow City Office:

Ul. Wielicka 28A/19 7:40 am – 3:30 pm

al. Powstania Warszawskiego 10, 7:40 am - 3:30

pm, Plac Świątych 3-4, 7:40 am - 3:30 pm,

CH "Bonarka", from Monday to Saturday, 10:00 am - 6:00

pm, CH "Bronowice", Monday to Saturday, 10:00 am - 6:00

pm, CH "Serenada", Monday to Saturday, 10:00 am - 6:00

pm.

3. By letter - by sending an application to the following

address:

City Office of Krakow

Krakow Benefits Centre
Department for Educational
Benefits ul. Stachowicza 18
30-103 Krakow

www.sprawypoleczne.krakow.pl



2.2. Family allowance and supplements

Family allowance is intended to cover part of the expenses for maintaining a child. The amount of the family allowance per month is:

1. PLN 95 per child up to the age of 5,
2. PLN 124 per child from 5 years of age up to the age of 18,
3. PLN 135 per child from 18 years of age up to the age of 24.

The right to the family allowance benefit and supplements to this benefit are for the following:

1. parents, one of the parents or a legal guardian of the child,
2. the child's actual guardian (if they have applied to the family court, adoption of the child),
3. a person studying (an adult learner, not supported by their parents in connection with their death or in connection with the determination of court order or court settlement of the right to alimony on their part).

Family Allowance is applicable until the child is:

- 18 years of age,
- when the child is studying but not past 21 years of age,
- 24 years of age, if he/she is still in school or in a higher education institution and has a certificate of moderate or severe disability.

Child allowance is not applicable in cases when:

- the child or child that is studying is married,
- the child was placed in an institution providing round-the-clock foster care,
- the learner was placed in an institution providing 24-hour care,
- an adult child or learner is entitled to the child allowance for their own child,
- a person bringing up a child alone has not been awarded alimony from the child's parent, unless:
 - the parents or one of the child's parents are no longer living,
 - the child's father is unknown,
 - the claim for the determination of alimony from the other parent was dismissed,
 - the court obliged one of the parents to bear the total cost of caring for the child and did not oblige the other parent to provide support for the child
 - a family member is entitled to a family allowance abroad, unless the provisions on the coordination of social security systems or bilateral social security agreements provide otherwise.



The granting of the right to family allowance depends on, among others, meeting the income criterion. A family allowance is payable if the average monthly family income per person or income of a student does not exceed the amount of PLN 674.

If the family member is a child who has a disability certificate or a moderate or severe disability certificate, family allowance is granted if the average monthly family income per person or the student's income is not more than PLN 764.

Exceeding the income criterion entitling to receive family allowance and supplements will reduce the amount of benefits received instead of causing a refusal to grant the benefits. Family allowance and supplement will be paid in the amount of the difference between the total amount of family allowances together with additional supplements and the amount by which the family income has been exceeded.

In such a case, it will be necessary to determine the amount by which the income criterion has been exceeded by the

family. The total amount of family allowances and supplements to which the family is entitled will be reduced by the amount of the excess.

If the amount of family benefits together with allowances for a given family is lower than PLN 20, family allowances are not eligible.

Childbirth allowance (PLN 1,000) is available as a one-time payment to:

- the mother or father or legal guardian of the child,
- a factual guardian of a child that is not yet one year old, if it has not been granted to a parent or legal guardian of the child.

If you apply for the adoption of more than one child or the birth of more than one child takes place during one delivery, the supplement is also available for each child.

A childbirth allowance is payable if the child's mother has been under medical care no later than in the 10th week of pregnancy.

A certificate stating the child's mother was kept under medical care no later than from the 10th week of pregnancy to the day of delivery can be issued by a doctor or midwife.

The condition of documenting the child's mother's medical care does not apply to persons who are legal or actual guardians of the child, as well as persons who have adopted a child.

Childcare allowance during the period of parental leave (PLN 400 per month) is payable to the mother or father (actual child guardian, if he or she has applied to a family court for adoption of the child) or the child's legal guardian, if the child is under his or her actual care and entitled to parental leave, but no longer than for:

- 24 calendar months,
- 36 calendar months, if he/she cares for more than one child born during one delivery,
- 72 calendar months, if he/she cares for a child with a disability certificate or a significant degree of disability.

In the case of simultaneous use of parental leave by both parents, or the legal guardians of the child, one allowance is

payable.

The allowance is not applicable if the applicant:

- was employed for less than six months immediately before obtaining the right to parental leave,
- has taken up or continues employment or other gainful employment that prevents personal care over the child during parental leave,
- during maternal leave is entitled to maternity allowance, as well as,
- when a child has been placed in a facility providing 24-hour care, including a special school and education centre, and receives 24-hour care in it for more than 5 days a week, with the exception of a child in a health care institution,
- in the event of cessation of personal childcare,
- uses a parental benefit.



Citizens of the Member States of the European Union and the European Economic Area up until the period of employment required to acquire the right to an additional allowance, shall include the employment of the territory of the Member States of the European Union of the European Economic Area.

The allowance for an incomplete month is determined by dividing the amount of the benefit by the number of all calendar days in that month, and the amount received is multiplied by the number of calendar days for which the allowance is granted.

Allowance for raising a child alone (PLN 193 per month for a child, but no more than PLN 386 for all children, in the case of a child with a disability certificate or a certificate of a degree of disability, the amount of the allowance is increased by PLN 80 per child, but not more than about PLN 160 for all children).

The supplement can be granted to a single mother or father raising the child, the actual guardian of the child or the legal guardian of the child, if no maintenance allowance has been awarded to the child from the second parent, because:

- the other parent of the child is no longer living,
- the child's father is unknown,

- the claim for maintenance from the other parent was dismissed.

An allowance is also granted to an adult learner attending school or higher learning institution until the age of 24 if both parents of the learner are no longer living.

Allowance for raising a child in a large family (PLN 95 per month) is payable to third and subsequent children entitled to child benefit. It is paid to the mother or father, the child's actual guardian or the child's legal guardian.

Monthly allowance for education and rehabilitation of a disabled child can be granted of:

- PLN 90 for a child up to 5 years old,
- PLN 110 for a child from 5 years of age to 24 years.

Allowance for the education and rehabilitation of a child is granted to:

- the mother or father of the child,
- the child's actual guardian or child's legal guardian,
- a learner (an adult who studies and is not dependent on their parents in connection with their death or in connection with the determination of a court judgement or court settlement of the right to maintenance on their part) to cover increased expenses related to the rehabilitation or education of a child:
 - up to the age of 16 if they have a disability certificate,
 - over 16 years of age until the age of 24, if they have a moderate or severe disability certificate.

Allowance for a child starting school at a home outside of the residence is granted:

- when living in the city in which the headquarters of the secondary or art school is located, where the compulsory schooling and education are fulfilled, as well as primary or secondary school in the case of a child or a learner who has a disability certificate or with a degree of disability (PLN 113 per month per child),
- in connection with commuting from the place of residence to the town where the school is located, in the case of traveling to a secondary school, as well as an art school where the school obligation and the obligation

to study to the extent corresponding to education at a secondary school are met (PLN 69 for a child).

The allowance is payable to the child's mother or father, legal guardian or child's actual guardian (the person who actually looks after the child, if the person has requested the child's adoption to a court) or to a learner (an adult learner who is not dependent on their parents due to their death or in connection with a court judgement determining settlement of the right to maintenance on their part) for 10 months a year (during the period of education: from September to June of the following calendar year).

Allowance for the start of the school year (PLN 100 per child) is granted once a year to the mother or father, the child's actual guardian or child's legal guardian, as well as to the learner - to partially cover expenses related to the beginning of the school year or annual preparation for school.



The application for payment of the allowance is submitted by the last day of the allowance period in which the school year or one-year pre-school preparation has started. Applications submitted after the deadline shall not be considered by the competent authority.

2.3. Parental benefits

Parental benefits can be granted to:

- the mother or father of a child,
- the actual guardian of the child (i.e. the person actually looking after the child, if he/she applied to the family court for adopting the child) in the case of custody of a child being 7 years old, and in the case of a child for whom the decision was made to postpone the obligation to attend school until their 10th birthday.
- a foster family, with the exception of a foster family, in the case of taking care of a child takes place up to the child turning 7 years, and in the case of a child for whom the decision was made to postpone the school obligation – until their 10th birthday,
- to the person who adopted the child in the event of childcare under the age of 7, in case of a child, in respect of whom the decision was taken to postpone the obligation to attend school

- up until the age of 10.

Parental benefit is granted to the child's father in the case of:

- at the request of the child's mother, shortening of the period of receiving parental benefit, maternity benefit or emolument for the period determined by the provisions of the Labour Code as the period of maternity leave, a leave with conditions as in the period of maternity leave, or parental leave, after she has used this benefit, allowance or emolument for a period of at least 14 weeks from the day the child was born,
- death of a child's mother,
- the mother abandoning the child.

Parental benefit is granted for a period of:

- 52 weeks - in the case of the birth of one child in one delivery, the adoption of one child or taking care of one child,
- 65 weeks - in the case of two children being born during one delivery, adoption of two children or taking care of two children,
- 67 weeks - in the case of the birth of three children during one delivery, the adoption of three children or taking care of three children,
- 69 weeks - in the case of the birth of four children in one delivery, the adoption of four children or taking care of four children,
- 71 weeks - in the case of the birth of five or more children during one delivery, adopting five or more children or taking care of five or more children.

Parental benefit in the amount of PLN 1,000 a month is paid irrespective of the family's income.

A person entitled to parental benefit is entitled to:

- one parental benefit simultaneously regardless of the number of children being raised,
- one parental benefit in connection with raising the same child.
Parental benefit is not payable if:
- at least one of the child's parents or the actual guardian of the child (i.e. if the person actually looking after the

child has applied to the family court for adopting the child), or the foster family, with the exception of a professional foster family, receives maternity benefit or emoluments for the period determined by the provisions of the Labour Code as a period of maternity leave, a period of leave on the conditions of maternity leave or a parental leave period,

- the child has been placed in foster care - in the case of a mother or father, or a person who adopted the child,
- one of the child's parents or the actual guardian of the child (i.e. if the person actually looking after the child has applied to the family court for adopting the child), or the foster family, with the exception of a professional foster family, does not exercise or has ceased exercising personal childcare, including in connection with employment or other gainful employment that prevents the provision of such care,
- in relation to raising the same child or in connection with care over the same child, the right to parental benefit or an allowance for a family raising a child during parental leave, care benefit, a special care allowance is already established or the allowance for the guardian referred to in the Act of 4 April 2014 on the determination and payment of allowances for guardians, granted abroad to persons entitled to parental benefit of a similar nature to the parental benefit, unless regulations on the coordination of social security systems or bilateral social security agreements provide otherwise.



In the event of overlapping entitlements to the following benefits:

- parental benefit,
- care benefit,
- special care allowance,
- allowance for child benefit for childcare in the period of childcare leave,
- the allowance for a guardian referred to in the Act of 4 April 2014 on the determination and payment of allowances for guardians, one of these benefits selected by the authorized person shall be granted.

The right to parental benefit is established starting from the month of birth or adoption of the child, and in the case of the actual guardian of the child and foster family, with the exception of a professional foster family, from the month the child began to be taken care of, if the application for determination of the right to parental benefit was submitted within 3 months, counting from the day of birth or adoption of the child, and in the case of the actual guardian of the child and a foster family, with the exception of a professional foster family, from the day the child began to be taken care of.

In the event of submitting an application after the deadline, but no later than within 52 weeks, in the case of birth (adoption, taking care of) of one child and correspondingly longer in the case of birth (adoption, taking care) of more children, the right to parental benefit is determined from the month in which the application was received.

If the parental benefit is granted to the child's father, a period of 3 months is counted from the date of shortening the period of receiving the parental benefit, death of the child's mother or abandonment of the child by the mother.

For persons receiving maternity benefit or maternity emolument, the minimum amount of the benefit cannot be lower than the amount of parental benefit, i.e. PLN 1,000 per month.

2.4. Benefit from the alimony fund

The allowance from the Alimony Fund is granted to a person who is in a difficult financial situation due to their inability to enforce the alimony. The necessary condition for its receipt is the fulfilment

income criterion which cannot exceed PLN 800 per person in the family. The benefit is payable in the amount of alimony on an ongoing basis, however not higher than PLN 500 per child.

2.5. Other benefits

2.5.1. Childbirth benefit

1 A one-time childbirth benefit (statutory) is paid in the

amount of PLN 1,000, provided that the income criterion is PLN 1,922 per person. The benefit is then due when the child's mother remained under medical care no later than from the 10th week of pregnancy until the day of delivery. The requirement to submit a certificate does not apply to parents adopting a child or a child's legal guardian.

- 2 One-time financial aid for the birth of a child is paid from the municipality - in the amount of PLN 1,000, provided that the income criterion is PLN 1,000. For families with the Krakow Family Card, the benefit is available irrespective of the family income. The benefit is granted when the applicant has resided in Krakow one year before the birth date of the child - the child must also be a resident of Krakow.



2.5.2. One-time "Pro-life" benefit

One-time "Pro-life" benefit (PLN 4,000) is payable to the child's mother or father, legal guardian or child's actual guardian regardless of family income. The basic condition for granting the benefit is the possession of a medical certificate confirming severe and irreversible impairment or an incurable life-threatening disease that arose in the prenatal development of the child or during childbirth. Such a certificate should be issued by a doctor with whom the NFZ (National Health Fund) has concluded a contract for the provision of healthcare services, or a doctor who is employed or practices in a clinic with which the NFZ has concluded a contract for the provision of healthcare services, having a specialization of the second degree or the title of specialist in the field of obstetrics and gynecology, physiology or neonatology.

The procedure for granting the benefit requires the submission of an application by authorized persons. The application can be submitted:

Twelve months from the date of birth. It is also necessary to submit a certificate issued by a doctor or midwife confirming that the child's mother was under medical care no later than from the 10th week of pregnancy until delivery, in accordance with the Regulation of the Minister of Health of September 14, 2010 on the form of medical care of a pregnant woman, entitling her to a childbirth benefit and a model certificate

confirming she remains under that care.

An application submitted after the deadline will not be considered.

2.5.3. Care allowance

Care allowance due to resignation from employment or other gainful work is granted to:

- the mother or father
- the child's actual guardian,
- a person who is a related foster family within the meaning of the Act of 9 June 2011 on supporting the family and the foster care system,
- other persons who, in accordance with the provisions of the Act of 25 February 1964 - Family and Guardianship Code, have an alimony obligation, with the exception of persons with severe disability
 - if they do not take up or give up employment or other gainful work in order to provide care for a person holding a disability certificate or a certificate of a disability of a greater degree, together with the following indications: the need for permanent or long-term care or assistance provided for another person due to the significantly limited possibility of independent existence and the necessity of constant participation on a daily basis of the child's guardian in the process of his/her treatment, rehabilitation and education.

Persons who are subject to an alimony obligation, other than those who are primarily related to the person requiring care, are entitled to a care allowance if the following conditions are met cumulatively:

- the parents of the person requiring care are no longer living, they are deprived of parental rights, are minors or have a disability certificate,
- there are no other relatives of the first degree, they are minors or have a disability certificate,
- there is no actual guardian of the person requiring care or a foster family or who has a certificate of significant disability.

The care allowance is granted if the disability of the person requiring care arose:

- not later than before the age of 18,
- during school or secondary education, but no later than until the age of 25.

The care allowance is not granted if:

1. The caregiver:

- has a fixed entitlement to a pension, survivor's pension or survivor's pension due to the death of the spouse granted in the event of the overlapping of the survivors' pension and other pension, social pension, permanent benefit, teacher compensation benefit, pre-retirement benefit, pre-retirement allowance or the supplementary parental benefit referred to in the Act of 31 January 2019 on supplementary parental benefit,
- has the right to a special caregiver's allowance, nursing benefit or caregiver's allowance referred to in the Act of 4 April 2014 on the determination and payment of caregiver's allowances.

2. The person requiring care:

- is married unless the spouse is legally certified for severe disability,
- was placed in a foster family, with the exception of a foster related family, a family orphanage or, in connection with the need for education, rehabilitation or care in a facility providing round-the-clock care, including in a special educational centre, with the exception of the entity performing the medical activity, and the person receives 24-hour care for more than 5 days a week.

3. another person had already taken an established early retirement right for the person requiring care the person requiring care has the right for a family allowance to be granted, as referred to in art. 10 of the Family Benefits Act, the right to a special care allowance, the right to a care allowance or a caregiver's allowance, referred to in the Act of 4 April 2014 on the determination and payment of caregiver allowances.

4. another person is entitled to a benefit abroad to cover expenses related to the care of the person requiring care,



unless the provisions on the coordination of social security systems or bilateral social security agreements provide otherwise.

The right to a care allowance is determined for the duration of the disability certificate validity and does not depend on the family's income. Its amount in 2019 has been PLN 1,583 per month and depends on the amount of the minimum wage.

2.5.4. Special care allowance

This allowance (PLN 620 per month) is payable to persons who, in accordance with the provisions of the Act of 25 February 1964 - Family and Guardianship Code, have a maintenance obligation, as well as for spouses, if:

- they do not take up employment or other gainful work,
- they do not take up or resign from employment or other gainful work in order to provide care for a person holding a severe disability certificate or a disability certificate together with the following indications: the need for permanent or long-term care or assistance provided for another person due to the significantly limited possibility of independent existence and the necessity of constant participation on a daily basis of the child's guardian in the process of his treatment, rehabilitation and education.

The allowance is granted for an allowance period and depends on the amount of income. It is available if the total income of the family of the caregiver and the family of the person requiring care per person does not exceed PLN 764 (net).

Income of the family of the person requiring care is understood as the income of the following family members:

1. If the person requiring care is a minor:
 - a. the person who needs care,
 - b. parents of the person requiring care,
 - c. the spouse of the parent of the person requiring care,
 - d. the person with whom the parent of the person requiring care jointly raises the child,
 - e. dependents referred to in points a-d, children up to the

age of 25 with the exception that family members do not include a child who is under the care of a legal guardian, a child who is married, an adult child with their own child, and a parent of a person who requires care obliged by an enforcement order derived or approved by the court for maintenance.

2. If the person requiring care is of legal age:
 - a. the person who needs care,
 - b. the spouse of the person requiring care,
 - c. the person with whom the person requiring care jointly raises a child,
 - d. dependents referred to in points a-c, children up to the age of 25 years with the exception that the family does not include a child who is under the care of a legal guardian, a married child or an adult child having their own child.
3. If the right to the allowance is established for a person who is under the care of a legal guardian or placed in a foster family within the meaning of the Act of 9 June 2011 on supporting the family and the foster care system, the income of the family of the caregiver and the income of the person requiring care are taken into account.



The allowance is not granted if:

1. The caregiver:
 - ▶ has a fixed entitlement to a pension, survivor's pension or survivor's pension due to the death of the spouse granted in the event of the overlapping of the survivors' pension and other pension, social pension, permanent benefit, teacher compensation benefit, pre-retirement benefit, pre-retirement allowance or the supplementary parental benefit referred to in the Act of 31 January 2019 on supplementary parental benefit,
 - ▶ has an established right to special care allowance, care benefit or the allowance for a guardian referred to in the Act of 4 April 2014 on the determination and payment of allowances for guardians,
 - ▶ has a severe disability certificate.
2. The person requiring care:
 - ▶ was placed in a foster family, with the exception of a

- related foster family, in a family orphanage,
 - in connection with the need for education, revalidation or rehabilitation, the person was placed in a facility providing 24-hour care, including a special school-educational centre, with the exception of the entity performing medical activity and uses 24-hour care in it for more than 5 days a week.
3. for another person has an established early retirement right for the person requiring care.
 4. for a person requiring care, the right to a family allowance, as referred to in art. 10 of the Act on Family Benefits, the right to a special caregiver's allowance, the right to a care benefit or the caregiver's allowance referred to in the Act of 4 April 2014 on the determination and payment of caregiver's benefits was granted.
 5. another person is entitled to a benefit abroad to cover expenses related to the care for the person requiring care, unless the provisions on the coordination of social security systems or bilateral social security agreements provide otherwise.

When determining the right to the benefit, the Krakow Centre of Benefits asks MOPS to conduct a family environmental interview, referred to in the Act of 12 March 2004 on social assistance, in order to verify the circumstances affecting the right to the benefit. The interview referred to above shall be updated after 6 months if there has remained more than 3 months by the end of the period for which the right to special care allowance was established and in any situation where there are doubts as to the fulfilment of the conditions of which referred to in Article 16a of the Family Benefits Act.

2.5.5. Care supplement

The care supplement (PLN 500 per month) is available only to persons residing in the Municipality of Krakow who:

- 1 have established, by way of an administrative decision, the right to a special care allowance within the meaning of the provisions of the Act of 28 November 2003 on family benefits,
- 2 established, by way of an administrative decision, the right to a guardian's benefit within the meaning of the

provisions of the Act of 4 April 2014 on the determination and payment of caregiver's benefits.

Proceedings to determine the right to a care supplement are initiated ex officio.

A care supplement is granted for the period for which the right to a special caregiver's allowance or allowance for a caregiver has been established. The right to a caregiver allowance is granted from the day indicated in the decision establishing the right to a special care allowance or caregiver's allowance, but not earlier than from January 1, 2019.

The payment of a care supplement is withheld ex officio from the day on which the payment of the special care allowance or allowance for the caregiver was suspended.

Proceedings aimed at repealing the final administrative decision establishing the right to a caregiver allowance shall be commenced if:

- 1 the entitled person has lost the right to a special caregiver's allowance or an allowance for a caregiver,
- 2 the entitled person has unduly received a special care allowance or an allowance for a caregiver,
- 3 there were other circumstances affecting the right to a special caregiver's allowance, allowance for a caregiver or care allowance.

2.5.6. Care benefit

Care benefit is granted to partially cover expenses related to the need to provide a disabled person with care and assistance of another person in relation to the inability to live independently. It amounts to PLN 184.42 per month until October 31, 2019, PLN 215.84 per month from November 1, 2019.

The following are entitled:

- a child with a disability,
- a person with a disability over the age of 16, if he/she has a disability certificate,
- a person with a disability over the age of 16, with a moderate disability certificate, if the disability



- occurred before the age of 21 years,
- a person who is over 75 years of age.

The following are not entitled:

- a person entitled to a caregiver allowance, a person placed in an institution providing round-the-clock maintenance (an institution providing round-the-clock maintenance means a social welfare home, youth educational centre, juvenile shelter, correctional institution, detention centre, penitentiary institution, military school or other school, if the institutions provide full maintenance free of charge).

Applications for family allowance, parental benefit, maintenance allowance, supplements and other benefits should be submitted to:

Benefits Centre of the City of Krakow

ul Stachowicza 18; from 7.40 am
to 6.00 pm or os. Zgody 2, from
7.40 am to 3.30 pm

Applications for benefits can also be submitted electronically:

- through the EMPATIA portal run by the Ministry of the Family, Labour and Social Policy (for persons having the so-called ePUAP Trust Profile or electronic signature),
- using the Electronic Platform of Public Administration Services - ePUAP,
- via Poczta Polska, to the following address: Krakow City Office, Krakow Benefits Centre, ul. Stachowicza 18, 30-103 Krakow
- From August 1 to September 30, you can also apply for family allowance at the Krakow City Office: ul. Wielicka 28A; from 7.40 am to 3.30 pm



2.6. Good Start benefit (300+)

The Good Start (300+) benefit is the implementation of a government program aimed at supporting families with children in bearing expenses associated with the start of the school year. Once a year, they are paid benefits in the amount of PLN 300 for each school-age child, regardless of the amount of income received by the family.

An application for the benefit can be submitted by:

- a child's parent,
- an actual guardian (i.e. a person who actually looks after a child and applied to the guardianship court with a request for adoption of a child),
- a legal guardian,
- a learner, i.e. an adult studying at school, not dependent on their parents in connection with their death or in connection with the determination of a court judgement or court settlement of the right to maintenance from their side or an independent person (referred to in Article 140 of the Act about supporting the family and foster care system).

The benefit is due until:

- the child or learner turns 20, and also when the child or learner turned 20 before the start of the school year in the calendar year in which the child or learner will turn 20 years of age,
- the child or a learner turns 24, in the case of children or learners with a certificate of disability, and also when the child or learner has turned 24 before the start of the school year in the calendar year in which the child or the learner will turn 24 years (in the case of children or learners with a disability certificate).

Applications for establishing the right to the benefit can be submitted:

1. Via the Internet:
through the e-banking system of banks that joined the program,
for people with the so-called ePUAP Trust Profile or electronic

signature: using the EMPATIA portal run by the Ministry of Family, Labour and Social Policy:

- ▶ using the Electronic Platform of Public Administration Services - ePUAP,

2. In person at the Krakow City Office:

- ▶ ul. Stachowicza 18, from Monday to Friday, from 7:40 am to 8:00 am:
- ▶ os. Zgody 2, room 117, from Monday to Friday, from 7:40 am to 3:30 pm (in August from 7:40 am to 6:00 pm).

During the periods set by the Krakow Benefits Centre (detailed information - www.sprawspoleczne.krakow.pl), applications can also be submitted at the Krakow City Office:



- ▶ ul. Wielicka 28 A; from 7:40 am to 3:30 pm
- ▶ al. Powstania Warszawskiego 10, from 7:40 am to 3:30 pm,
- ▶ Plac Wszystkich Świętych 3-4, from 7:40 am to 3:30 pm,
- ▶ CH "Bonarka", from Monday to Saturday, from 10:00 am to 6:00 pm,
- ▶ CH "Bronowice", from Monday to Saturday, from 10:00 am to 6:00 pm,
- ▶ CH "Serenada", from Monday to Saturday, from 10:00 am to 6:00 pm.

3. By post to the address: Krakow City Office, Krakow Benefits Centre, Educational Benefits Department, ul. Stachowicza 18, 30-103 Krakow.

www.sprawspoleczne.krakow.pl



2.7. Housing and energy supplements

A housing supplement is a benefit intended to co-finance

housing expenses incurred in connection with occupancy of a dwelling and a person who simultaneously satisfies three criteria:

- has a legal title to the premises (possibly awaiting replacement premises or social rent for the premises),
- receives a monthly income not exceeding 175% of the lowest old-age pension in a single-person household and 125% in a multi-person household,
- resides in a flat with a usable floor area not exceeding the standards specified by the legislator, as listed in the table below:

Number of household members	Normative area	Permissible area at 30% exceeding the normative area	Permissible area at 30% exceeding the normative area, provided that the share of the rooms' area and the kitchen in the usable area if it does not exceed 60%
1 person	35 m ₂	45.50 m ₂	52.50 m ₂
2 persons	40 m ₂	52.00 m ₂	60.00 m ₂
3 persons	45 m ₂	58.50 m ₂	67.50 m ₂
4 persons	55 m ₂	71.50 m ₂	82.50 m ₂
5 persons	65 m ₂	84.50 m ₂	97.50 m ₂
6 persons	70 m ₂	91.00 m ₂	105.00 m ₂

The housing supplement is not a fixed amount. It is calculated individually based on the attached documents. The total amount cannot exceed 70% of the expenditure on the normative area of the occupied dwelling. However, if the person applying for the housing allowance lives in a dwelling which is not part of the municipality's housing stock, the expenses incurred are converted to the amount of the rent that would apply to a given flat if the premises were part of the municipality's housing stock.

The energy supplement is payable to applicable consumer of electricity. It is a person who cumulatively meets three conditions:

- has a housing supplement granted,

- is a party to the contract for the sale of electricity or a comprehensive contract (contracts for the transmission and sale of electricity) concluded with an energy company,
- resides in a place where electricity is supplied.

The amount of the benefit is determined annually by the minister responsible for energy. Applications must be submitted to:

Benefits Centre of the City of Krakow
 ul. Stachowicza 18; from 7:40 am to 6:00 pm or os. Zgody 2, from 7:40 am to 3:30 pm.



2.8. Subsidy for the installation of solar collectors and/or heat pumps



Under the Low Emission Reduction Program for the City of Krakow, residents can apply for a subsidy for the installation of solar collectors and/or heat pumps. A condition for receiving funding is having one of the ecological heating systems (e.g. gas, municipal, electric). The subsidy for the purchase and installation of renewable energy sources does not apply to real estate with the same type of renewable energy source already installed. The amount of co-financing is up to 60% of eligible costs, but not more than PLN 3,000 for solar collectors and not more than PLN 18,000 for a heat pump.

Detailed information on the rules for granting co-financing can be obtained in person at the information and advisory point of the Air Quality Department of the Krakow City Office:

al. Powstania Warszawskiego 10
 from Monday to Friday, from 7:40 am to 6:00 pm or by phone at: 12 616 88 48



2.9. Targeted subsidy for single-family

houses with ecological heating

As part of the thermal modernization program for single-family buildings in the city of Krakow, specific subsidies are granted to single-family buildings with ecological heating, in which the change of the heating system based on solid fuel to ecological heating took place after 13 September 2011.

The building's thermal modernization is carried out on the basis of the recommendations contained in the energy audit or energy assessment. The subsidy is granted for the implementation of tasks including:

- insulation of external building walls (max. PLN 150 m²),
- insulation of roofs, ceilings above the last floor or the last heated floor (max. PLN 150 m²),
- insulation of ceilings over an unheated basement or floors on the ground (max. PLN 150 m²),
- replacement of windows, external doors, garage doors (max. 400 PLN m² of woodwork area).
- The maximum total grant amount cannot exceed 100% of eligible costs incurred and no more than PLN 50,000.

The beneficiaries of the program can be natural persons whose household income is up to 250% of the income criterion referred to in art. 8 clause 1 point 1 and 3 of the Act of 12 March 2004 on social assistance, i.e.

- up to PLN 1,320 net per month in a multi-person household,
- up to PLN 1,752.50 net per month in a one-person household.

2.10. Student support program

With a view towards children and young persons, the Krakow Program for Supporting Gifted Students was prepared under which they can compete for the Olympic Laurel (award for special achievements in competitions, Olympic competitions, tournaments), the educational prize of the Capital Royal City of Krakow, and the Scholarship of the President of Krakow named after Juliusz Leo, the "100% Matura Score" award or a Congratulatory Letter. This allows them to receive up to PLN 10,000 (starting from 2020, this will be the amount of the 100% Matura Score award. This money will support their

further development.

School allowance

This allowance is granted to a student residing in Krakow who is temporarily in a difficult financial situation because of a an unexpected event. An unexpected event means in particular:

- a fire or flooding of their apartment,
- a sudden illness in the student's family,
- the death of a parent or legal guardian,
- an unfortunate accident causing permanent damage to the health of the student's family members,
- a theft in the student's apartment,
- a sudden, loss of a job by a parent or guardian due to circumstances beyond their control,
- other sudden unexpected circumstances that can affect the deterioration of the financial situation of the family.

You can apply for a school allowance no later than two months after the occurrence of the unfortunate event. School allowance can be granted in the form of a cash benefit to cover expenses related to the educational process or in a material form of educational assistance.

www.bip.krakow.pl

(tab: Other services - field:



A school scholarship is available to students in a difficult financial situation. Students who meet all of the following conditions are eligible:

- they live in Krakow,
- they start or continue school education,
- the per capita income in their family does not exceed PLN 528.

The aid is paid in the form of a refund, based on invoices, receipts and other documents confirming that expenditures have been incurred for educational purposes related to a given school year.

www.bip.krakow.pl

Detailed information in MOPS branches



2.11. Financial allowances

A **permanent benefit** is granted to:

- a single household adult, unable to work due to age or complete incapacity to work, if their income is lower than the income criterion of a single household,
- an adult remaining in the family, unable to work because of age or complete incapacity to work, if their income, as well as the income per person in the family are lower than the income criterion per person in the family.

The benefit is set as follows:

- in the case of a self-employed person - the difference between the income criterion of a single person and their income, the amount of the benefit cannot be higher than PLN 645 per month,
- for a person in a family - the difference between the income criterion per person in the family and the income per person in the family.

The amount of the permanent benefit cannot be lower than PLN 30 per month.

The permanent benefit is not payable in the case of permanent entitlement and social pension, care benefit or supplement for a single person raising a child and loss of the right to unemployment benefit due to the expiration of the statutory period of its collection.

The **periodic benefit** is due in particular to long-term illness, disability, unemployment, the ability to maintain or acquire rights to benefits from other social security assistance for:

- a person in a single household whose income is lower than the income criterion of a single-person household,
- a family whose income is lower than the family's income criterion.

The periodic benefit is set as follows:

in the case of a single-person household - up to the difference between the income criterion of a single-person household and their income, except that the amount of the allowance cannot be higher than PLN

- 418 per month,
- in the case of a family, up to the difference between the family's income criterion and its income.

The amount of the periodic benefit determined in accordance with paragraph 2 cannot be less than 50% of the difference between:

- the income criterion of a single household holder and their income,
- the family income criterion and its income. The

amount of the periodic benefit cannot be lower than PLN 20 per month.

In the case of taking up employment by a person covered by a social contract and receiving a temporary benefit, it can still be paid irrespective of income, up until the day of the decision granting the periodic benefit, but not longer than 2 months from the day on which the person was employed. In this situation, the periodic benefit is paid regardless of income no more than once every 2 years. The period for which the periodic benefit is granted is determined by the social assistance centre on the basis of the circumstances of the case. The municipal council can increase the minimum amounts of the periodic benefit by way of a resolution.

The periodic benefit on the basis of reimbursement can be granted in particularly justified cases to a person or a family with an income exceeding the income criterion, but only under the condition that the benefit is partially or fully repaid.

Designated benefit is an optional benefit granted to meet the necessary living needs, and in particular to cover part or all of the costs of purchasing food, medicine and medical treatment, fuel, clothing, necessary household items, pursue minor renovations and repairs in the housing, as well as funeral costs. It can also be granted in the form of credit, as well as to implement the provisions of a social contract, in which case it can be paid irrespective of income for a period



of up to 2 months from the date on which the person covered by the social contract obtained employment during its implementation.

The designated benefit can be granted to a person or family who suffered loss as a result of an event over which they had no control or a natural or ecological disaster. It is

intended to cover expenses arising from them. It can be granted irrespective of the income of the person or family and is not necessary to be repaid.

A special designated benefit can be granted in justified cases to a person or a family with an income exceeding the statutory criterion in an amount not exceeding the income criterion of a single householder or a family, respectively. It is not necessary to be repaid.

2.12. Help for those who are undernourished

A meal for children and students is help in the form of providing a meal for children and students needing extra nutrition at school, kindergarten or nursery, which is provided when:

- the income per person in the family does not exceed PLN 1,056,
- the income per person in the family is higher than PLN 1,056 but does not exceed PLN 1,320 - the aid is granted on the condition that 50% of the meal costs are reimbursed.

Meal for other persons is help in the form of one hot meal a day, which can be consumed at the facility with which MOPS has concluded a contract. It is provided when:

- the income per capita in the family does not exceed PLN 1,051.50 for a single-person household or PLN 792 per person in a family.
- income per person in the family exceeds PLN 1,051.50 in the case of a single-person household or 792 PLN per person in the family, but does not exceed PLN 1,402 in the case of a single-person household or 1,056 PLN per person in the family, then aid can be granted subject to a 25% refund of the meals.

Designated benefit for food purchase - financial aid in the form of a special purpose benefit for the purchase of a meal or food is granted in a situation where it is not possible to provide a meal or if the family or personal situation proves to be the grounds. It can be granted when the income per person in the family does not exceed PLN 1,051.50 in the case of a single-person household or 792 PLN per person in a multi-person family.

Food aid - this is aid in the form of food parcels intended for single persons whose income does not exceed PLN 1,402 and persons in families whose income does not exceed PLN 1,056,00 per person. The aid is implemented under the Operational Program Food Assistance 2014-2020 (PO PŻ) co-financed from the funds of the European Fund for the Most Deprived (FeAD). The condition for using the aid is to receive a referral from MOPS, which is issued on the basis of a statement of income from the month preceding the submission of the application. Referrals for food aid are issued by all branches of the Centre. In Krakow, food is distributed by partner organizations of the Food Bank and the Polish Social Assistance Committee. Food packages sent to those concerned contain basic food products such as pasta, rice, cereals, sugar, oil, canned food and milk.



Such people have the opportunity to participate in various workshops, including culinary and nutrition workshops as well as workshops in the field of home budget management.

3. SUPPORT IN CRISIS

3.1. Specialist care services for families with children with disabilities

Families in which at least one child with a disability is being raised require specialist support. Specialist care services limit the negative impact of a child's disability on shaping mutual relations between family members and the functioning of the family in their environment. Services are directed to the child

with disabilities, but above all to the family. They are provided by people with professional specialist training. In a situation where the net income per person in the family does not exceed PLN 1,056 (200% of the income criterion specified in Article 8 (1) of the Social Assistance Act), specialist care services are provided free of charge. In other cases, the family bears a fee, which depends on the level of the family's income.

To apply for assistance, submit a request for assistance to the branch of the Social Welfare Centre in Krakow responsible for your place of residence

A family assistant for a child with a disability is analogous to the form of support described above. It is granted to families regardless of their income and provided free of charge. The possibility of providing this form of support depends on the limit of hours available by a given MOPS branch.

3.2. Specialist care services for people with mental disorders

Specialist services of this type are intended for people whose needs result from a type of illness or disability. They include activities in the field of:

- teaching and developing skills necessary for independent living (developing skills to meet basic life needs and social functioning skills, motivation for activity, treatment and rehabilitation, conducting self-care and social skills trainings, supporting everyday life activities, interventions and assistance in family life, help in dealing with official matters, help in managing money),
- care supporting the treatment process (assistance in accessing health services, supervising medical visits, diagnostic tests, drug treatment, assistance in reaching healthcare facilities and rehabilitation facilities).

If the income of the person or income per person of the family does not exceed the income indicator (for people who are alone, the amount of PLN 701, and for people in a family, PLN 528 per person) available in the Act on social assistance, care services are provided for the disabled free of charge. In other cases, the amount of payment is determined on the basis of the table contained in the regulation.

For assistance, please submit a request to the MOPS branch

responsible for your place of residence.

3.3.Free legal aid and civic counselling

The Municipal Consumer Ombudsman in Krakow provides legal advice. To obtain such assistance, it is necessary to bring the documents needed to query the case: the contract with all attachments to it, complaints, bills, invoices and a copy of correspondence to and from the entrepreneur. You do not have to make an appointment with a lawyer. However, you have to take into account the need to wait in a queue if a larger number of people report at the same time.



Place of advice:

Krakow City Office building, al. Powstania Warszawskiego 10.



You can also obtain free advice by phone: 126169232 or electronically via the ePUAP platform (after obtaining and confirming the trusted profile).



www.bip.krakow.pl/?dok%20id=44927

The Ombudsman performs legal services twice a year at the headquarters of all districts of the city of Krakow, and six times a year at the Poviast Staroste of Krakow.

Detailed information on the roster schedule can be obtained at the District Council Offices and the Poviast Staroste Offices in Krakow (al. Słowackiego 20).

Inhabitants of the Municipality of Krakow can benefit from free legal assistance and free civic counselling.

The services are available to a person who is not able to bear the costs of paid legal assistance and who has made a written statement confirming the above fact.

How do you get advice?

- set the date of the visit by calling 796 420 474, open from 9:30 am to 5:00 pm,
- come to the appointed meeting point during registration within the agreed time,
- complete a statement,

- get advice,
- anonymously give your opinion on the advice given.

free legal advice and free citizenship counselling in the Municipality of Krakow are provided in the order of applications in 31 points.

www.bip.krakow.pl



Any persons who come directly to a given legal advice point without making an appointment will not receive advice.

How to get prepared?

When seeking advice at a selected legal advice point, remember to provide the lawyer with all documents related to the case, in particular, contracts, notarial deeds and official letters.

A person who provides advice of free legal assistance depending on the need:

- informs about the applicable legal status and rights or obligations, including in connection with pending preparatory, administrative, judicial or court-administrative proceedings,
- will indicate the solution to the presented legal problem,
- prepares a draft letter to the extent necessary to provide assistance, with the exception of pleadings in pending preparatory or judicial proceedings and letters for pending judicial and administrative proceedings,
- draws up a draft letter of exemption from court costs or appointment of an attorney ex officio in court proceedings or appoints an attorney, legal advisor, tax advisor or patent attorney for court and administrative proceedings,
- informs about the costs of the procedure and the financial risk associated with going to court.

An eligible person is able to receive legal assistance in every area of law.

free legal assistance does not cover matters related to conducting business activity, except for the preparation of

the commencement of such activity.

The person providing free civic counselling:

- undertakes actions tailored to the individual situation of the entitled person, aimed at raising the awareness of that person about his or her rights or obligations,
- provides support in solving the problem independently, including (if necessary) preparing an action plan together with the authorized person and helping in its implementation.

Persons with significant physical disabilities living in Krakow, who cannot appear in person at the point, have the opportunity to receive free legal assistance or free civic counselling by phone or at their place of residence (appointment by phone).

3.4. Crisis intervention

The Crisis Intervention Centre in Krakow provides specialist assistance to individuals and families experiencing crises including in the following situations: **GUIDEBOOK FOR KRAKOW FAMILIES** 117

- family crisis,
- marital crisis,
- domestic violence,
- sexual violence,
- loss, mourning,
- threats of suicide,
- accidents and disasters,
- experience of crime.

In the event of a threat to life or health, it is possible to temporarily receive shelter at the Centre's hotel.



Crisis Intervention Centre, ul. Radziwiłłowska 8b,
telephone 12 421 92 82 (round the clock help).



4.1. Cyberthreats

Today, the Internet has become a common way of communication, entertainment and obtaining information. Thanks to it, we are also able to make transactions, service accounts, and work. However, with it comes many threats. The sense of anonymity of being online means that Internet users can be braver than in the real world.

REMEMBER! By using the Internet, you may unwittingly become a victim or an Internet criminal.

An offense is considered to be any offense committed on the Internet or through it.

Aggression on the network, or cyberbullying, is an aggressive behaviour aimed at hurting another person by using modern technologies. These include harassment, stalking, electronic bullying (cyberbullying), so-called grooming, dissemination of and making private sex material public (sexting).

Cyberbullying is a type of phenomenon of slandering, harassment, bullying and scams on the Web. It can be extremely severe because it is usually performed anonymously.

Harmful content usually includes:

- pornographic content,
- content presenting violence and cruelty,
- content that promotes negative behaviour;
- discriminatory content, calling for hostility or hatred.

HOW TO PROTECT YOUR CHILD ON THE NETWORK?

1. Discover the Internet together with your child.
2. Teach your child the basic safety rules on the Internet.
3. Talk to your children about the risk of arranging meetings with people they met on the Web.
4. Teach your child caution when giving private details.
5. Teach your child to have a critical approach to information they read on the Web.
6. Be forgiving towards your child.

7. Report any illegal or harmful content.
8. Learn about the ways your child uses the Internet.
9. Remember that the positive aspects of the Internet outweigh its negative sides.

If you need help, use the following sites:

- <http://www.helpline.org.pl> - helpline.org.pl aims at helping children and young people in situations of security threats on the Internet. If you experienced something unpleasant on the Internet and you do not know what to do - visit the project website.
- kidprotect.pl - website of the Kidprotect.pl Foundation dealing with the prevention of social pathologies (in particular sexual crimes) and assistance to people affected by social pathologies.
- <http://dzienkowsieci.fdn.pl/> - a portal dealing with the issues of child safety on the Internet.



4.2. Identity theft

Identity theft consists of the fact that the perpetrator or group of perpetrators unlawfully (and usually insidiously) acquire possession of personal data (name, address, PESEL, date of birth, credit card number, etc.) of individuals.

This procedure allows the perpetrators to:

- set up false internet accounts, fake mailing addresses,
- counterfeit the victim's documents and establish "false" bank accounts on their behalf,
- counterfeit bank documents and extort loans,
- counterfeit payment cards,
- rent a flat using the victim's data (for example, for picking up ordered goods),
- use fictitious data to employ people called "money mules" who are unaware of participating in the process of money laundering (their job is to transfer money between different accounts after keeping a commission for themselves).

PHISHING is a way of obtaining confidential personal information. So-called phishers use social engineering mechanisms to this end. Popular targets of phishers are banks and online auctions. Phishers usually begin an attack

by sending emails of prepared messages that on the surface appear to be official correspondence from a bank, auction site or other portals.

Another way for cybercriminals to access confidential data is to use malicious software: worms, Trojans or viruses.

Remember!

- portals do not send an e-mail with a request to visit the login on the site,
- do not open hyperlinks directly from the received email,
- it is important to regularly update your system's software,
- no personal data should be sent via e-mail - under no circumstances should you fill in the personal data form provided in the e-mail,
- consider writing an e-mail with plain text instead of HTML,

banks and financial institutions use the HTTPS protocol where it is necessary to log into the system. Website addresses begin with the expression: "<https://>". If the login page does not contain the name of the **HTTPS** protocol in the address, this should be reported to the bank employee and no data should be provided.

- Any suspicions regarding fake websites should be reported to the police or bank employees responsible for its functioning on the Internet as soon as possible.

How to guard yourself?

- secure your computer with appropriate anti-virus programs,
- do not promptly provide personal data on the Internet or to third parties,
- avoid giving personal data in strange situations (e.g. a PESEL number requested by a telemarketer),
- guard personal documents and payment cards carefully,
- immediately report any loss, theft of documents or payment cards.

Secure your computer!

- While surfing the Internet, be careful. Some sites often

contain malicious programs that people can unwittingly install on their computer.

- Use legal operating system software. Pirated software is not only illegal but can also contain spyware.
- Install an antivirus and antispyware program.
- It is also worth buying a so-called firewall that blocks attempts to break into the computer from the network.
- Regularly update the operating system, antivirus and antispyware software and other programs that are used to connect to the Internet. Vulnerabilities in outdated software can be used to break into the computer,
- Take a close look at the websites of the banks that you use via the Internet. Fraudsters often impersonate bank employees and ask people to provide payment card numbers and PIN codes.
- Do not open e-mails from unknown recipients and do not open links sent in unsolicited e-mails (spam) or by unknown communicators.
- In web browsers, it is possible to set a family filter option or install software on your computer that will prevent younger family members from accessing unwanted sites.



Shopping online can be safe if a few rules are followed:

- Remember to always have limited trust towards the seller,
- Never buy items on the Internet using a computer in an internet cafe.
- Use only known and proven Internet portals.
- Before shopping in a virtual store, research about it (read outside reviews) and check its reliability,
- When paying by credit card, pay attention to whether the Internet connection is secure,
- When buying from an online auction, read the comments about the seller. When there are no positive comments or a small number of them the website should be approached with special vigilance,
- When receiving an offer via e-mail, do not use the links provided, enter the store's website by entering the store's address in the browser window, thus avoiding sites that impersonate legally operating stores.

- When ordering equipment, ask if the seller includes original disc software and a user manual.
- When buying a mobile phone, ask about the charger and proof of purchase, as stolen telephones are sold without a charger and "documentation",
- If, despite following the precautionary principle, you receive an empty box instead of the ordered product, please inform the police. Then the written correspondence and the package sent by the imposter can be used as evidence of a crime.

Skimming is a crime that involves the unlawful copying of the magnetic strip of a bank card (ATM, credit, etc.) in order to create a duplicate of the original card. Such a duplicate card works in the same way as the original card, and the transactions made with it are then charged to the card's rightful owner. Cards can be copied in shops, restaurants, petrol stations - in principle at any point where card payments can be made.

4.3. Narcotics and designer drugs

Adolescents and children reach for legal drugs and designer drugs for several reasons: because they feel bad, because of curiosity or because they are under pressure.

You can assume there may be reason for concern regarding your child when you notice several of the following symptoms at the same time:

- the child distances them self from you and becomes estranged, even though you were close before,
- the child has learning difficulties, although he/she was previously doing well in school, truancy,
- avoids conversations, contact, lies,
- is impatient, irritable,
- is alternately aroused or lethargic, sleeps at odd times,
- often disappears during the day from home under any pretext and tries to avoid contact after returning, returns very late or stays out of the house without permission,
- he/she has new friends that he/she does not want to invite home,

- questions the harmfulness of drugs, believes that they should be legalized,
- has an excessive appetite or no appetite,
- has congested eyes, narrowed or dilated pupils, chronic runny nose,
- his/her room smells strange, he/she has pipes of various shapes, rolling papers, white powder, pills of unknown origin, stained pieces of aluminium foil, medications with no prescriptions, unknown chemicals,
- money and valuables disappear from home.

116 111 - Free Helpline for Children and Teenagers

from Monday to Sunday from 12:00 am to 2:00 am.

801 199 990 - Anti-drug helpline
(every day from 4:00 pm to 9:00 pm)

800 060 800 - Free helpline of the State Sanitary Inspection

www.pis.gov.pl

www.narkomania.org.pl

www.narkomania.gov.pl

www.kbpn.gov.pl



WHERE TO SEEK HELP?

If you suspect that your child or a person close to you is using psychoactive substances:

- 1 Evaluate the severity of the problem. Are they only experimenting, or perhaps the person cannot imagine life without psychoactive substances. Or perhaps they need the drug to get up, eat and leave the house.
- 2 Talk - tell your child or the adult close to you all the facts and assumptions you have that indicate that he or she is using psychoactive substances. In the case of young people, it is worth stating clearly that you do not agree that your child would take any illegal substance or drink alcohol - either at home or when outside.
- 3 Set specific rules, e.g. your child should tell you where and with whom he or she goes out, they must come back

home at a certain time, not be late to school, not be truant, etc. It is important that they are specific points and rigidly defined so that you are able to clearly settle them with the child. First of all, you must be firm - there can be no question of any concessions. It's good if you settle the rules together with your child and agree that if they do not follow them, they will have to undergo therapy.

- 4 Do not protect the child from the consequences of their actions. If they stole someone's money, don't hide it from friends or the Police, etc.

If this does not bring the expected results or if your child is already more involved in drinking alcohol or using psychoactive substances, you should seek the help of specialists. It is important to refer them to someone who works with addicts, preferably a certified specialist of addiction therapy.

In the situation of potential use of psychoactive substances:

- information on dangers, possibilities of getting help and psychological support can be obtained by contacting the 24-hour **ALCO TEL Helpline**, telephone: 124116044,
- in an emergency situation, immediately contact the emergency number **112**,
- in a situation where you suspect that the child is reaching for psychoactive substances, you can have them take a test that is readily available at pharmacies,
- information on drugs, commonly known as legal designer drugs, can be obtained by calling the Chief Sanitary Inspector's 24h hotline: **800 060 800**, especially about the negative effects of their use and the possibility of addiction treatment for children and parents. You can also report trade in illegal substances by calling this number.

Threats regarding addictive behaviours:

- if a child or adult experiences internet violence in the form of mobbing or cyberbullying, the crime should be reported to the Police. Reports of illegal content on the Internet can be sent to NASK (the National Research Institute supervised by the Ministry of Digitization in

the field of cyber security) to the following address: www.dyzurnet.pl/formularz/pl. In such situations, it is necessary to secure the available evidence of the event, e.g. from a computer or other mobile device.



www.uzaleznieniabehawioralne.pl

How to recognize addictive behaviour?

List of specialist counselling and addiction treatment units on pp. 222-223



Don't be fooled!

Someone calls and says they are your grandson, relative, or something happened: an accident, illness, money is urgently needed.

WATCH OUT! not everyone who calls is who they claim to be!

Someone calls and says a police action is underway that will stop the criminals. They asks for help and discretion. He/she instructs you to transfer money to an indicated person or to make a transfer. Remember! In such situations, the police never ask for money or make such contact by phone!

don't give money to people you don't know

personally! do not let strangers into your apartment!

do not act hastily under time pressure!

When you answer a suspicious call, ALWAYS:

Keep Calm.

Hang up the phone and call someone from your family to confirm the identity of the caller.

If you suspect you are dealing with a scammer, call the Police on toll-free numbers 997 or 112.

4.4. Loss of documents

Today, an identity document can also be used as a tool for committing crimes.

When you lose your documents:

- immediately report the loss to the System of Blocked

Documents,
if the loss occurred as a result of theft or other crime, inform the Police,

- notify the nearest municipality body or consular office and apply for a new document.
- The most important documents to be reported when lost are your personal ID, passport, driver's license and bank card.

Where can documents be blocked?

- In every branch of your Bank.
- If someone does not have a bank account, they should go to any bank that accepts blocking from not only their customers (list at: www.DokumentyCastrzezone.pl).
- It is enough to block documents in one bank branch as the data is automatically transferred to each bank, company and institution using the Blocked Documents System.
- By using the Credit Guard Alert service, which can be ordered at www.bik.pl.

How to claim a lost card?

Calling **+48 828 828 828** can be done from anywhere in the world, at any time, from both landline and mobile phones to block a lost card.

4.5. Human trafficking

Trafficking in human beings is a global crime that occurs in most countries of the world. Its purpose is to enslave a person or persons (by various methods and means). Using such persons for prostitution is the most socially visible and dominant form of human trafficking. However, there is an increase in other forms: trafficking in human beings for forced labour, for begging, extortion of loans and social benefits, as well as entering into fictitious marriages with foreigners.

How are the victims recruited?

One should be very attentive to ads in the press and the Internet, as well as oral suggestions in which a trip should be decided on very quickly. Criminals want potential victims to not be able to have time to check a given offer or get to know the opinion of family and friends. The offered work

usually does not require special qualifications (e.g. in services - cleaning, care, as a waiter, work on plantations, etc.). Job offers such as for waitresses, secretaries, models, dancers, nurses, babysitters, etc. can turn out to be a means of forced prostitution or even slave labour!

Work safely abroad!

If you are planning a trip abroad to relax, take a job or move permanently and start a new life, remember that you can be in danger as criminals can try to take advantage of you.

What to look for when answering job offers from abroad?

Find as much information as possible!

Always follow the principle of limited trust!

If you plan to use a recruitment agency, check if it is legal.



National Register of Employment Agencies

www.kraj.praca.gov.pl.



When can a job ad be a scam?

EARNINGS - if someone offers higher earnings than other employers, before answering the announcement check what the average rates of remuneration of similar positions are,

QUALIFICATIONS - if someone offers a well-paid job and does not require any qualifications or experience, you can check what skills are required in a similar job,

KNOWLEDGE OF LANGUAGE - if someone offers work abroad and does not require even the most basic knowledge of the language of the country in which the work is to be carried out, be careful when answering.

Before leaving, it is worth knowing the addresses and telephone numbers of the Polish embassy and consulate in the country to which you are going. Use the portals:

www.polakzagranica.msz.gov.pl,

www.msz.gov.pl/pl/informacje_konsularne/poradniki_i_informatory/bezpieczne_wakacje/

<https://odysseusz.msz.gov.pl>.

Find out how to prepare for your trip accordingly. A guide

and many valuable tips related to making certain you have a safe trip abroad can be found at www.handelludzmi.eu:
www.handelludzmi.eu.

When travelling abroad for earning money, check the reliability of your future employer and ensure that your prospective employment is legal.

It is worth using the job offer databases from reliable employers and job agents, as well as from websites such as: EURES - European Employment Services (www.eures-praca.gov.pl) or KRAZ - the National Register of Employment Agencies (www.kraz-praca.gov.pl). On the KRAZ website you can check if the job agency is registered and is legal. If you have any doubts, before leaving, you should carefully check the credibility of such an employer.

Have you noticed something disturbing? Contact the Department for Combating Trafficking in Human Beings at the Office of Criminal Service of the General Headquarters of Police in Warsaw at e-mail box: handelludzmi@policja.gov.pl or helpline: 664 974 934.

Providing assistance to victims

If you have become a victim of human trafficking, ask for expert help. They will provide information, legal consultation and support in dealing with relevant institutions. For help, you can contact by phone or email:

- National Intervention and Consultation Centre for Victims of Trafficking in Persons (KCIK), telephone (+48) 22 628 01 20, e-mail: info@kcik.pl, www.kcik.pl
- La Strada Foundation Against Human Trafficking and Slavery, telephone (+48) 22 628 99 99,
- e-mail: strada@pol.pl, www.strada.org.pl (mainly: assistance to victims of trafficking in human beings, legal consultations, consultations on travel abroad).

National safety hazard map

If you don't feel safe in your area, you can change it! Respond to threats and share your insights! Visit the national safety hazard map:



www.malopolska.policja.gov.pl

4.6. City Guards and children

City Guards conduct prevention classes at a number of educational and learning facilities in Krakow. They are adapted to the level of the students and the needs of educators and can be helpful in the educational process.

They offer support with knowledge on a topic that is so important for all parents and educators, which is the safety of foster children.

Kindergartens

Meetings which take place in kindergartens are usually the first contact of children with a uniformed officer. At the beginning of the course, participants learn about the characteristic elements of a uniform, they can look at it, touch it and even try it on. Getting to know one another is the basis for further classes.

In kindergarten talks are carried out about safety at home, in kindergarten and in the yard. By using the so-called "Autochodziki" educational set (traffic communication town made of sponge), which enjoys great popularity among children, guards teach the youngest how to behave correctly on roads.

At the end of classes, a "Safe Pre-schooler" competition is organized in kindergartens.

Primary schools (grades I-III)

During the first classes of elementary school, guards come to the school for the first months of education. The subjects of their classes relate to safety to and from school and at school, and the avoidance of various types of threats, e.g. how to deal with strangers. Due to the fact that many students travel independently to and from school, guards try to help them develop proper habits for when they are on the streets. The guards teach the basic rules regarding pedestrians and cyclists and students also learn the meanings of road signs.

The issues which were taught previously are also deepened:

- "Avoiding threats" and "Safety in dealing with strangers". Officers inform the children about threats



on the way to school, at school and in their place of residence. They promote assertiveness in dealing with people the children do not know, and also show practical ways of how to handle difficult situations.

- "Does a dog have to bite?" - instructions on how to deal with pets. Practical methods of defence against aggressive dogs.
- "What if I get lost?" - suggestions of the most appropriate behaviour when a difficult situation occurs, while putting emphasis on preventing such threats.

Primary schools (grades IV-VIII)

The officers introduce students to the world of applicable regulations. According to the "ignorance of the law" principle, before they reach the threshold of legal liability, they are informed about the dangers of carefree use of the Internet and learn the consequences of committing acts of demoralization and punishable offenses.

In some classes, at the request of a school counsellor, classes are carried out explaining the concepts of "aggression" and "violence" and showing the consequences of their use.

Many schools already enable 4th grade students to obtain a bicycle card, which is why the guards help teachers prepare for this exam by discussing the most difficult issues with students. The guards also help in carrying out the bicycle card exam on the school grounds using a set of portable road signs.

The crowning achievement of classes with guards is the opportunity to represent the school in the prestigious competitions: "Law and us" and "Law. Rescue. Security".

Secondary schools

In secondary schools, guards explain to young people the basic legal issues contained in the Act on proceedings in juvenile cases, such as regarding: "minors", "punishable acts", "acts of demoralization".

In addition to topics related to the role and tasks of the City Guard, guards carry out classes on the legal liability of minors, as well as discuss the legal aspects of the use of alcohol, tobacco and drugs. Issues related to the use of "hate

speech", illegal graffiti, copyright infringement, hooligan antics or the consequences of committing an offense or crime are also raised.

At the request of schools, it is possible to develop other topics for classes. What is more, guards can participate in meetings with parents and teachers and discuss the topics of threats and legal liability of minors.

During the summer, the guards organize lectures on safety during the school break, usually under the slogan "Safe holidays", and both before

the winter break and during it, they inform students about the dangers that can happen to a young person outside of school during the winter.

During the winter break and holidays, children and young people can participate in educational, recreational and sport activities organized by the Municipal City Guards in selected educational institutions.



Other projects directed at children and youth:

- preventive performance "The kingdom of twisted time, or a fairy tale about wise children" - the story of Adam who casts spells to learn the correct ways to behave in situations that each of the young viewers may find themselves in,
- Barbakus Academy - regular, monthly meetings, during which entire families can learn together how to care for the safety of their children,
- "Do not lose a child on vacation" - guards hand out identification bands and make adults aware that a moment of inattention is enough for a child to get lost in a crowd. A colourful band with a phone number can significantly speed up locating the parent, and thus reduce the child's stress,
- cooperation with MPK S.A. - classes on security in means of communication and joint cycling competitions,
- cooperation with the State Fire Service - classes on the prevention of carbon monoxide poisoning and the harmfulness of burning waste, participation in competitions for children and youth,
- cooperation with the Prison Service: implementation of

a two-year educational project: "You decide" for the oldest grades of secondary school,

- participation in school campaigns: "School without Violence", "Days of prevention", "Entrepreneurship day",
- presence at school and district festivities,
- organization of knowledge and art competitions, sport tournaments etc.

The City Guard of the City of Krakow is one of the main implementers of the Security Improvement Program for the City of Krakow for the years 2018-2020 "Safe Krakow".

**Active families
in Krakow -
culture,**

sport and recreation

After a week of hard work or study, valuable leisure time is important. Weekends are also an opportunity to take advantage of Krakow's rich cultural offers.

In this chapter you will find information about:

- where to find current offers of cultural events in the city,
- how to spend your holidays safely and how to obtain a passport for a child,
- how to spend time outdoors,
- where and when regular sporting events take place in the city,
- how to set up a Krakow Garden.

1. WHERE TO FIND INFORMATION ABOUT CULTURAL OFFERS?

Krakow has a rich offer of cultural events for all city residents and tourists. You cannot miss taking advantage of it. But how do you navigate your way through this multitude of proposals?

1.1. Krakow for everyone

The Krakow Festival Office project - Krakow for everyone has received many positive opinions:

- it includes a social Facebook profile,
- collects reliable information about cultural events in one place,
- informs about the cultural offers, taking into account accessibility requirements for persons with disabilities, including children and their guardians,
- shows how access to culture has increased for people with special needs,
- also offers a mini-guide to Krakow's cultural life.

www.facebook.com/krkdlawszystkich



1.2. Kids in Krakow

What characterizes this project of the Krakow Festival Office?

-It includes a website, Facebook profile, as well as a map, guide and cyclic guided walks.

- The website and social profile are rich and reliable sources of information about current events for children and a database of children-friendly places,
- The map and guide - published under the Kids in Krakow mark
 - includes tourist attractions that are worth visiting with children, help to plan trips and family activities, which are also graphically adapted for the youngest recipients.

The cyclic walks for children are organized on the basis of the Kids in Krakow map. The youngest residents of the city are shown around by a professional guide.

The project focuses on adapting cultural events organized by the Krakow Festival Office to the needs of families, including by creating zones for children and parents.



www.kidsinkrakow.pl, www.facebook.com/KidsInKrakow

2 CULTURE AND ART (THEATRES, ORCHESTRAS, MUSEUMS)

2.1. Cyclic events

Krakow Nights - museum exhibitions, recesses of theatre stages, monastery treasuries, cloisters, squares, gardens, and even places that are inaccessible to visitors on a daily basis - are all open and you are invited to visit for a night tour.

From May to October, every month for one night...

Many concerts, performances, dance shows and literary meetings

-which complement the cycle of valuable cultural projects called Krakow Nights. The cycle consists of the Museum Night, Theatre Night, Dance Night, Jazz Night, Cracovia Sacra Night and Poetry Night.

Apart from municipal cultural institutions, Krakow art of creators and artists, churches and monasteries are actively involved in the project, thanks to which a rich, diverse offer of the highest level, addressed both to the inhabitants of Krakow and tourists.

Participation in program events and accompanying events is free.



www.krakowskienoce.pl

Easter Fair - every year, a few days before Easter, colourful stalls appear on the Main Market Square with festive decorations. The traditional Easter market is a great opportunity to learn and buy regional products from the Malopolska Region: lace or embroidery

holiday tablecloths, hand-painted ceramics, braids. It is worth tasting traditional dishes and buying wonderful Christmas baked goods, bread and sausages offered by Krakow merchants and restaurateurs.

www.kiermasze.com.pl, www.kongregacja.pl



Emmaus is a tradition known in Krakow since the Middle Ages and comes from the indulgence in the church of St. Salvator. Every year on the second day of Easter, at the Norbertine convent, stalls are set up where you can buy not only sweets, but also decorations and toys. On this day, employees of the Zwierzyniec house, a branch of the Krakow Museum, organize educational events devoted to festive customs.

www.parafiasalwator.pl,
www.muzeumkrakowa.pl/oddzialy/dom-zwierzyniecki



Sleeve Festival (Polish Rękawki) takes place on Tuesday after Easter at the Krak Mound. This is a traditional custom that refers to pre-Slavonic rites. It commemorates the legend about the erection of the Krak mound by grateful subjects who brought ground for the grave of the ruler in their sleeves. During the festival you can learn about old customs and medieval crafts and costumes, as well as watch performances showing everyday life in ancient settlements. The brave can

www.ckpodgorza.pl



participate in skirmishes of warriors and knights.

The Krakow Archaeological Picnic is an opportunity to see what a mammoth hunters camp looked like, how fire was once kindled, how prehistoric craftsmen worked, and how clothing was made in the Bronze and Iron Age. Each participant in the picnic can make objects from clay, wax or string, because there are many types of contemporary artists practising the old professions: pottery, blacksmithing, beekeeping, wickerwork and others.

www.ma.krakow.pl



The **Great Dragon Parade** has been organized since 2000. On this day, dragons from different parts of the world pass through the streets of Krakow in a colourful procession, accompanied by artists, acrobats and orchestras. The event is preceded by a great outdoor spectacle on the Vistula, during which huge inflatable dragons move to the rhythm of the

music among lights and fireworks, delighting the crowds of onlookers. This is fantastic fun for both children and their

 www.paradasmokow.pl

parents!

The **Science and Arts Festival in Krakow** is an event prepared by Krakow's universities. During numerous presentations, shows, lectures and exhibitions, they will convince you that a scientific experiment can be a fascinating adventure. While children are absorbed in performing further experiments, parents and adult guardians can accompany them or look for other attractions.

 www.fnis.pl

The **Lajkonik procession** takes place on Thursday, the eight day after Corpus Christi and is accompanied by crowds of Krakow residents and tourists. It has been known since the Middle Ages, begins in the courtyard of the monastery of the Norbertine Sisters in Zwierzyniec. The Lajkonik performs its traditional dance with a banner. Then, surrounded by dressed up skirmishers, he goes down the streets of Krakow to the Main Market Square. Along the way, he enters the nearby bars

 www.muzeumkrakowa.pl

and shops to frighten their owners with a mace by the loud and beautiful sounds of the Janissary band. The blows he generously offers supposedly brings only luck.

The **choice of the king of the Sharpshooter's Fraternity** is one of Krakow's oldest traditions. Each year, the Sharpshooter's Fraternity, which was formed in the mid-13th century, organizes a shooting competition to win the name of the king of the Shooting Fraternity by the best shooter. After the winner of the sharpshooters' competition is settled, the enthronement ceremony follows. For centuries, it has proceeded according to the ritual - the new king arrives in the procession along with the retinue of the Sharpshooter's Fraternity to the Main Market Square in Krakow, where he receives a silver hen and pays homage to the city. For a decade or so, on the same day there has also been a competition for children to win the title of Little King of the Sharpshooter's Fraternity who is awarded a trophy similar to the "adult" version.

 www.muzeumkrakowa.pl

The **Malopolska Air Picnic** is the largest civil air show in Poland, where you can enjoy unusual performances by www.pikniklotniczy.krakow.pl 

acrobatic pilots. It is also an opportunity to see a variety of exhibitions and presentations of unique exhibits gathered at the Aviation Museum, as well as historical performances with the participation of reconstruction groups and military equipment, play in the amusement park and buy commemorative souvenirs.

STREET THEATRE- The International Festival of Street Theatres - July meetings, presentations and performances that take place at the Main Market Square, Mały Rynek, Rynek Podgórski, Szczepański Square and within the city's space. The theatrical performances are unique spectacles that are characterized by a high artistic level and are performed outdoors at various times of the day and providing extraordinary experiences.

www.teatrktto.pl 

The **Middle Ages can be liked** is a series of holiday meetings in the Barbican. Employees of the Krakow Museum, as well as craftsmen, enthusiasts of old times, use different media to bring this distant era closer - productions, workshops, and field games encourage active participation

www.muzeumkrakowa.pl 

and experience of medieval Krakow.

The "**Cracovia Danza**" **Court Dance Festival** is the only festival in the world that brings together historical dance masters and numerous bands specializing in court dances from various historical periods and countries. Bands of dancers present their programs to Krakow audiences in the spaces of historic palaces and magnificent courtyards. Children's and youth bands are especially nice to watch. At the end, everyone is captivated by a colourful dance procession that passes through the Krakow market to the sounds of the past.

www.cracoviadanza.pl/festival 

The **Pierogi Festival** takes place on the Small Market Square

www.krakow.pl 



and promotes Old Polish cuisine and regional products. Probably no one is able to taste all the flavours of the prepared pierogi (dumplings), but everyone can taste the flavours of new types or their favourite. You can also watch artistic performances and take part in competitions. Krakow restaurateurs take care of the culinary setting of the festival and compete for the statuettes of Casimir the Great and Saint Hyacinth with Pierogi.

Dachshunds March - "the longest" and most numerous dachshund procession in the world. Goes along ul. Floriańska to the Main Market Square where the most unusual dachshund is selected. It has been organized for over 20 years, gathers crowds of fans of individual dogs. Dachshund owners from all

 www.radiokrakow.pl

continents come to the Krakow holiday. This is a great opportunity to talk to children about dog problems, seek veterinary advice and pay attention to animal rights.

Bread Festival is a unique opportunity for children to meet the rich tradition of baking bread, and for adults to recall childhood memories. It takes place at Wolnica Square. This is a great opportunity to learn about the huge variety of baked goods prepared by bakery masters associated by the bakers' guild, which has existed in Krakow for over 750 years.

 www.krakow.pl

The **International Book Fair** is one of the largest such events in Poland. The event promotes reading and is open to everyone. During the fair there are numerous lectures, workshops and meetings with authors. The Children's and Youth Book Salon introduces the youngest ones to the world of literature, and shows the value of Polish children's books to parents. Children can discover the magic of books as well as meet their favourite writer or illustrator. During the fair votes

 www.ksiazka.krakow.pl

and competitions for publishers and authors of books are settled.

The **Conrad Festival** is recognized as one of the most important literary events in Europe, it brings together guests from many countries – including authors representing various cultures and views; thanks to this, since 2013 Krakow – which has been named the City of Literature by UNESCO -

 www.conradfestival.pl

has already hosted: Per Olov Enquist, Etgar Keret, Pascal Quignard, Amos Oz and Nobel laureates Herta Müller, Orhan Pamuk and Svetlana Aleksijewicz. The festival is held in parallel with the International Book Fair in Krakow. The festival program also includes children's extended families, which include meetings, literary workshops and reading lessons.

The **Film Festival for Children** not only shows and promotes good films, but also invites families to workshops that encourage children to interpret films, and parents are taught a different view of

cinema. The festival's program consists of valuable, beautiful and touching productions that have gained recognition at film

www.kinodzieci.pl



festivals worldwide.

The **Kracow Nativity Scene Contest** is a competition organized by the Krakow Museum since 1937. Every year on December 1st, nativity scene makers bring their works to the Krakow market square in front of the Adam Mickiewicz monument. When the sounds of the bugle call played at midnight are heard, a colourful procession starts, going to the Krzysztofory Palace. The jury awaits there and a post-competition exhibition is prepared. It lasts until mid-February of the following year.

www.muzeumkrakowa.pl



The **Christmas Fair** is a cyclical event organized on the Main Market Square before Christmas. For centuries, the Christmas fairs have enjoyed great popularity. Today you can still buy Christmas decorations and traditional products at them. This unique event moves all our senses and introduces the unique

www.kiermasze.com.pl, www.kongregacja.pl



atmosphere of Christmas.

The **“Shanties” International Sailing Song Festival** is a meeting of sailors who come from all over Poland and even from distant countries to sing shanties together. Everyone who loves the melodies can find something especially for themselves. Even the youngest have their own concert, where they learn sailing songs, following along with movement. The Shanties festival is also accompanied by photo reviews, fairs



and a city game.

www.shanties.pl



The **Children's Theatre Festival** takes place during the winter holidays on the stage of the Nowa Huta Cultural Centre. Here you can watch performances presented by theatres from all over Poland. The repertoire is diverse and very rich. You can see traditional performances as well as completely new staging of famous fairy tales. During the

www.nck.krakow.pl/festiwal-teatrow



festival, children choose the spectacle that they liked the most.

The **Misteria Paschalia Festival** is one of the most important European events dedicated to early music. It takes place during the Holy Week. A unique repertoire is presented here, including new ventures or those specially prepared for

www.misteriapaschalia.com

the Mysteria Paschalia. The festival's repertoire is based on the presentation of music related to the Holy Week and Easter. It is valued by music lovers and critics from Poland and abroad, as well as being popular among the city's inhabitants.

The **Film Music Festival** is a paradise for music lovers and film lovers, where concerts, film screenings, meetings with artists, directors and composers as well as music workshops take place. Krakow hosts outstanding film music creators and directors. Screenings and concerts take place in prestigious facilities of Krakow's ICE and TAURON Arenas, as well as the concert hall of the Polish National Radio Symphony Orchestra in Katowice. The festival offers an exceptionally varied band for children and FMF4Kids families: from film screenings for children with live music through special concerts of youth orchestra, to free outdoor shows.

www.fmf.fm



-The **Miłosz Festival** is a June festival that attracts the most outstanding poets from various countries and generations, including those whose work was honoured with the Nobel Prize. Poetry evenings, panel discussions, film screenings, concerts and numerous

 www.miloszfestival.pl

accompanying events the leitmotif of the program of subsequent editions includes the titles of Czesław Miłosz's works. This most important Polish poetry festival today refers to the tradition of Eastern and Western Poets Meetings, held in Krakow over a decade ago, inspired by Wisława Szymborska and Czesław Miłosz. At the same time, there is also a children's literature festival organized in consultation with the Miłosz Festival.

The **St. John's Fair** is a festival celebrating the shortest night of the year. For three days, Czerwieński Boulevard near Wawel is transformed into a medieval town. Long forgotten fashions return and crafts and traditions come to life. The most important of them is, of course, the joint wreath making and then release of them onto the Vistula River.

 www.jarmarkswietojanski.eu

Wianki - Festival of Music organized on the weekend nearest to the shortest night of the year. The whole day is filled with music that comes from scenes located in various parts of the city: from the Nowa Huta Lagoon, through the Main Square and Vistula boulevards, to Krakow's music clubs.

As part of the Festival of Music (part of a global event called this name) the audience can listen to classics, jazz, pop, rock, ethno and world music.

www.wianki.eu

The **EtnoKrakow/Rozstaje Festival** is one of the most important annual events presenting traditional, ethno, folk and world music in Poland. Some concerts take place on outdoor stages. The events are available to the public. The events provide a good opportunity to get acquainted with the cultural heritage from various parts of the world.



www.etnokrakow.pl



Sacrum Profanum Festival is a festival of music from the 20th century. It has become one of the most interesting music events in Europe. It attracts world-class bands performing contemporary music. The event also includes a unique music program addressed to children (and parents), – special concerts (or musical performances) following the “Child-friendly Sacrum Profanum” formula.

www.sacrumprofanum.com



New Year's Eve in Krakow is an unforgettable opportunity to celebrate the arrival of the New Year. Each New Year artists provide the inhabitants and tourists visiting Krakow with unforgettable experiences and unforgettable memories from concerts, parties and dances at the New Year Eve's stage! Krakow invites everyone to New Year's Eve in Krakow, regardless of their age and musical preferences. Music and dance - great fun lasts long after midnight.

www.sylwester.krakow.pl



Good morning, ICE Krakow is an open event for families. Once every quarter year, the ICE Krakow Congress Centre turns into a huge, three-level playground. For the youngest are entertainment, recreational and educational attractions, shows and workshops, artistic and educational workshops, as well as ones run by policemen, paramedics, firemen and city guards. It is also an opportunity to visit the building - guests can see concert and conference rooms, wardrobes, directors, booths for simultaneous translations and a glass foyer with a view of the Wawel Castle. The event ends with a surprise movie screening in the Krzysztof Penderecki Auditorium.

www.icekrakow.pl/projekt/dzien-dobry-ice-krakow



The **Krakow Picnic** is a series of meetings referring to the traditions of the city picnics, during which Krakow residents and their families went to relax in the bosom of nature. The Krakow Festival Office encourages you to celebrate this custom throughout the summer, and to rediscover the green spaces of the city. As part of the weekly meetings in selected Krakow parks, a rich offer of shows, workshops, games and tournaments for children and families was prepared.

 www.piknikkrakowski.pl

The **birthday of TAURON Arena Krakow** is an event organized at the beginning of June prepared for the residents of Krakow, in particular for families with children. The program includes visiting TAURON Arena Krakow, numerous attractions for children, sports shows, picnics and sweet birthday surprises.

The **Great Lessons of Ecology** - organized in October - is an event addressed primarily to children and adolescents, the aim of which is to comprehensively present pro-ecological activities implemented for the residents of Krakow by the Municipality of Krakow, municipal companies and municipal units.

 www.tauronarenakrakow.pl

2.2. Sites and attractions

Krakow tourist routes

Krakow is without a doubt the most attractive tourist city in Poland. Guests who come here must make decisions as to what to see during what is usually a short stay. With these visitors in mind, but also in response to Krakow's suggestions, numerous routes have been created: the Royal Route, Krakow Technical Trail, Paths of John Paul II and Along the Footsteps of the Wawel Dragon.

 www.Krakow.pl (tab: VisitKrakow), www.krakow.travel

Krakow Museums

Krakow's museums are an integral part of the Krakow landscape. They offer visitors a diverse offer where everyone will find something for themselves.

The **Wawel Royal Castle** - National Art Collections. The museum prepares many interesting meetings for families with children, organizes family games and invites pre-school and school groups for museum lessons. The most inquisitive young enthusiasts, searching for curiosities and solving puzzles, can join the many competitions organized, among them the prestigious Krakow Knowledge Competition "Krukusek" (for third grade primary school students).

www.wawel.krakow.pl



The **Museum of the City of Krakow** has 16 branches with a very different profile of interests and activities. Its offer includes permanent and temporary exhibitions. They are prepared at a very high substantive level. You must see them.

www.muzeumkrakowa.pl



The **National Museum in Krakow** is the oldest of the national museums in Poland. The first seat was the Cloth Hall. Currently, approximately 900,000 unique objects are presented in 9 branches of the National Museum in Krakow and one in Zakopane.

www.mnk.pl



The **Archaeological Museum** presents treasures from excavations, Egyptian mummies, relics of old Krakow, Nowa Huta smokers. The museum currently has three branches.

www.ma.krakow.pl



The **General Emil Fieldorf "Nil" Museum of the Home Army** became an important place to acquire knowledge about the Polish Underground State, and especially about the Home Army. Visitors can visit the permanent exhibition dedicated to the Polish Underground State and its armed strength - the Home Army. Hundreds of photos and souvenirs were collected here (including the diary of Major Hubal) and the fuselage of the British Halifax plane which made drops for the Home Army soldiers. On a national scale, it is, next to the Warsaw Uprising Museum, the most important museum of the Polish armed action in the 20th century.

www.muzeum-ak.pl



The **Ethnography Museum** provides visitors with a modern



look at art and folk culture. Interesting and very engaging workshops accompany almost every new exhibition or are related to special folk customs. It also conducts intensive scientific, publishing and educational activities.

 www.etnomuzeum.eu

The **Pharmacy Museum** at the Jagiellonian University has a collection that reveals the secrets of pharmacy and a multitude of objects with a fascinating purpose.

 www.muzeumfarmacji.pl

The Walery Rzewuski Museum of History of Photography - the new seat is located in the restored historic Shooting Range in Wola Justowska (ul. Królowej Jadwigi 220). In addition to the exhibition space, where the permanent "Portrait" exhibition is presented, you will find both something for the spirit and the body (there is also a restaurant in the building). The garden surrounding the building is an additional attraction.

 www.mhf.krakow.pl

The **Museum of Municipal Engineering** collects historical objects of technology. It acquires items illustrating the development of Polish industry and domestic companies and industrial plants: trams, buses and technical vehicles, documents and devices illustrating the development of collective communication in Krakow, collections of motorcycles and domestic production cars. The museum organizes exhibitions and interactive educational activities for preschool and school aged children.

The museum has a branch - the Stanisław Lem Garden of Experiences, located at Aleja Pokoju 68 in Lotników Park. It is an outdoor exhibition - a park in which, thanks to interactive experiences in the field of acoustics, mechanics, hydrostatics and optics, you can learn the laws of physics through play.

 www.mim.krakow.pl

The **Polish Aviation Museum** is located in the area of the oldest Polish airport, which is one of the points of the first regular postal services in Europe. Currently, you can admire something unique - the only collection of aircraft from the

First World War, helicopters and gliders. The area of the airport was one of the first places in Krakow liberated from the partitioning power - therefore, it is here that Polish independence began.

 www.muzeumlotnictwa.pl

Natural History Museum - part of the Institute of Systematics and Evolution of Animals of the Polish Academy of Sciences

encourages to enter the world of nature. It is especially attractive for children to visit the "Tropical jungle" and have the opportunity to encounter a mammoth or rhinoceros. The thematic grouping of exhibits, on the other hand, allows one to supplement information on nature, biology and geography.

www.isez.pan.krakow.pl/muzeum.html



The Manggha Museum of Japanese Art and Technology

offers a multitude of forms addressed to the youngest: educational exhibitions about samurai, family meetings accompanying temporary exhibitions or cyclical events often associated with Japanese festivals, monthly exploration of Japanese fairy tales and cartoons and the Japanese Children's Day. The museum also invites school groups to visit exhibitions and to take part in additional activities especially prepared for them.

www.manggha.pl



The Museum of the Jagiellonian University - Collegium Maius

enables one to learn about the scientific instruments used by scientists and professors of the former Krakow Academy. There are exhibits in various fields including astronomy, geodesy, navigation, physics, mathematics, chemistry, biology, measures and weights. The museum conducts educational classes and is a co-organizer of the "Krakow Żaczek" competition (for students of grades 2 in primary school).

www.maius.uj.edu.pl



The MOCAK Museum of Contemporary Art in Krakow

presents international contemporary art, conducts workshops and museum lessons that are tailored to the needs of younger and older recipients, as well as research and



publishing projects. Educational projects are also directed at people with disabilities, teachers and educators, residents of smaller towns and people burdened with various forms of social rejection. It organizes not only meetings with artists, but also joint artistic activities.

www.mocak.pl



The **Nowa Huta Museum** is housed in the building of the former "Światowid" cinema in Nowa Huta. It conducts museum lessons for primary and secondary schools, it also runs workshop classes and film screenings for children. This new branch of the Krakow Museum was created as a result of the merger of the branch of the Historical Museum of the City of Krakow, the history of Nowa Huta and the Museum of the People's Republic of Poland.

www.muzeumkrakowa.pl/oddzialy/muzeum-nowej-huty



The **Bunkier Sztuki Gallery of Contemporary Art in Krakow** presents and promotes the latest achievements of contemporary art through exhibition activities supplemented by meetings at the Bunkier Sztuki Club, a constantly developing portal and publishing initiatives, both in the form of catalogues and publications devoted to widely discussed issues of culture.



www.bunkier.art.pl

The **Tadeusz Kantor Art Documentation Centre Cricoteka** is an institution which simultaneously serves as an archive, museum, gallery and scientific institution. It offers classes for children and youth, inviting you to dynamically discover the works of Tadeusz Kantor.



www.cricoteka.pl/pl

The **Amber Museum** collects unique exhibits that show the natural beauty of Baltic amber. Museum lessons are organized for school children and adolescents. There are often meetings with interesting people (authors of books about amber, designers, craftsmen and artists).



www.ambermuseum.eu

The **Stained Glass Workshop and Museum** offers an opportunity to learn the secrets of creating stained glass and allows you to design or make them yourself. In the museum

you can admire, among others, the "Apollo" stained glass window - as reconstructed on the basis of the design of Stanisław Wyspiański.

 www.muzeumwitrazu.pl

The **Glass and Ceramics Centre** introduces the history and technology of glass art. Particularly interesting are the demonstrations of hand-made "live" glass forming - which allow to get to know the fascinating process of creating glass objects, and also allows you to try your hand at the glass worker's profession.

 www.lipowa3.pl

The **Galicia Jewish Museum** is located in the Kazimierz district of Krakow. It conducts comprehensive educational activities, organizing workshops, meetings and walks in this part of Krakow, during which knowledge about the history and culture of Jews is passed on in an easily accessible way. The classes organized by the museum can be attended by families with children (e.g. weekends), as well as school groups as part of educational trips.

 www.galiciajewishmuseum.org



Theatre, music

The Helena Modrzejewska National Old Theatre in Krakow - the second oldest theatre in Poland. Apart from the National Theatre in Warsaw and the Gdańsk Coast, it is one of three national dramatic scenes under the administration of the Minister of Culture. As the only Polish theatre belongs to the European Theatre Network Mitos21, which brings together the most important theatre stages in Europe. The current repertoire of the Theatre consists of both performances of contemporary texts, reinterpretations of the classics as well as innovative multimedia and music projects.

www.stary.pl/pl



The Juliusz Słowacki Theatre hides wonderful stories of people associated with it. The secrets of the stage and the interior of the theatre building with its magnificent foyer and the famous curtain painted by Henryk Siemiradzki can be learned while visits to the building with a guide. The theatre invites children and whole families to theatrical realizations of fairy tales and folk stories performed by well-known Krakow

actors.

www.teatrwwkrakowie.pl



The **Krakow STU Stage Theatre** is a continuation of the tradition of the "STU Theatre" founded in 1966 by Krzysztof Jasiński. Since 1999, the theatre has been a local cultural institution. It has an imposing character and is also known for the benefits organized by the biggest Polish stars over the years.

www.scenastu.com.pl



The **Groteska Theatre** prepares interesting and extremely flexible performances for children, as well as great outdoor performances, city games and adult performances. It organizes workshops, reviews of youth and children's creativity, theatre, art and literary competitions. Thanks to the "Secrets of the Scene" program, children can explore the recesses of the building. The theatre is the originator and organizer of the successful Great Dragon Parade. The Great Outdoor Show on the Vistula River is the culmination of this event.

www.groteska.pl



The **Ludowy Theatre** - apart from staging plays, also for the youngest, the theatre conducts a large-scale educational and therapeutic activity under the slogan "Therapy through art".

www.ludowy.pl



Tadeusz Boy-Żeleński Bagatela Theatre encourages new viewers to come to performances in various ways. Parents of young children as part of the "with the child to the theatre" action can safely watch the spectacle, while at that time their children also take part in interesting educational workshops.

www.bagatela.pl



The **Łaźnia Nowa Theatre**, apart from its basic activity, implements numerous educational and social projects. It is the organizer of a series of events prepared for the summer period (from the beginning of June to the end of August) at the Nowa Huta Lagoon. Every day as part of the "New Bulwar(t) Sztuki" project there are free events including performances, meetings with artists, classical and serious concerts, film shows, outdoor games and plays, workshops for children, youth and adults. The key artistic project of the

theatre is the preparation and production of the Boska Komedia International Theatre Festival - one of the most important theatre events in our country.

 www.laznianowa.pl

The **KTO Theatre** is the organizer of the International Festival of Street Theatres in Krakow, as well as the coordinator of some projects within Krakow's artistic projects, e.g. Theatres Night.

 www.teatrkto.pl

The **Krakow Variété Theatre** is an artistic institution that disseminates entertainment at the highest level. It is one of the few artistic institutions that has an offer in English. The events presented (musical comedies, vaudevilles, burlesques and horror theatre) are of a musical and entertainment nature.

 www.teatrvariete.pl

The **Malopolska Art Garden** is a unique meeting place for young people, children, persons with disabilities, the elderly, as well as artists and art lovers. On the occasion of various performances and artistic and educational workshops for children and youth the unit uses the most modern technical solutions.

 www.teatrwwrakowie.pl

The **Krakow Opera** presents various musical works, including ballet performances and musical performances for children and youth, as well as various classes and educational workshops.

www.opera.krakow.pl



The **Karol Szymanowski Philharmonic Orchestra**, in addition to its repertoire for adults, has an extremely rich offer for children. They offer children musical meetings such as "String playing" and "Concerts for children". They meetings present a world of music similar in form to musical theatre. The unit also organizes wonderful educational concerts for older children and adolescents: "Musica - ars amanda" (combined with interesting lectures and multimedia). In the philharmonic you can also spend time on Saint Nicholas' Day and on children's day.

www.filharmonia.krakow.pl



Capella Cracoviensis specializes in the performance of early music. The ensemble implements ambitious music projects, including opera and phonographic projects, and also co-organizes - together with the City of Krakow and the Krakow Festival Office - the Opera Rara Festival.

www.capellacracoviensis.pl



The "**Sinfonietta Cracovia**" **Orchestra of the Royal City of Krakow** is characterized by a wide range of activities (from classical music concerts to performances at the Unsound Music Festival). It is particularly valued for its masterful performance of contemporary music. Among others, the orchestra organizes concerts from the "let yourself be surprised" series. Due to the interesting and surprising format of the concerts (public spaces, unusual locations), they are events for the whole family, including children, teenagers and adults. It also runs the "Sinfonietka" series for children. As part of this, concerts are organized with the participation of great instrumentalists from around the world (so far, among others, Anneleen Lenaerts, Michel Lethiec, Kasumi Barouch, Marek Štílec). During the meetings, children can listen to classical music and learn much about composers and their works. The production of recordings and film music, in addition to active concert activity in Poland and abroad, is an important part of its activities.



www.sinfonietta.pl



The **Cracovia Danza Court Ballet** initiates, organizes and supports various events aimed at popularizing the heritage and culture of dance. It works and enables the exchange of experiences between Polish artists and foreign artists. Its format reaches to the ballet repertoire of the Middle Ages, Renaissance and Baroque periods. The Court Ballet organizes

 www.cracoviadanza.pl

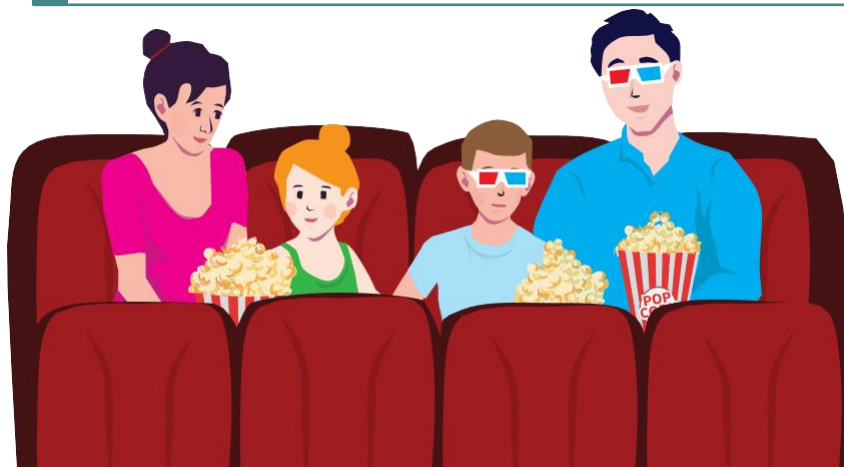
seminars, meetings, discussions and exhibitions related to the art of dance and the history of costume. It conducts workshops for children's and youth groups and lessons - programs related to the history of dance and the presentation of historical costumes from various eras.

The **Krakow Chamber Opera** prepares, among others, song and music spectacles that captivate you with fairy-tale costumes, wonderfully chosen music played and sung live and with extraordinary, expressive acting creations. The opera also runs workshops for singers and theatre workshops for children and teenagers.

 www.kok.art.pl

TAURON Arena Krakow is the largest and the most modern sports hall in Poland. It organizes events in which whole families often take part. They include cultural events: concerts, festivals, film screenings, musicals, circus shows, ice shows, world and European championship sporting events, tournaments, e-sporting events, religious events, fairs and outdoor events.

The **Small Hall of TAURON Arena Krakow** is a smaller facility belonging to the TAURON Arena Krakow sports and entertainment complex. You can play basketball, volleyball, handball, futsal, badminton and tennis. The offer can be used by, among others, families with children. The municipal program "Preschooler's Academy" is also implemented here. The Dojo of the Traditional Karate Academy Niepołomice-Krakow operates at the Small Hall.



Cultural houses and centres conduct a wide range of activities in the area of disseminating culture for children, adolescents and adults from all environments of Krakow. Their program proposals complement extra-curricular activities. The centres organize courses and workshops, cultural, historical and ecological education, documenting, creating, protecting and sharing cultural goods, and taking care of creative groups. The implementation of large-scale artistic events addressed to the residents of Krakow and tourists is an important part of the program activity of cultural houses and centres.

The Krakow Library

Library services in Krakow are provided by a network of municipal libraries with 56 branches. The Krakow Library conducts social and cultural activities by providing access to various library collections (books, magazines, audiobooks, board games, readers), organizing reading events and educational activities for children, adolescents, adults and seniors.

The library also offers the possibility of using on-line books (www.biblioteka.krakow.pl/legimi).

Library services are free.

www.biblioteka.krakow.pl

List of addresses of the Krakow Library branches is given on pp. 225–228



3 A FAMILY GOING ON VACATION

3.1. Child's passport

An application for issuing a passport document can be submitted at any passport point in the country and abroad at the consul, regardless of the place of registration. The issuing of a passport to a minor occurs at the request of parents or legal guardians, after submitting the required documents and collecting biometric data (except for children under 12 years of age) and paying the due fee.

Children up to 18 years of age must be present when applying for a passport. Exceptions are minors up to 5 years old - their presence is not required. The child's passport can be collected by one of the parents or legal guardians without the child being present.

The signature of the passport holder in the frame under the photo on the passport application is made by a minor above 13 years of age.

Passport applications can be submitted at the headquarters of the Civil Affairs and Foreigners Department of the MUW in Krakow, at ul. Sebastiana 11 from 9:00 am to 5:00 pm on Mondays and from 8:00 am to 5:00 pm Tuesday to Friday as well as at off-site departments of the Department of Civil Affairs and Foreigners, and at Field Passport Points.



www.malopolska.uw.gov.pl

3.2. Safe holidays

A trip to take a holiday is an exciting event. To avoid unpleasant experiences, you must follow some basic rules.

- a mobile phone with saved emergency numbers will be useful for every trip: 112 - emergency call centre, 997 - Police, 998 - fire brigade, 999 - ambulance and ICE contact in the address book.
- The acronym ICE on the phone is a global life-saving symbol, one should also write down the telephone number of the person to be notified in the event of an accident.

Emergency numbers needed during holidays:

- near water reservoirs: 601 100 100 (WOPR),
- in the mountains: 601 100 300, 18 206 3444 (TOPR), 985, 601 100 300 (GOPR), 33 82 96 900 (GOPR Beskidy Group), 13 46 32 204 (GOPR Bieszczady Group), 34 31 52 000 (GOPR Jurajska Group), 75 75 24 734 (GOPR Karkonosze Group), 18 47 77 444 (GOPR Krynica Group), 18 267 68 80 (GOPR Podhale Group), 74 842 34 14 (GOPR Wałbrzysko-Kłodzka Group)



www.icefon.eu (English language version)

When travelling by public transport, it is advisable to follow the instructions of the airport staff and aircraft or train staff. Be vigilant, as you can easily fall victim to pocket thieves. Do not carry money in one place, it is worth dividing your cash into several parts and hiding it in several pockets. Caution will not prevent you from making new friends - it is not known who we may actually meet, even if they seem extremely nice.

Luggage should always be guarded carefully. Bags and backpacks should be worn at the front or under the shoulder, should remain closed, with the zipper near your body so that they are always under your control. Avoid sleeping during travel, and certainly never accept treats from stranger met by chance.

Guides should remember to assess the psychophysical fitness of the driver and check the technical condition of the bus before departure. The easiest way to do so, is a few days before the planned trip, ask the local Police unit for help. When setting off on a longer route, you need to make sure that the driver has a replacement. If you notice that the driver breaks traffic regulations, do not hesitate to say something to them about it.

When going to the mountains, always leave information about the route of your trip and the planned time of return at the place where you stay.

Bathe, swim and play in the water only where it is allowed, preferably under the guidance of a lifeguard. Do not enter the water near bridges, ports and marinas

When in road traffic, always follow the basic safety rules. In the city you should walk only on the sidewalks, and outside the city on the left side of the road. Cross streets only in places designated for that purpose. Walk - don't run! - even at pedestrian crossings. It is easy to trip and fall over when running. Luggage should always be well taken care of. Bags and backpacks should be worn at the front or under the shoulder, closed, with the zipper near your body so that they are always under your control.

Attach reflective elements to any satchels and on clothing.

When driving in a car, remember to wear a seat belt. It can save your life in the event of an accident.



Use the Internet safely – a trusted guardian is crucial when looking after a young Internet user. Parents should accompany their children when they are discovering the Internet and teach them to have a critical approach to information read on the Web. Young Internet users should be aware that not all messages are reliable. Teach your child to use an encyclopaedia, dictionaries, books and other sources of knowledge in which they will be able to verify the data. Children should not hide from guardians situations in which they felt awkward or something embarrassed or frightened them. They must know that they can then turn to you, and you will not shout or make fun of them, and will calmly help solve the problem and explain the cause of the awkward situation.

Nothing releases the parents from the obligation to sensitize their children to the dangers of making friends on the Web and warning them of people who might want to hurt them. Despite the fact that such conversations many not be easy, discuss the possible dangers and ways to avoid them with your child. Show them trust and do not forbid them from making friends on the Web, but explain to them that no one should be allowed to be given your personal data or phone number, and that meeting friends from the virtual world can be dangerous, so before making arrangements, they should ask you for permission. Just ask your children to show confidence in you and your advice. If you have good contact with them, they will.

4 FAMILY SPORTS PRACTICE

4.1. Municipal sports programs - offer for children and youth

Movement is very important at all ages. For many years, the city has been preparing a highly diverse sports offer for children and teenagers. These offers are free and generally available classes carried out within the framework of Municipal Sports Programs. Thanks to subsidies transferred as part of open offer/project competitions, clubs can organize regular systematic training, competitions and occasional sporting events. This offer is complemented by after school sports

activities organized by municipal educational establishments, i.e. inter-school sports centres and the Krakow School Sports Centre.

Classes in urban sports programs are open, universal and completely free (financed from the funds of the City of Krakow), and their level is adapted to the individual possibilities and needs of participants.

Department of Sports of the City of Krakow

al. Powstania Warszawskiego

telephone 12 616 96 11, mail:

sp.umk@um.krakow.pl Monday – Friday, from 7:30 am to 3:30 pm www.krakow.pl/sport

Profile: [Department of Sports Facebook - KRK.Sport](#)



The **Preschool Academy's** goal is to interest the youngest kids in systematic physical activity, to familiarize them with various attractive forms of movement, and to awaken in them a passion for sports that can turn into a sport for life. Classes take place in a modern, fully equipped sports hall (Small Hall TAURON Arena Krakow). They are conducted by physical education teachers of various specializations, and the exercises are for general development, play, recreation, using sports equipment appropriate for the age group of participants.

The **Young Eagles Academy** is a developmental proposal for the youngest football students. This initiative of the Polish Football Association is implemented jointly with the Sports Department and the Malopolska Football Association. The project is completely free and for both boys and girls. Participants are divided into three age categories: Skrzaty (6–7 years), Żaki (8–9 years) and Orliki (10–11 years). Classes take place twice a week at the Orlik pitch at ul. Strąkowa 3A. Trainings are conducted by qualified and experienced trainers. Recruitment to the Academy takes place every year in June during Talent days.

Sports Animator is a program implemented by the Sports Department of the Krakow City Office in cooperation with the Krakow "East" Inter-School Sports Centre and sport clubs. The main goal of the program is to promote physical culture and sport, and to counteract the phenomena of aggression

and pathology among children and adolescents by introducing a professional offer of sports and recreational activities to these environments. Those willing to participate in activities such as football, volleyball, tennis, speed-ball and other classes can take part in the classes taking place at Krakow's Orlik pitches during extracurricular hours according to individual schedules conducted by qualified, experienced animators-instructors.

The **Krakow Volleyball Academy** promotes volleyball among young Krakow residents. It was established upon the initiative of the Sports Department of the City Office

in Krakow. Its program is implemented in cooperation with the Malopolska Volleyball Association on the basis of a relevant agreement. Those who join train with experienced and qualified instructors and volleyball coaches. The program is implemented in educational facilities where no specialist volleyball classes were conducted before. The most talented participants join the ranks of Krakow sports clubs where they are able to improve their skills.

The **Krakow Youth Olympics** is a municipal sports programme that is modelled on the Olympic Games. The goal of the programme is to awaken in young people the spirit of sport competition based on year-round inter-school competition. The competition takes place at different age levels and is organized in individual and team competitions as well as minigames.

Athletics for everyone! Youth meetings with athletics is a program for promoting sport and stimulating physical activity of young people in their free time. The project was created to promote a healthy lifestyle among youth through the continuity and dynamics of classes. The popularity of athletics in Poland and the innovative approach to the training process give hope for success. It is a sports opportunity that guarantees the harmonious development of the child!

My trainer is a city program organized by the Sports Department of the Krakow City Office in consultation with District Councils. It is mainly addressed to children as an alternative form of spending free time. They are free sports and recreational activities based on available school sports facilities and multi-purpose sports fields. Program participants can take part in classes in many sports: football, basketball,

volleyball, handball, floorball, table tennis and athletics.

First steps in the snow - the main purpose of this program is to transfer the knowledge and skills necessary for independent and safe movement on a slope. Guided by qualified instructors, students of Grade V learn the technical secrets of skiing through fun such as via activities such as proper skiing/snowboarding, learning how to fall safely, learning to ride, turning, braking and safe behaviour on slopes. The addressees of the programme are students of the fourth and fifth grades of Krakow primary schools.

Rugby for everyone is an innovative and original project implemented by the Sports Department of the City of Krakow in cooperation with Nowa Huta Rugby Club of Krakow, under the patronage of the Polish Rugby Association. The programme's main goal is to promote rugby as a first contact sport for children, as well as organize preventive actions in the field of criminal threats and pathological phenomena, as well as counteracting the exclusion of children from the peripheral areas of Krakow. It involves raising children and young people through their participation in systematic sports rugby and sports animator classes as part of other sports with program elements of prevention against violence and addiction.



Sport against exclusion is a programme aimed at preventing addiction and violence among children and young people through preventive information and education activities as well as sports activities. It includes presenting issues of violence in social life, making participants aware of the problem of drug addiction and alcoholism, shaping assertive attitudes, training in self-defence against physical aggression, workshops on premedical first aid.

Handball School - this project has been operating in the city for several years and implements a handball learning program. It is attended by girls and boys from grades 4-5 of Krakow primary schools that have not yet been associated with sports clubs. Its assumption is the creation of several training groups in educational institutions participating in the project. Free classes are adapted to the age and skills of participants.

I dance in Krakow - the program aims at involving children, mainly from the first grades of Krakow's primary schools, to help them learn the basics of dance and improve their skills.

Participation in classes is free and voluntary. Classes take place regularly, at fixed times, at the school the child is attending. Recruitment is carried out by sending school e-mails to the implementer: Interschool Sports Centre Krakow "East"

4.2. Sports cyclical events

The **Cracovia Marathon** is the most important running event in Krakow, one of the largest and most popular in Poland. It is also the most international of all Polish marathons, with the highest attendance of participants from abroad taking place in Poland. In previous editions of the Cracovia Marathon, the marathon has hosted runners from 55 countries.

The run, which has been organized in Krakow since 2002, is also included in the so-called Crowns of Polish marathons.

The start and finish of the Cracovia Maraton are located on the Main Market Square. According to the slogan of the event: "with history in the background", the participants of the marathon run alongside many great monuments of the near Wawel area.

The Cracovia Marathon route is also open to persons with disabilities. The largest group of athletes in Poland in the Hand Bike, Rim Push and Active Wheelchair categories come to the Krakow marathon. The 42 km and 195 m competitions are the culmination of the running festival in Krakow.

During the marathon weekend (Saturday) the following are also held: Piotr Gładki Mini Cracovia Marathon (4.2 km), Cracovia Marathon on Rollerblades (full marathon distance) and the 10 km Night Run. What is more, on the eve of the marathon runners' struggles, special competitions are organized for the youngest running enthusiasts - as part of the Mini Mini Cracovia Maraton.

For participants and supporters of events that are part of the Krakow marathon weekend, there are also numerous attractions and animations, including sports games for children.

 www.cracoviamaraton.pl

The **Cracovia Royal Half Marathon** - organized in Krakow

since 2014 at the end of the running season - in October. The event is accompanied by numerous attractions designed for players, residents and tourists. Since the second edition, the finish line is located in TAURON Arena Krakow. The Cracovia Royal Half Marathon creates a chance to face the long route (21 km 97.5 m), leading through among others to the monuments and picturesque streets of Krakow.

The event has been well received by members of the running environment. The first edition of the Cracovia Royal Half Marathon was awarded with the 2014 Tomasz Hopper Event of the Year Award in the debut category at the Mass Race Gala in Warsaw. The turnout has been significantly increasing each year.

On the occasion of the half marathon, a 5km run is also organized.

The Cracovia Royal Half Marathon is part of the Crown of Polish Half Marathons project. Together with the Cracovia Marathon and the Three Mounds Run, the Cracovia Royal Half Marathon also forms the Royal Running Triad.



 www.cracoviapolmaraton.pl

Three Mounds Run - The International Open Championships of Krakow in Mountain Race is an event whose first edition was organized in 2007. The participants have to cover a 13-kilometre route between the three Krakow Mounds - Krakus, Kościuszko and Piłsudski.

Almost a quarter of the course leads along unpaved roads. The difference in levels of the course reaches 160 m. Due to the diversity of terrain in the international classification, the race was classified as "Anglo-Saxon", in which the route goes up and down, unlike in the "Alpine" version, where the route for the most part only rises.

Everywhere along the route you can see that Krakow offers not only monuments and modern infrastructure, but also charming landscapes and nature. Interestingly, it is the only mountain run in Poland that passes through the centre of a large city.

www.biegtrzechkopcow.pl



The **Krakow New Year's Eve Race** is an event combining sports competition with the atmosphere of New Year's Eve

fun. Competitors can choose one of two distances - "Dragon Five" (5 km) or "Happy Ten" (10 km). They have 90 minutes to cover them. Participants run in fanciful costumes, and the authors of the most ingenious costumes are granted special prizes. Everyone who completes the race receives a commemorative medal, a hot meal, drinks and sweets at the finishing line, and women are greeted with roses.

www.bieg sylwestrowy.krakow.pl



Krakow Sports Forum - an event presenting the offers of Krakow sports clubs, physical culture organizations and associations, and promotes active leisure time among residents. This is a great opportunity for parents and children to become acquainted with it and to choose the sport they like. During the Forum you can also meet athletes. The event is divided into several areas: a sports activity zone, fun zone, moto zone, uniformed services zone, cooking zone and expo zone.

www.zis.krakow.pl



More information on sporting events organized in Krakow can be found at: www.zis.krakow.pl



4.3. Municipal sports facilities

Inter-school Sports Centre Krakow "Zachódnia" conducts activities supporting and supplementing the process of physical education and upbringing directed mainly at Krakow pupils and pre-schoolers. The facility's sports base facilities are located at pl. Na Groblach 23 and include a sports fields, treadmill, backup facilities. The facility runs a volleyball and ski section and implements the sports programme called Pre-schooler Academy.



www.mos-zachod.pl, pl. Na Groblach 23

telephone 12 422 12 21, e-mail: mos-srodmiescie@groble.pl

The **Inter-school Sports Centre Krakow "Wschód"** - the main goal of the centre is to shape and develop sports talents of children and adolescents by improving physical fitness,

developing active leisure habits and participating in activities conducive to physical development. The centre offers free classes throughout the school year, organizes sports and recreational events (both local, national and international) and implements city sports programmes. The facility operates programs for football, modern dance and jiu-jitsu, and implements the Krakow Youth Olympics programme.



www.moswschod.pl, os. Szkolne 39, telephone 12 644 22 72 e-mail: biuro@moswschod.pl

The **Krakow Sports School Centre** has four modern, well-equipped swimming pools, which it uses to organize swimming lessons for over 5,000 children from grade 3. At the end of a one-year course, children are awarded a 3rd-degree "I am already swimming" badge. The best swimmers take part in the annual swimming competition for the championship of Krakow. The centre also conducts classes for correcting posture defects in children such as scoliosis, kyphosis, Scheuermann's disease, lower limb defects and dysfunctions of the locomotor system of neurological origin. All children that exercise are under the constant professional care of rehabilitation specialists and doctors. KSOS also organizes classes for corrective, therapeutic and recreational swimming for children and adolescents.

During the school year, KSOS also hosts recreational activities for children, adolescents and adults in the groups of general developmental exercises, rhythmic and dance, fitness and callanetics, tennis for beginners and advanced. There are also sports sections for children and teenagers: badminton, table tennis, sport bridge and chess.

www.ksos.pl, al. Powstania Warszawskiego 6
telephone 12 411 58 66, e-mail: sekretariat@ksos.krakow.pl



Information about sports facilities operating in Krakow can be found in the City Office:



Department of Sport

al. Powstania Warszawskiego

telephone 12 616 96 11, mail:

sp.umk@um.krakow.pl Monday – Friday, 7.30

am – 3.30 pm www.krakow.pl/sport**4.4. CLUBS, SPORTS CENTRES, SWIMMING POOLS****Sports and Recreation Centre "Kurdwanów Nowy"**

(ul. M.B. Wysouchów

34a) Swimming pool:

- sports pool (length 25 m, 6 tracks),
- a recreational pool with water massage and water cascade, an elephant slide
- two jacuzzi pools,

Suggested activities:

- learning and improving swimming,
- aqua aerobics,
- water gymnastics (for seniors).

Salt grotto - begins at full hours according to the schedule (www.ksos.pl).

Sauna - open seasonally (October - March).

Gym which includes the following classes:

- yoga,
- dance school,
- general development (for children up to 4 years of age),
- Pilates.



We support the following cards:

MULTISPORT, FIT PROFIT and FIT SPORT
and OK SYSTEM.

for card holders:

KKR 3+ and KKN 50% discount on
individual tickets to the cave and the
swimming pool.www.ksos.pl

KOLNA Sports and Recreation Centre (ul. Kolna 2)

The Centre offers:

- a sports pool (length 25 m, 6 tracks),
- a recreational pool (water cascade, water massage, slide, jacuzzi),
- a sauna,
- a gym,
- ping-pong tables,
- billiards,
- a green area (oxbow lake),
- a café,
- a restaurant,
- a lunch bar.

Children and adolescents have the opportunity to practice an Olympic discipline -slalom kayaking - on the modern Olympic Mountain Kayaking Track, meeting all of the requirements of the European (eCA) and international (ICF) federation. Events such as the following are organized: World Cup, European Championships, Academic World Championships, as well as the most important junior events.

School groups can use the swimming pool and multi-purpose sports hall. The Krakow Canoe Club (operator of the Centre) offers the following attractions for organized groups:

family picnics, children's birthday parties, company events, rafting, barbecue and bonfires.

Hours of operation of individual attractions:

- Swimming pool - the swimming pool hall should be vacated by 10:45 pm.
Monday - Friday from 6:30 am to 11:00 pm (last entrance at 9:45 pm),
Saturday - Sunday from 7:30 am to 11:00 pm (last entrance at 9:45 pm).
- Sauna
Monday - Friday: from 2:00 pm to 10:00 pm
Saturday - Sunday from 10:00 am to 10:00 pm
- Gym
Monday - Friday: from 6:30 am to 10:00 pm
Saturday - Sunday from 7:30 am to 10:00 pm
- Sports hall
Monday - Friday: from 6:30 am to 11:30 pm
Saturday - Sunday: from 7:30 am to 11:30 pm
- Lunch bar
Monday - Thursday: from 9:00 am to 10:00 pm
Friday - Sunday from 10:00 am to 10:00 pm
- Restaurant
Monday - Sunday: from 12:00 am to 10:00 pm
- Café
Monday - Sunday: from 7:00 am to 12:00 pm



www.kolna.pl

biuro@kolna.pl, telephone 12 252

40 50 (swimming pool, hall, gym)

12 252 40 55, 510 132 250 (OSiR office)



Sports Club "Orzeł Piaski Wielkie" ul. Niebieska 15)

The facility has a sports hall (66 x 36 m, height 11 m). It is adapted to the competition of all indoor sports disciplines (footsal, basketball, tennis, volleyball, handball).



Opening hours:
Monday - Sunday: from 8:00 am to 11:30 pm
www.hala-orzelpw.pl

Sport and Culture Centre "Sidzina" (ul. Działowskiego 1) This modern sports and service complex offers:

- a full-size football field pitch,
- a grassy pitch (artificial grass) for team games,
- a conference and banquet room (for 70 people) with multi-media equipment.

The building also houses:

- Health Centre related to the National Health Fund (telephone 12 267 72 03),
- "Progamed" Professional Medical Rehabilitation Cabinet (telephone 12 446 78 87 [8]),
- Sidzina Stomatology Centre (telephone 665 603 750),
- Cafe & Bistro "Orzeł"

In the autumn and winter period, the following are organized:

- Open Table Tennis Tournaments,
- Young Athlete of the Year competitions,
- Vocal-Actor Competition for Young Talents "Spotlights",
- Chess Championship for Schools,
- Birthday parties for children,
- Occasional events.

The Centre runs the OSKF "Orzeł Sidzina" professional football school for children and youth.

There is also a Fitness Club for 3 generations - slimming and strengthening exercises for the spine.

The "Sidzina" Sport and Culture Centre organizes and maintains entries for the following classes:

- art classes with ceramics for children and adolescents,
- ballet classes for children,
- dance classes: Latino Solo for Ladies, ballroom dancing, modern dance for children,
- chess classes for children and youth,
- math classes for children and adolescents,

- Martial Arts Classes - Karate for children,
- musical activities: piano and guitar for children and youth,
- language courses (English, Spanish, Russian) for children, teenagers and adults.

www.csksidzina-krakow.pl

telephone 12 255 41 50, 535 533 550 (07)



Sports Centre Krakow Sports Club Bronowianka

(ul. Zarzecze 124 A)

The Bronowianka Center provides:

- two sports halls with facilities,
- a large hall (45 x 36 x 12 m, 200 seats in permanent stands + 100 seats in sliding stands). Suggested sport disciplines: futsal, 3 volleyball training fields or one for matches, 5 badminton courts (4 pitches for doubles and singles, 1 singles pitch), table tennis - hall for 16 tables, basketball, handball, martial arts, seminars, training camps, shows. There is the possibility to divide the hall into 3 sectors with curtains,
- a small hall (29 x 24 x 9.5 m + 60 seats on sliding stands). Suggested sport disciplines: volleyball, basketball, table tennis - a specialist hall for 12 tables, seminars, groups, trainings, shows,
- a grass field measuring 102 x 64 m,
- a playground with artificial turf (62 x 30 m), floodlit. The facility organizes sporting events, matches, tournaments and family picnics, birthdays and name days for children, company events,
- a hotel (80 beds, conference room, restaurant for about 50 people, an observation deck). The restaurant offers Chinese and Polish cuisine. Contact: Kaipol Hotel, 12 307 06 76, restaurant: 12 375 50 87, e-mail: hotel@kaipol.pl, www.kaipol.pl
- Recreation Centre,
- a swimming pool (5.5 x 12 m, depth 1.1-1.4 m). At the pool there are individual and group swimming lessons (for schools, companies, etc.), aqua aerobics classes,



- a sauna,
- a gym.



Opening hours: Monday - Friday, from 8:00 am to 10:00 pm, Saturday - Sunday from 8:00 am to 10:00 pm
PHU Kreator, telephone 12 636 94 35, 662 074 010,
 e-mail: marpol6302@wp.pl

- 3 tennis courts, open every day from 6:00 am to 12:00 pm (October to April), from 6:00 am to 9:00 pm (May to September).
- Tennis classes for children take place from Monday to Friday from 2:00 pm to 6:00 pm.
- Attractive family packages are available on weekends.
- What is more, camps, day camps and ski trips are organized.



Opening hours: Monday - Friday, from 6:30 am to 11:30 pm, Saturday - Sunday from 7:00 am to 11:30 pm
 telephone 12 636 94 33, e-mail: sekretariat@bronowianka.pl
www.bronowianka.pl

Magic Sports Sp. z o.o. **Academy of Young Sportsman**,
 telephone 694 107 073, e-mail: kontakt@magicsports.pl
www.magicsports.pl

KS Wanda Sports and Recreation Centre (ul.

Bulwarowa 39) The Centre offers:

- an outdoor pool with a three-track slide (19 x 39 m, depth 1.90 m). By the pool there is a large, well-maintained green area, free parking for 60 cars and recreational equipment rental. Discounts for families and organized groups. We respect Multisport cards,
- four beach volleyball courts,
- a multi-functional playground (3 tennis courts).

the facility is open during the summer every day from 10:00 am to 6:00 pm.

The branch of the Centre (ul. Okuniewa 1b) offers:

- A sports hall (28 x 18.5 x 10 m) for team games. It is possible to organize company sporting events, the facility is made available to private individuals and companies.
- Three football fields - one full-size and two for trainings. The facilities are available to companies or groups for the organization of sporting and recreational events or family picnics.

"Korona" Sports Club (ul. Kalwaryjska 9-

15) The Centre offers such facilities as:

- a large swimming pool with "sea water" (25 x 12.5 x 4.60 m),
- a small pool for swimming lessons,
- a relaxation and spa zone (sauna, jacuzzi),
- a sports and entertainment hall (1,000 seats),
- two specialized rooms for acrobatics and sports gymnastics,
- a climbing wall,
- a gym and fitness room,
- a hotel (49 beds in rooms with bathrooms),
- a buffet overlooking the swimming pool.



Children and adolescents have the opportunity to practice such disciplines as: swimming, basketball, gymnastics, climbing, chess and judo. School groups can use the swimming pool and multifunctional sports hall.

Hours of operation of individual facilities:

- Large pool:
Monday - Friday: from 6:15 am to 10:45 pm
Saturday, from 9:30 am to 8:45 pm,
Sunday, from 9:30 am 5:45 pm,
- Small pool:
Monday - Friday: from 8:00 am to 1000 pm
- Sauna: Monday - Sunday: from 4:00 pm to 10:00 pm
- Gym and fitness room:
Monday - Friday: from 6:30 am to 10:00 pm
Saturday, from 9:00 am to 5:00 pm,
Sunday, from 9:00 am to 3:00 pm.
- Gyms:
Monday - Thursday: from 4:30 pm to 9:00 pm
Saturday, from 12:00 am to 5:00 pm.
- Sports hall: according to the availability schedule:

- Climbing wall: GUIDEBOOK FOR KRAKOW
Bouldering: Monday - Friday: from 12:00 am to 10:00 pm
Saturday - Sunday from 6:00 pm to 10:00 pm
- big one:
Mondays, from 7:20 pm to 10:00 pm
Wednesdays, from 7:20 pm to 10:00 pm
- buffet:
Monday - Friday: from 8:00 am to 10:00 pm
Saturday, from 8:00 am to 2:00 pm.



www.korona.krakow.pl
telephone 12 656 02 50

Horn Sailing Club (ul. Kozia 22)

The club's offer includes:

- a sailing harbour (pedal boats, kayaks, yachts),
- a gym (we respect Benefit and Multisport cards),
- a green area (a gazebo grill),
- a restaurant.

Children and adolescents (6–13 years) have the option of sailing on Optimist yachts. People, after 60 years of age have the opportunity to train on cabin and open-deck yachts.

The Krakow facility hosts events of such ranks as: Polish Championships, Malopolska Championships, as well as regattas for those who are starting their adventure with sailing. At the marina, you can prepare (young people, adults, seniors) to obtain a yacht or motorboat sailor license by participating in preparatory courses. Individual classes can be organized for 4-5 people.

School groups can use the marina and sailing equipment.

For organized groups the Horn Sailing Club Krakow (operator of the Centre) organizes family picnics, birthdays for children, company events, regattas, barbecues, mini cruises on Bagry lake, one-day or systematic classes (the possibility of organizing PE lessons) sports and educational events (including: green education).

Hours of operation of individual attractions:

- Marina: daily, to 9:00 pm.
- Optimist sailing classes:
Monday-Friday, from 4:30 pm to 7:30 pm (systematic classes),
Saturday-Sunday, from 10:00 am to 6:00 pm (regattas, events and trainings).
- LASER sailing lessons (only for KŻ HORN members).
- Sauna (only for Club Members and KŻHORN Krakow members).
- Gym: Monday - Friday, from 9:00 am to 9:00 pm.
- Restaurant: Monday - Sunday, from 10:00 am to 10:00 pm.

www.kz.hornkrakow.pl
telephone 12,653, 05, 08.



The **Ecology and Sailing Association** (Horn Sailing Club Harbour) offers:

- integration and creation of space for the realization of passions related to ecology and sailing,
- possibility of using workshops for ecological education (schools, community centres, organized groups),
- possibility of organizing a green sailing school - Active Tourism on Bagry,
- possibility of organizing sailing classes and ecological mini-regatta,
- ecological walks,
- implementation of recreational and sports projects for the elderly,
- sailing trips and cruises for young and old.

www.eiz.hornkrakow.pl
telephone 12 653 05 08



Railway Water Club 1929 (ul. Księcia Józefa 24a)

In this water harbour with facilities there are:

- a hotel and restaurant,
- hangars for floating equipment,
- a gym,
- a conference room available for the disabled,
- a recreation area (sandy beach, green beach),
- a water equipment rental,
- a bicycle rental,
- a guest mooring berth,
- Sports grounds for volleyball and basketball.

The club provides training for young people, people with disabilities in classic and sports kayaking. It achieves significant successes in the national and international arena in classical kayaking. Organizes classes for children with disabilities in the area of active barrier-free recreation. The club cooperates with local schools in organizing sports and recreational activities on the water, and also organizes canoeing trips in Krakow and the surrounding area for organized groups and individuals.



www.kkw29.pl

telephone 12 427 05 00

4.5. City of Krakow sports scholarships

Every year, a group of players achieving outstanding results in sports competition at national and international levels can apply for a sports scholarship from the City of Krakow. Its purpose is to support talented competitors in the preparation and implementation of the training process and participation in planned starts.



www.bip.krakow.pl

5 GREEN AREAS IN KRAKOW

5.1. Playgrounds, dragon squares, Jordanian gardens

There are more than 250 children's playgrounds, Jordan gardens and dragon squares in Krakow, and there are more and more of them coming!

Dragon squares refer to the legend of the Wawel Dragon, one of the most recognizable symbols of Krakow. They are multigenerational playgrounds that remind us of the legend, allow play and learning. They are all made of natural materials, such as wood or string, emphasizing more the simplicity of the place reminiscent of a monkey grove. The colour scheme of the squares is naturalistic, subdued. They are also distinguished by simplicity, which gives children the opportunity to creatively use individual play elements. They do not impose a particular way of playing, but they affect the imagination of young users and stimulate their creativity and imagination. In August 2019, another dragon square was created in the park, the host of which - Dragon Delicious - invites children to a unique adventure.



5.2. Green areas

Green areas in Krakow, although unknown to the majority of inhabitants, are well worth getting to know and use. For people using green areas, an information portal was created: www.krakowwzieleni.pl. It informs the inhabitants of the city what and when something is happening in their vicinity. A map with locations and a brief description of Krakow's parks are also available on the website. Information on events dedicated to residents is published on a regular basis, concerning picnics in parks and outdoor fitness classes. You can also submit your own idea for ecological activities or for a neighbourhood initiative through the website.

As part of the Krakow green project, parks become, as they once were, centres of social life. They bring together and engage residents and positively affect the creation of social bonds between neighbours and more.

The mobile application "Krakow in the Green" provides field urban games that allow you to explore the city space empirically along with education through experience. Thanks to it, you can discover the secrets of Krakow's parks and gardens.

Invite your friends to play together! Discover Krakow from

200 years ago! Learn the story enchanted in stone! Games are a great opportunity to spend an interesting time outdoors in the family.



Android QR code



iOS QR code

PARKS

Błonia - Błonia's history dates back to 1162, when the wealthy nobleman Jaksa from Miechów gave the Norbertine monastery a meadow between Zwierzyniec and Łobzów. His intention was to obtain a blessing before going on a pilgrimage to the Holy Land. Historically, it was a site for grazing cows. Błonia has never been built up completely and still serves as a recreational area, a place for festivals, artistic outdoor shows and sports competitions. It is one of the largest meadows in Europe in the city centre for cyclists, skaters and runners. Inscribed in the monuments register since 2000, they are famous for their route, which is suitable for cyclists, rollerbladers and runners.

Vistula Boulevards were built in 1907-1913 on both sides of the Vistula River as flood defences. Currently, they have the character of a walking promenade and are used to organize large outdoor family events. There are also street hydro technical functional facilities there for protection against flooding. It is an urban engineering facility on the route of the Krakow Technology Trail. There is also a recreational bicycle trail there, which is part of the Euro Velo European bicycle route. There are water tram stops on Boulevard Rodła, Czerwieński, Inflancki and Wołyński.

Wolski Forest is a natural forest park within the borders of Krakow with a large number of attractions, which include, above all, a zoo, Camaldolese monastery in Bielany, Piłsudski Mound, original buildings in Przegorzały (castle and villa tower). There are also 3 nature reserves in the Wolski Forest: Panieńskie Skałki, Bielańskie Skałki i Skałki Przegorzalskie.

Młynówka Królewska is an atypical park. It is only 8 meters wide but 8 km long. It is located on both sides of the channel called Młynówka Królewska which feeds drinking water into the city. The canal was also used by royal mills and a mill in Bronowice, as well as city baths and numerous fountains.

Decjusz Park (ul. Królowej Jadwigi) occupies a 10 ha area. It is one of the oldest parks in Krakow. It was designed in the first half of the 15th century by Italian architects as ordered by king, Sigismund I the Old. The summer residence built here was a resting place for the royal secretary Just Louis Decius.

Dębnicki Park is one of the youngest parks in Krakow. It consists of two parts separated by an industrial area. The peculiarity of the park is the neo-Renaissance Palace of Lasocki - a family that a hundred years ago donated Krakow the area for the construction of the park. A walk from the main gate, located at Praska, takes only a few minutes. Along the way, you will pass small architecture: wooden bridges and benches composed of interesting alleys, which slowly overlap the image of the former park existing at the palace.

The **Anna and Erazm Jerzmanowski Park** is a palace and park complex with an extremely interesting and turbulent history. The years of its splendour are associated with the figure of Erasmus Jerzmanowski - a patriot and philanthropist, who after buying the park invested in a significant part of the property for its development. A conservatory was established here, a stream leads through the park and numerous bridges were built, and sculptures were erected along the avenue. In addition to pedunculate oaks, red beech and maple-leaf plane trees which are natural monuments, as well as weeping birches, Manchurian willows and Japanese cherry trees.

Stefan Żeromski Park - a small park in the shape of a



triangle located in Nowa Huta. From here there is a vast view of the Nowa Huta meadows, the Vistula river valley and the Wielickie Hills. It's a perfect place for your start on roller-blades or a bike.

Wojciech Bednarski Park (Podgórze) is one of the most interesting parks in Krakow in terms of landscape and history. It is located in a picturesque hollow of land created as a result of the exploitation of limestone.

It is divided into two parts - older (neoclassical) and newer (modernist). The advantages of the park are the stretching panorama of the city and large play areas for children.

Jordan Park was established on the premises of the national industrial and agricultural exhibition from 1887. Some 24,000 trees were planted then, flower beds made of shrubs and turf were made, and the Rudawy section was regulated. After the exhibition, Dr. Jordan submitted to the City Council a project of adapting the area to a recreation park for children and young people. The central part of the park, around the avenues and monuments commemorating Poles meritorious for Poland was intended for walks, the rest were playing fields and other gymnastic equipment for exercise in the open air. Both wars resulted in the total devastation of this area. The Polish People's Republic revitalized the park. The current composition system differs significantly from the original assumptions. Only the main avenue with a roundabout survived, bearing the hallmarks of a neoclassical character. The avenue of Great Poles of the 20th century is also noteworthy. The vegetation of the park is currently very differentiated. In the south-eastern part, old trees prevail, which are part of earlier park plans, while in the north-west there are open grassy glades. Because the park was founded at the confluence of two rivers, the Vistula and Rudawa, the vegetation here is natural with elms, ashes, alders, poplars and willows. On the park border from the side of Błonia, more than century old elms have survived. It is worth mentioning the equally old linden and hornbeam, natural for the original park habitat. In 2007-2008, a part of the park was re-valorised and new playgrounds and artificial turf pitches were created. Jordan Park is entered into the register of monuments. It is open from 6:00 am to 10:00 pm (from April 1 to October 31) and from 6:00 am to 8:00 pm (from November 1 to March 31).

The **Krakow Park**, located almost in the very heart of the city, is an inseparable element of Krakow's history - it was founded at the end of the 19th century and quickly became one of the favourite meeting places of Krakow's residents. They spent time here sipping coffee, using the pool and the city's most attractive slide. After World War I, the area of the park was significantly reduced. Recently, its renovation was completed and a comprehensive revitalization of the space was carried out. The infrastructure here was modernized, greenery and sculptures were renovated, small architecture was replaced and lighting was changed to LED. Zones have been created here to meet the needs of all its users. Children can enjoy a unique playground with rope tunnels, platforms, running hills, swings and water play equipment. For lovers of peaceful relaxation, a unique hornbeam room with a reading room and a book exchange library has been created. There are also tables in the park for

picnics, chess tables, puzzles or other games. Thanks to the thoughtful composition, perennial meadows decorate the park from spring until late autumn. The special feature of this place is the renovated fountain.

The **Witkowice Forest Park** is the only forest park in Krakow. It is located along the picturesque valley of the Bibiczanka River, which shows several exposures of the walls of former quarries. They allow observation of tectonic dislocations occurring in this area. The park serves a recreational function for nearby residents. Numerous cycling routes have been created here. At the same time, the paths are adapted for families with prams. It's a great place for a family holiday. You can arrange family picnics or simply go out for a long walk with your dog. The wide variety of terrain means that hiking will never be boring.

The Polish Aviators Park is located in the Vistula River Valley. In the southern part (at al. Pokoju) the area is flat, while in the middle there is a slope which raises the park area by about 3 meters. It is characterized by a wealth of flora and fauna. The stand is characterized by a large variety of trees. Native trees predominate such as black poplar, late bird cherry (American), black alder, white and fragile willow, sessile and pedunculate oak, common and silver maple, silver birch, black locust, European larch and spruce. Fruit trees make it even more interesting with cherries, red-leaf cherry plums



and walnuts. A characteristic element of the park are stately old weeping willows, which grow singly or form picturesque clusters. On the lawns you can find daisies, glaucoma, dandelions, geraniums, white jasmine and pumpkin speedwells. Among the mushrooms there are giant puffball, ornamental crown and noble mushroom. The area of the park is inhabited by interesting bird species such as pigeon, green woodpecker, common jay, magpie, starling and blackbird. The Garden of Experiences located here is the biggest attraction - a project unique in the country in the form of several dozen outdoor teaching installations.

The **Reduta Park** is a new park in Prądnik Czerwony. It has 7.8 ha and its character was created by the local residents. The heart of the park is a pavilion with a café, with a roof terrace used as a place for a summer cinema. A multi-level playground for older children was also created here. Drawings can be found on the retaining walls. In the "forest" part of the park a walking path has been designed. Amateurs of active recreation can use the pitch which has a traditional surface. Peace and rest are provided by an orchard with interiors designed for relaxation (with deckchairs and hammocks). There is also a dog park with an agility track for their training. The park has won hearts by Krakow's versatility.

Wisła Station Park - the new park is the result of the efforts of residents who gathered around the SOS Zabłocie initiative, supported by the Free Time Foundation and the PODGORZE.PL Association. The park enables practising many activities which include playing sports, relaxing, playing and having fun, growing vegetables and flowers in pots, as well as participating in small events, such as concerts and outdoor exhibitions. The pavilion has a dining area and toilet.

Krakow residents' Parks - an action aimed at creating places of special sentimental significance in which every resident of Krakow can plant a tree commemorating the birth of a child. This initiative is organized in spring and autumn. Participation in the action is completely free. All you have to do is enter through a form launched periodically on the website of the Municipal Greenery Board in Krakow (www.zzm.krakow.pl - tab: for residents → Krakow residents' Park). The trees are decorated with commemorative plaques with the date of the child's birth were already planted at ul. Księcia Józefa (379 trees), ul. Falista (326 trees) and ul.

Ptaszyckiego (500 trees).

Krakow Planty are located in the very centre of Krakow, it is one of the most beautiful and largest city gardens. It was built where there were defensive walls, a moat and earthen ramparts - former fortifications surrounding the Old Town. They consist of 8 gardens whose names refer to objects and places located in the vicinity - Barbakan, Dworzec, Florianka, Gródek, Pałac Sztuki, Stradom, Uniwersytet Wawel. A walk along Planty's paths is a kind of history of architecture lesson.

Zakrzówek looks like the Croatian coast. It was created due to flooding of the old limestone quarry. It is one of the favourite holiday destinations of Krakow's residents. The water here is incredibly beautiful, turquoise colour. All this thanks to the limestone deposits that were once mined there. The maximum quarry depth is about 32 meters. The visibility reaches up to 15 meters, but in the summer, a layer of less transparent sediment forms near the bottom. This is one of the most attractive places for diving in Poland. Currently, the leased area of the Kraken Diving Centre, which runs a diving base. Interestingly, under the water there is a granite plaque commemorating Karol Wojtyła who worked in the quarry during World War II. In 2019, work began on the revitalization of the area and the creation of the Zakrzówek park.



List of all Krakow parks is found on pp. 229–230

MOUNDS

Józef Piłsudski's Mound, also known as the Mound of Independence, the largest of the Krakow mounds.

Kościuszko Mound - currently, in the fortress buildings there is a museum dedicated to T. Kościuszko and exhibitions of wax figures and fort equipment.

Krak Mound is the largest prehistoric mound in Poland and the oldest in Krakow. According to legend, it is the grave of prince Krak - the founder of the city.

According to legend, the **Wanda Mound** is the grave of Krak's daughter - it was erected in the place where her body was found.

5.3. Greenery and residents

Earth days - a two-day event taking place every year in April, organized by the Environmental Development Department of the Krakow City Office and aimed at promoting pro-ecological attitudes among residents. They are always accompanied by the Krakow Ecological Exhibition, during which tents present ecological activities of the departments of the Krakow City Office, municipal companies and organizations associated with the idea of earth days.

During earth days, the following are also organized:

- planting trees and shrubs with the participation of residents and authorities of the city of Krakow,
- ecological workshops,
- artistic performances on the stage by children from Krakow kindergartens, schools and municipal centres,
- numerous games, plays and ecological competitions for children,
- giving away decorative plants, shrubs and seedlings of plants that resist pollution.



Krakow gardens

We already have 20 so-called pocket parks in Krakow. This is a project implemented by the City Greenery Board in Krakow. It aims at creating small, friendly green spaces in the urban space for recreation of all sorts. Pocket parks are becoming more and more popular worldwide. In large cities with dense buildings, it is important to create even small green spaces that will give residents the opportunity to rest and have contact with nature.

Despite the fact that their size usually does not exceed 5,000 m², the function they perform cannot be overestimated. The parks are the answer to the important issue of the availability of green areas for the inhabitants of large urban agglomerations. The ideal situation is the one in which every resident has a park, square or other green area around them located between a 5-15 minute walk from their place of residence. This assumption is difficult to implement in relation to large surface parks with a rich recreational infrastructure. It is possible, however, to create smaller spaces that, if properly managed, will please the eye and become places for rest and spending pleasant time with family or friends. Krakow Gardens are created throughout the city, close to the inhabitants, thus constitute an important component of the green infrastructure. Each of the pocket parks has its own individual theme, which is also a carrier of educational content, introducing visitors to various natural, ecological, or even literary and mathematical topics.



List of Krakow Gardens is given on p. 230

5.4. Open air Education

Zielone Horyzonty (Green Horizons) is a program aimed at spreading sensitivity to greenery and the world around us among the youngest generations. It is an activity that will bring many benefits in the near future, as a result of quintessential curiosity of the world, passion and enormous commitment.



www.zzm.krakow.pl (tab: for residents)

The **Symbiosis Ecological Education Centre** is found near the Krakow ZOO (at Aleja Żubrowa 15). Located in the heart of the picturesque Wolski Forest, the Centre invites children (over 5 years old) and adults to experience an extraordinary forest adventure. Visiting the permanent exhibitions of the Centre, you will get to know the forest from a completely different perspective and by engaging all your senses - you will participate in an unforgettable experience that will cause forest paths to never look the same again. "Symbiosis" offers a wide range of field activities, as well as workshops on ecology, nature and the functioning of the natural environment. In addition to the unique permanent exhibition, the Centre offers professionally equipped workshop rooms: a glass and ceramics workshop and a culinary workshop. At the reception you can borrow deckchairs, easels for painting, books and sports equipment for active recreation. all free of charge. "Symbiosis" also offers the organization of special birthdays, as well as the possibility of renting a workshop room or space for conferences on green topics. The unique interior design provides a unique setting for organized events, and professional multimedia equipment enables full conference service.



www.symbioza-krakow.pl



Community Garden in the city

Krakow Community Gardens are a project that is a response to the growing need for the creation of gardens in the city. Their uniqueness is demonstrated by the way they function and their character. They provide space that has a community dimension because it is created by the inhabitants. This in turn indicates openness. Everyone can be part of a community that creates and uses the garden.

How to start?

It is enough to submit such a proposal to the City Greenery Board. At the beginning you need three people associated with an idea. You also need a plot, which will be a municipal area, and which ZZM offers the garden founders to lend. Gardeners can also get multifaceted help. On the one hand, it is substantive support (workshops, gardening classes implemented as part of the City Gardeners' School), and on

the other - material support (e.g. tools, bench-tables, increased discounts) or assistance in maintenance works (high greenery care). There are already gardens in the city in Krzemionki, at Azory, at ul. Macierzanki and at ul. Panoramiczna, Na Załęczu, at Kliny and ul. K. Siemaszki.

Krakow qualified to the second, final stage of the RU:RBAN plan Resilient Urban Agriculture and Landscape project. This project is an exchange of experiences between partner cities, such as Rome, Vilnius, A Coruna, Thessaloniki, Lourdes, and Caen. There are over 150 community gardens in Rome. One of them is a few hectares of land with 107 plots of 3x3 m, with each of them being looked after by a different person. One such plot is able to provide food that will meet the needs of up to 2 families. As part of the ZZM project, together with stakeholders, they will work on introducing appropriate legal regulations at the city level to set clear rules for the functioning of social gardens in Krakow.

Sponsorship packages

The City Greenery Board has created unique packages, the purchase of which is on one hand caring for Krakow's greenery, and on the other a valuable example of pro-social activity for all city residents. The constantly updated proposals are diversified in terms of prices, so that they provide the opportunity to activate both private individuals and larger companies, which through their actions set a valuable trend for other companies in terms of thinking about social responsibility and ecological business. The venture is very popular. The amounts allocated to greenery grow from year to year, and in many cases this kind of cooperation has grown into permanent cooperation.



www.zzm.krakow.pl

(tab: for residents / Sponsorship packages)

FAMILIES AND MEDICAL CARE

Preventive healthcare and well-functioning health care are priority tasks for Krakow city authorities.

In this chapter you will find information about:

- free preventive programs available to you,
- how the Primary Health Care (POZ) works,
- when to use the emergency medical system,
- care of mental health and where to find professional help.

I. HEALTH POLICY PROGRAMS

For the sake of health and disease prevention, the Municipality of Krakow implements the following health policy programs:

- 1 Obesity prevention program, prevention for type 2 diabetes, hypertension and atherosclerosis,
- 2 Program to equalize the availability of healthcare at the place of teaching and upbringing in the City of Krakow,
- 3 Prevention program for hip dysplasia,
- 4 Caries prevention program for children,
- 5 Immunization program against influenza for those past the age of 65,
- 6 Health program in the field of prevention and detection of circulatory system diseases in the population of the Malopolska Region's inhabitants,
- 7 Program for the prevention of meningococcal infections for children between 12 to 24 months that are residents of the Municipality of Krakow,
- 8 Program for the prevention of pneumococcal infections for children aged 0-3, residing in the Municipality of Krakow, attending nurseries and kindergartens,
- 9 Posture defect prevention program,
- 10 Day Care House Medical Program in the Municipality of Krakow,
- 11 NTM (urinary incontinence) prevention and treatment program for women with urogynecological problems,
- 12 Program for the prevention of obesity and early detection of lipid disorders and hypertension in children,
- 13 Program for the prevention of human papillomavirus (HPV) infections in the Municipality of Krakow,
- 14 Program for the prevention of acute, recurrent mental disorders, Help in returning to healthy mental functioning,
- 15 Program of prevention and therapy for children with autism.

Information on:

www.bip.krakow.pl/?dok_id=110906

by calling the 24-hour **Telephone of Medical Information**
Tel. 126612240

at the Department of Social Policy and Health
Ul. Jana Dekerta 24, telephone 126165119



2 APPLICATION AND SELECTION OF A PRIMARY CARE PHYSICIAN

To be able to visit a primary care physician and not be charged, you must have valid health insurance. A patient with such insurance must submit a declaration (available at every clinic that has a contract with the National Health Fund). Each such centre is marked with a sign with the symbol of the National Health Fund. The declaration is submitted to the selected health centre - clinic. There is no regionalization, therefore you can choose a primary care physician outside your place of residence. As part of the declaration, the patient is also able to choose a nurse and a midwife. The patient's personal choice does not mean the need to enrol the entire family in the same doctor's list. Close relatives can choose any other doctor.



List of 24-hour pharmacies is given on p. 231



HOW TO USE THE HELP OF A PRIMARY HEALTH CARE PHYSICIAN?

Primary health care physicians provide services in a health centre/clinic. They accept patients every day from 8:00 am to 6:00 pm.

The patient can register in person, by phone or through a third party.

A primary health care physician makes a diagnosis, decides about the treatment method, directs patients to specialist clinics and also to a hospital. Their competence also includes writing applications for spa treatment, reimbursement

certificates for certain orthopaedic items and ancillary measures. They are also responsible for protective vaccinations, including those for pre-school and school age children, and for conducting preventive medical examinations (so-called health balance).

The doctor on duty at the doctor's office provides advice:

- in outpatient settings,
- at the patient's home (in medically justified cases),
- by phone.

On public holidays and daily after 6:00 pm patients are also entitled to nursing treatment as part of the advice given by the doctor on duty in primary care and treatments resulting from the continuity of treatment. These treatments can be performed by a nurse in a treatment room or at the patient's home.

From 6:00 pm to 8:00 am, and on non-work days there are night and holiday health care points. You can use them regardless of where you live or the doctor/nurse selected in the declaration. In urgent cases and acute conditions, advice is given on the day the patient arrives. For chronic diseases - on the agreed upon date.

HOW TO CHANGE YOUR DOCTOR

Every patient has the right to choose a doctor, nurse or midwife free of charge more often than the scheduled calendar times.

Each subsequent change involves a fee of PLN 80.

When deciding on such a change, remember to transfer your medical records to the new healthcare provider. The previous healthcare provider is obliged to issue, at the insured person's request, a copy or copies of medical records concerning the insured person. The costs of photocopying or copying shall be borne by the patient.



3 WHERE TO SEEK INFORMATION REGARDING MEDICAL BENEFITS?

3.1. 24/7 Medical Information Telephone Line

In order to provide the residents of Krakow with access to information about services provided by medical facilities, free examinations and health policy programs, the City of Krakow has been providing a 24-hour Medical Information Telephone line since July 1, 2003.

telephone 12 661 22 40



You will find:

- addresses and telephone numbers of healthcare providers with an indication of the type of medical services provided and the waiting time for benefits with respect to:
 - primary health care,
 - specialist outpatient care,
 - emergency care (emergency medicine),
 - 24/7 care,
 - hospital treatment,
 - dentistry (along with the type of services provided),
 - therapeutic rehabilitation,
 - spa treatment,
 - long-term care (care and treatment facilities from the City of Krakow, providing medical services under contracts with the National Health Fund),
- centres providing free help for addicts, their families, victims of domestic violence, "Alcoholics Anonymous (AA)" clubs and helplines for such persons, from the area of the City of Krakow,
- addresses and telephone numbers of service providers that provide social welfare and palliative and hospice care services within the City of Krakow,



- addresses of telephone numbers of city (district) implementers of health policy programs and treatment of persons with addictions from Krakow, as well as information on the current availability of the above-mentioned programs,
- addresses and telephone numbers of non-governmental organizations operating in the field of healthcare in Krakow,
- providing information on the availability of medical services (number of days waiting time for the provision of a medical service) to individual healthcare providers referred to in points 1 and 3.
- providing information regarding telephone numbers of Krakow hospitals where one can obtain information on the possible stay of the person seeking a facility.

3.2. Malopolska Regional Branch of the National Health Fund in Krakow

Here you will find information on health care services financed from public funds as well as current information on the implemented tasks and undertaken actions:



www.nfz-krakow.pl

Telephone Patient information for the whole of Poland, telephone: 800 190 590

3.3. Online patient account

Thanks to www.pacjent.gov.pl you will quickly and safely find information regarding:

- prescriptions and referrals issued for your loved ones,
- amounts subject to reimbursement for individual medicinal products and the services provided to you under the National Health Fund.

You can also obtain:

- prescriptions necessary to continue your treatment without having to see a doctor,
- prescriptions from a nurse or midwife after both

personal examination and telemedicine consultation at a distance,

- authorization for another person to access your medical data or information about your health, and much more.

How do you get access to IKP?

- Create a Trusted Profile - if you don't already have one.
- Log in to IKP using the Trusted Profile.

Note! logging in to IKP through a Trusted Profile guarantees full security of your data.



4 WHEN TO CALL AN AMBULANCE

If you think that your life or the life of another person is at risk, please call **999** or **112**.

In case of a sudden health threat everyone will receive help - regardless of their insurance or legal status.

The dispatcher accepting the call is able to assess whether the patient's health condition requires sending an ambulance.



WHAT TO DO IN AN EMERGENCY?

In such cases, medical assistance is provided by:

- points for night and holiday health care,
- hospitals with Hospital Emergency Departments (SOR), list of SORs operating in Krakow can be found on p. 232,
- the hospital Admission Room.

The services of night and holiday medical care are free (for insured persons) and provided without a referral.

The doctor on duty in the doctor's office gives advice:

- in outpatient settings,
- at the patient's home (in medically justified cases),
- by phone.

On public holidays and daily after 6:00 pm patients are also

entitled to nursing treatments as part of the advice given by the doctor on duty in primary care, and for treatments resulting from the continuity of treatment. They can be performed by a nurse in the treatment room or at the patient's home

5 PSYCHOLOGICAL AND PEDAGOGICAL COUNSELLING CENTRES

Krakov psychological and pedagogical counselling centres provide help to students, parents and teachers of schools and institutions located within the area of counselling facilities. There are eight such clinics in the Municipality of Krakow, including four district clinics and four specialist clinics. Anyone who needs the support of a counselling centre can visit one without any referral and receive psychological and pedagogical assistance free of charge. This consists in particular of:

- psychological and pedagogical diagnosis of children and adolescents,
- recognizing potential abilities and individual student's needs,
- recognizing the causes of learning difficulties and school failures,
- supporting students with outstanding talents,
- organizing various forms of psychological and pedagogical help,
- undertaking preventive and educational activities resulting from the school's educational program and supporting teachers in this field,
- supporting students with active methods for choosing the direction of further education, occupation and career planning and providing information in this field,
- supporting teachers and parents in activities to offer the right opportunities for the student's education,
- providing teachers with help in adapting educational requirements.



List of clinics in the Public Information Bulletin:
www.bipkrakow.pl

Persons with disabilities in families



Despite some restrictions, having a disability does not necessarily mean isolation and loneliness.

In this chapter you will find information about:

- the jurisprudence process regarding disabilities,
- degrees of disability,
- help for people with disabilities.

I. JURISPRUDENCE OF DISABILITY AND DEGREE OF DISABILITY

The following are appointed to make decisions about disability and degree of disability:

- Poviats/Municipal Disability Jurisprudence bodies (first instance entities),
- Voivodship Disability Jurisprudence Boards (second instance appeal entities).

Jurisprudence regarding disability and the degree of disability is a case-law for non-standard purposes, in order for eligible persons to benefit from concessions and entitlements on the basis of separate provisions.

In the case of persons residing in or staying in the Municipality of Krakow for the reasons specified in the relevant provisions, the Municipal Disability Jurisprudence Group in Krakow is the competent authority.

The forms necessary to apply for a disability degree or disability certificate, a disability parking card and a disability degree/disability documentation are available to interested persons at the headquarters of the Group. They can also be downloaded from the website of the "Magiczny Kraków" City Internet Presentation (www.krakow.pl) or the website of the Public Information Bulletin of the City of Krakow (www.bip.krakow.pl).



telephone 12 616 52 12, 12 616 52 17

2. TRANSPORTATION OF PERSONS WITH DISABILITIES

Transportation of persons with disabilities in the Municipality of Krakow is currently carried out by Radio Taxi "Partner" (telephone 12 196 33 or 12 196 88). The provision of transport services is carried out by a door-to-door system. The right to use the transport subsidized by the Municipality of Krakow is for persons with a disability residing in the Municipality of Krakow and having a valid certificate of significant or

moderate degree of disability (or group II disability, total inability to work or total inability to live independently, permanent or long-term or inability to work on a farm combined with the right to a care allowance).

A person with disabilities is obliged to pay a travel fee according to the current price list:

- from 6:00 am to 10:00 pm on all days of the week:
fixed part of the fee: PLN 3,
variable part of the fee: PLN 1.20 for each kilometre of transport.
- from 22:00 pm to 6:00 am on all days of the week:
fixed part of the fee: PLN 3,
variable part of the fee: PLN 1.80 for each kilometre of transport.
- parking fee: proportional to the duration of the parking, at a rate of PLN 10/hour.

Implementation of the contract is supervised by the Department of Social Policy and Health of the Krakow City Office, Unit for the Problems of Persons with Disabilities, located at ul. Dekerta 24,30-703 Krakow.



All information on forms of assistance and benefits as well as discounts for people with disabilities, as well as contact details and other important data can be found in the dedicated:

Krakow Guide for Persons with Disabilities.

i



Seniors

in Krakow Families



Everyone decides themselves what their life will look like at any age.
Old age means more than sitting at home.
Free time can be used in an interesting
manner, e.g. learning how to use a
computer.

MOST IMPORTANT INFORMATION

- Although old age is a natural stage in everyone's life, it often causes fear and uncertainty. It is associated with diseases, a decrease in vitality and a loss of fitness that has accompanied persons throughout their lives so far. That is why it is very important to realize the fact that old age is not a disease and each person has a very large impact on what his or her life will be like in old age.
- The pace at which our body wears out and loses its vitality is greatly influenced by lifestyle, stress level, diet, physical activity, but also passions, interests, contact with other people and social relations. A healthy lifestyle and developing good habits as a young person will pay off in the autumn years of life when our bodies become less resistant and more susceptible to various diseases.
- Reaching older age does not necessarily mean sitting at home, boredom, a sense of helplessness or discouragement. Every person who wants to develop their passions or interests in the autumn years of life, improve their professional competences or simply broaden their knowledge and horizons can take advantage of these rich educational offers. The classes addressed to Krakow seniors are of such a wide range that everyone will certainly find something for themselves.
 - For example, you can use your free time to learn the secrets of computer or Internet use, therefore surfing the Web will no longer cause you any problems. Learning a foreign language will allow you to communicate with foreigners when travelling abroad. You can also gain the ability to provide first aid appropriately when you witness an accident or for example experience burns or fractures. There is also the possibility to participate in various preventive lectures, thanks to which participants learn how to prevent injuries, becoming overloaded or various diseases, or medical problems such as a stroke. Also, thanks to art classes, artistic or musical talents can be developed.



- As the elderly constitute an increasingly larger group in the Krakow community, the health care system also has to face the great challenge of comprehensive and interdisciplinary healthcare dedicated to seniors. In order for the needs of seniors to be fully met, high-quality basic health care must be provided, as well as long-term care related to chronic diseases, along with emergency services and palliative and hospice care.
- Seniors, just like all other inhabitants of Krakow, have the opportunity not only to participate and enjoy city life, but also to influence the shape of many events or initiatives. Unlike their younger neighbours, seniors, thanks to their life experience, are extremely valuable to the social life of Krakow.



More information regarding the above topics and others, with all detailed data, can be found in the Guidebook for Krakow Seniors.

Families

and public transport



Krakow boasts of one of the most modern communication networks in Europe. New projects are still being undertaken here to make travelling around the city by public transport a pleasure.

In this chapter we provide information about:

- free and reduced transport fares,
- ticket prices and the Resident's Ticket.

In order to encourage residents to use public transport, a number of benefits have been established.

Below are the applicable tariff regulations regarding the entitlement to free and reduced transport fares, with particular emphasis on children and City Transport in Krakow (KMK) implemented in the area of the City of Krakow and municipalities with which an agreement was concluded for the joint implementation of public collective transport (as of August 14, 2019). It should be noted, however, that the rights to free and reduced transport fares apply not only to children and youth, but also to people with disabilities and the elderly. The full content of the regulations is available in Annex 2 to the so-called tariff resolution of July 6, 2011 as amended and in generally applicable law.

I. AUTHORIZATIONS FOR FREE TRAVEL ON DAY AND NIGHT LINES

No.	Authorized persons	Basis of authorization / document confirming entitlement ¹
1.	Children from birth until September 30th of the year in which they turn 7 years old	Declaration of the parent or guardian or an official document of the child or parents (guardians) enabling the child's age to be determined
2.	Primary school students in the area covered by inter-municipal integration ² , from September 1 to June 30. In the school year 2018/2019, the students of the current gymnasiums and the students of the lower secondary school classes of the current junior high schools in schools established in accordance with art. 129 par. 1 or 3 points 1 – 4, 9 and 10 of the Act of December 14, 2016, Regulations introducing the Act - Educational Law (Journal of Laws of 2017, items 60, 949, 2203) conducted in the area covered by inter-municipal integration ² , from September 1 to June 30	A valid school ID of an elementary school student or a student in a previously existing junior high school or a junior high school class student in a junior high school in a school established in accordance with art. 129 par. 1 or 3 points 1-4, 9 and 10 of the Act of 14 December 2016. Provisions introducing the Act - Educational Law (Journal of Laws of 2017, items 60, 949, 2203), located in the area covered by inter-municipal integration ² , issued according to the formula specified by the minister responsible for education and upbringing.

3.	Children and young people covered by the Krakow Family Card 3+ program	Krakow Family Card in the form of a personalized electronic card with a free travel ticket.
4.	Children from families with many children, i.e. families in which the parents/parent have at least three children (including children who are under foster care) up to the age of 18 or 24 if the child continues education. and no age limit for a child with a decision on a significant degree of disability, permanently residing in the area covered by inter-municipal integration. The entitlement includes children and young people studying until they are 24 years of age.	A free personal travel ticket, issued for the carrier in the form of an electronic card for a period of one year (the entitlement is valid until the end of the validity of the issued ticket)
5.	Pupils from family orphanages and family-type care and educational facilities, along with persons taking care of them and pupils from care and educational institutions and children from the many professional foster families residing permanently in the area covered by inter-municipal integration.	A personal free travel ticket, issued to the carrier in the form of a personalized electronic card, for a period of one year.
5a.	Disabled children and other family members covered by the "N" Krakow for Family program and disabled children placed in care and nursing-educational homes benefiting from this program and guardians of the institutions	Krakow Family Card for a family with a child with disability in the form of a personalized identification card.
6.	Children under 18 who are disabled due to: hearing disorders, or mental retardation, or sight disorders, or locomotor disorders, or neurological disorders together with the guardian accompanying them in the vehicle.	The identity card of a person with a disability or a certificate, with the entry of one of the symbols of the reason for the disability: - "03-L", "L", "§26 point 1 letter i" together with a medical certificate confirming hearing impairment - "01-U", "U", "§26 point 1 letter c" - "04-O", "O", "§26 point 1 letter h" - "05-R", "R", "§26 point 1 letter a" - "10-N", "N", "§26 point 1 letter a"



7.	<p>Pupils with special educational needs, attending elementary, junior high, secondary or post-secondary schools together with a guardian who travels:</p> <p>with an entitled person, to pick up the entitled person or after leaving the entitled person only on the route: from the place of residence of the entitled student to an educational institution or other special institution (educational, therapy centre, health care institution, etc.) attended by the entitled person and return (this right is limited to taking the shortest route)</p>	<p>For the entitled pupil: valid school ID issued to students with a recognized need for special education due to disability, and for the guardian: a certificate issued by the institution attended by the entitled student, specifying the name and the address of the institution and the residence address of the entitled student</p>
8.	<p>Passengers travelling by KMK on the day of the European Car Free Day, i.e. 22 September each year</p>	

2. AUTHORIZATIONS FOR FREE DISCOUNT TRAVEL ON DAY AND NIGHT LINES

No.	Authorized persons	Basis of authorization / document confirming entitlement ¹
1.	<p>Children and adolescents from October 1st of the calendar year in which they turn the age of 7 up to the age of 16 (does not apply to elementary school pupils taught in the inter-municipal integration area² in the period from September 1st to June 30th - entitled to free travels, does not apply to the current high school students and junior high school class students at current junior high schools in schools established in accordance with art. 129 section 1 or 3 points 1-4, 9 and 10 of the Act of December 14, 2016. Regulations introducing the Act - Educational Law (Journal of Laws of 2017 item 60, 949, 2203) conducted in the area covered by inter-municipal integration² in the school year 2018/2019, in the period from September 1 to June 30 - entitled to free travel)</p>	<p>A document with a photo and date of birth</p>

2.	Adolescents from the age of 16, studying in public or private schools with the rights of public schools covered by the Polish education system - no longer than until graduation at 24 years of age	A valid school ID card issued according to the model specified by the minister competent for national education or culture
3.	Pupils and students of schools abroad up to the age of 26	Valid name card: ISIC (international student identity card)

1. The authorization to free or reduced travel fare is granted to persons with a disability and pensioners only if the disability or entitlement to a retirement benefit has been confirmed by the competent institutions or bodies of public administration.

2. Authorizations to free journeys are granted to elementary school pupils, pupils in previous junior high schools and pupils of junior high school classes in previously existing junior high schools in schools established in accordance with art. 129 section 1 or 3 points 1-4, 9 and 10 of the Act of December 14, 2016. Provisions introducing the Act - Educational Law (Journal of Laws of 2017, items 60, 949, 2203) carried out in the area of the municipalities specified with the Municipality of Krakow in the appropriate inter-municipal agreement of detailed conditions for covering costs of the implementation of this measure.

The persons who are authorized to free travel, listed in point I, in the table in item No. 5A-6 can, after documenting the authorization, obtain a registered free travel ticket in the form of a personalized electronic card, for a period consistent with the validity of the documents confirming the authorization. In the cases mentioned in point I, in the table in item No. 6, the free travel ticket includes a special marking confirming the authorization for the guardian/guide.



In the cases mentioned in point I, in the table in item No. 1 or No. 2, the persons using a personal monthly period ticket who during the period of validity of the ticket turn 16 or 24 years of age, are entitled to the authorization until the end of the validity of the ticket.

3. RIGHTS ARISING FROM REGULATIONS OF COMMONLY APPLICABLE LAW

TRANSMISSIONS WITH A 50% DISCOUNT	
Bachelor, engineering or master's students	Valid student ID or electronic student ID according to the model specified in the relevant Regulation of the Minister of Science and Higher Education in connection with Article 105 of the Act of July 20, 2018 Law on higher education and science (Journal of Laws of 2018, item 1668, as amended).

4. A RESIDENCE TICKET

As part of the Krakow Card program a new type of ticket was introduced on 1 August 2018.

- The Residence Ticket is available at preferentially low prices including the discount for the purchase of specific periodic tickets (normal, reduced).

Only persons who have the Krakow Card status on the appropriate carrier are entitled to purchase the ticket, i.e.

- are registered for permanent residence in the Municipality of Krakow,
- they settle personal income tax at the tax office competent for a person residing in the Municipality of Krakow with an indication of the Municipality of Krakow as a place of residence, regardless of whether these persons earn income.

The following are also entitled to use the Krakow Card, including the Resident ticket:

- children of the persons referred to above, up to 18 years of age,
- people staying in institutions, up to the age of 18, educators and directors of institutions.

More information about the Krakow Card and the Resident Ticket can be found at



information on public transport in Krakow is available on the KMK website at:



The activation ticket for unemployed persons is a monthly, personal ticket entitling to multiple journeys in ticket zones I / or II and all day lines. Persons with a valid (issued not earlier than 3 months before the date of the performed ticket control) certificate issued by the employment office competent for the place of residence confirming that the person is currently registered as unemployed are entitled to purchase and use the ticket. The date of commencing the validity of the purchased ticket cannot be later than the date of expiry of the certificate.

Validity in the ticket area	activation ticket price [PLN]
I	PLN 50
I + II	PLN 100



Organizer of public transport in Krakow:



Public Transport Board in Krakow ul.
Wielopole 1, 31-072 Krakow, Monday - Friday,
8:30 am 2:30 pm sekretariatdt@ztp.krakow.pl

Headquarters of the Public Transport Board
telephone 12 616 86 00

Traffic Control Centre

Road Administration of the City of Krakow, telephone 12 616
75 55

City Public Transport Operators in Krakow:



Miejskie Przedsiębiorstwo Komunikacyjne S.A.
in Krakow and **Mobilis Sp. z o. o.**

**Hotline of Miejskie Przedsiębiorstwo
Komunikacyjne S.A.** in Krakow, telephone 12
19150

Mobilis hotline, telephone 12 684 50 00

When a loved one dies



Death is always a difficult and painful event.

In this chapter you will find information about:

- how to report a death
- how to organize a funeral
- how to obtain a funeral grant
- how to become administrator of a grave,
- carrying out renovation works on tombs.

I. Death notification

Reports of death are made at the Civil Registry Office:

- Current Registration Unit, ul. Lubelska 29, Birth registration desk, telephone 12 616 55 44, fax 12 616 55 20,
- Civil Registry Record Archive unit for Districts XIV to XIII, os. Zgody 2, birth registration desks, 3rd floor, Room 324, telephone number 12 616 88 21 fax 12 616 88 24

Documents required from the applicant:

1. A death certificate reporting the death issued by a doctor.
2. Personal ID of the deceased (passport in the case of a foreigner), if it is in the possession of the person reporting the death.
3. Military book of the deceased (if in possession of the person reporting death).
4. Identity document of the person reporting the death (ID card or passport).
5. Power of attorney - in the case of death registration by an attorney. The tax payment of power of attorney for a person dealing with a case is PLN 17 (powers of attorney granted to a spouse, ancestor, descendant or sibling are free).

Death registration is not subject to stamp duty. A person's death should be reported no later than 3 days from the date of the death certificate. If the death resulted from an infectious disease, the notification shall be made within 24 hours from the time of death. An abridged copy of a death certificate is issued ex officio after registration to the person reporting the death. The death declaration replaces the deregistration of the deceased person.



2. List of municipal cemeteries 204

The Board of Municipal Cemeteries in Krakow (ZCK) with headquarters at Rakowicka 26 administers 12 municipal cemeteries in Kraków: Rakowicki, Podgórski, Prądnik Czerwony, in Grębałów, Bronowice, Mydlniki, Stary Podgórski, Prokocim, Wola Duchacka, Pychowice, Kobierzyń-Lubostroń and Maki Czerwone.

Formalities related to the funeral and use of graves can be carried out in one of the four ZCK Customer Service Offices:

- **ul. Rakowicka 26**

is responsible for the following Cemeteries: Rakowicki, Bronowice, and Mydlniki
telephone 12 619 99 11, 12 619 99 12, 12 619 99 14, 12 619 99 15
Manager: 12 619 99 09;
e-mail: sekretariat@zck-krakow.pl

- **ul. Wapienna**

is responsible for the following Cemeteries: Podgórski, Stary Podgórski, Prokocim, Wola Duchacka, Pychowice, Maki Czerwone, Kobierzyn-Lubostroń
telephone 12,656, 17, 25,
Manager: 12,656, 25, 23,
e-mail: sekretariat@zck-krakow.pl

- **ul. Powstańców 48**

supports Prądnik Czerwony Cemetery tel.
12 410 65 50, 12 410 65 62
Manager: 12 410, 65, 55,
e-mail: sekretariat@zck-krakow.pl

- **ul. Darwina 1g**

supports Grębałów Cemetery tel.
12 645 31 14, 12 645 44 34
Manager: 12 640 51 20,
e-mail: sekretariat@zck-krakow.pl

Opening hours of Customer Service Offices:

Mondays: 7:30-17.00 Cashier – 7:30-16:30, Mondays -
Fridays: 7:30 am – 4:45 pm, Cashier 7:30 am – 3:00
pm

Opening hours of municipal cemeteries:

April - September: 7:00-8.00; October -
March: 7:00-18:00.

During holidays, the opening hours of cemeteries and the
working hours of Customer Service Centres may change.



ZCK headquarters:

ul. Rakowicka 26,

Director's Secretariat: 12 619 99 91, fax 12 619 99 90

Central office: 12 619 99 00;

Administration: 12,61999 30-32

www.zck-krakow.pl,

www.cmentarze.krakow.pl

e-mail: sekretariat@zck-krakow.pl

3. What to do when a loved one has died?

- 1 If the death of a loved one occurred at home, you should call a doctor who confirms the death and issues a death certificate. This document is necessary to start funeral formalities, in particular to issue a death certificate by the Registry Office and to bury the deceased at a cemetery.
- 2 Then select a funeral home whose employees will take the body of the deceased to the funeral home morgue, prepare them for burial (including through cremation) and provide funeral services in cooperation with the cemetery manager.

To complete funeral formalities at the municipal cemetery you will need the following documents:

- Death card with annotation from the Civil Registry Office on registration of death,

- funeral organizer's identity card (ID card or passport) and (if applicable):
 - Cremation certificate (the document is issued by the person responsible for incinerating the body),
 - Consent of the administrator of the existing grave for burial,
 - Certificate of registration of a deceased person in Krakow for a period of at least 5 years before death (applies to a new plot at the Rakowicki Cemetery or Podgórski Cemetery) and a written statement by the organizer of the burial that the deceased person had lived in Krakow for 5 years before their death, and that he or she and their immediate family did not have a grave plot at the Krakow municipal cemeteries in which the deceased person could be buried,
 - Authorization of the Mayor of the City of Krakow and the Polish consular office for the transport of corpses from a foreign state and foreign documents confirming death along with their sworn translation,
 - Consent of the Mayor of Krakow to be buried in a distinguished avenue.

www.zck-krakow.pl / our activity /

how to settle the matter / (ZCK-1, ZCK-2 procedures)



4. Who can organize a funeral?

In the first place, the immediate family, i.e. the spouse, descendants (children, grandchildren, etc.), ascendants (parents, grandparents, etc.), siblings and later relatives up to 4th degree are entitled to make decisions regarding burial of the deceased as to degree of kinship, as well as kinsmen in a straight line from first degree (in-laws, son-in-law and daughter-in-law). If families do not organize the funeral, practically any person who volunteers to take responsibility (for example a friend or a neighbour), can take care of it. In certain cases, the right to bury corpses is vested to some state organs, institutions and organizations.



www.zck-krakow.pl / our activity /
how to settle the matter / (ZCK-1, ZCK-2 procedures)



5. Funeral subsidy

The organizer of the funeral is entitled to a one-time cash benefit intended to cover expenses related to the funeral, currently amounting to PLN 4,000. These funds are paid by the Social Insurance Institution (ZUS) or the Agricultural Social Insurance Fund (KRUS).

6. Acquiring a new plot at the municipal cemetery

Residents of Krakow who do not have a family plot at the municipal cemetery can apply to the Management of the Municipal Cemeteries in Krakow for the allocation of a new plot for new additions (caskets and urns) or a niche urn (a place for urns located in a wall called a columbarium).

Currently, new places are allocated primarily at the Prądnik Czerwony Cemetery, also known as Batowicki, and as far as possibilities at cemeteries Rakowicki and Podgórski (applies to deceased residents living and registered in Krakow a minimum of 5 years before death). An additional condition for the allocation of such a place on the abovementioned cemeteries if there is no family grave at the municipal cemeteries in Krakow, to which burial (casket or urn) at the disposal of the deceased's organizer for whom the grave will be allocated, the spouse of the deceased person, relatives ascending or descending to the first degree of kinship may be assigned.



www.zck-krakow.pl / our activity /
how to settle the matter / (ZCK-1, ZCK-4 procedures)

7. Who is the keeper of the grave?

In the case of an earthen grave, the dispatcher is usually the funeral organizer or the person who filed the extension fee.

With respect to the other types of burial sites, the dispatcher is:

- a person or persons who concluded a civil law contract with ZCK,
- person or persons who have been designated to manage the grave by its previous disposers,
- a person or persons who have acquired the right to the grave by court judgment or in connection with succession proceedings.



www.zck-krakow.pl our activity how to settle the matter of the ZCK-10, ZCK-12, ZCK-13 procedures.

8. Construction of a family tomb

Burial plots are generally assigned posthumously, but there is a possibility to obtain a burial plot "in life". It may be the acquisition of land at the cemetery for the construction of a stone grave. Available spaces for the construction of a stone grave for the residents of Krakow are available at:

- Prądnik Czerwony Cemetery,
- Grębałów Cemetery.

A ready burial tomb as well as an urn niche can be purchased by taking part in an oral auction organized periodically by the ZCK. Announcements about auctions are published in the press and at www.zck-krakow.pl

www.zck-krakow.pl our activity how to settle the matter of the ZCK-4 procedure.



9. Paying a fee for a grave in the ground after 20 years

An earthen grave remains inviolable for 20 years after the body was buried in it. After this period (not before), a prolongation fee of 20 or 10 years should be paid to the Management Board of Municipal Cemeteries, currently in the amount of PLN 1,360 and PLN 680 respectively (children's graves PLN 696 and 348 PLN)

The fee is paid at the cash desk of the Customer Service Office appropriate for a given cemetery or sent by money transfer to the ZCK bank account. The proliferation fee may be divided into instalments.

The payment for the inviolability of the grave is first granted to the grave holder, and then to the family and relatives of the persons buried in the grave, in the order as mentioned in the section, "Who can organize a funeral?". It should be emphasized that bringing the above-mentioned fee is not obligatory, but it must be remembered that unpaid tombs can be allocated for re-burial. Before such a situation occurs, the employees of ZCK send notifications to the addresses of the

grave administrator in the documents several times.

www.zck-krakow.pl / our activity /

how to settle the matter / (procedures ZCK-10, ZCK-11)



10. Renovation and construction works at family graves

Decisions on all renovation and construction works at the grave are at the disposal of the grave administrator. Conducting such works requires obtaining ZCK approval and paying a fee. In the case of work on historic tombstones, it may also be necessary to submit a conservation program and pay an additional fee for obtaining a decision or permission of the Municipal Heritage Conservator in Krakow.



www.zck-krakow.pl / our activity /
how to settle the matter / (ZCK-5, ZCK-6, ZCK-7 procedures)

11. Information about funerals

Current information about the place and time of funerals is posted on the website www.zck-krakow.pl in the "Order of Funeral" tab.



zck-krakow.pl (tab: Order of Funeral)

12. Location of the grave

Information on the location of the grave can be obtained at the Customer Service Offices or by using the grave finder on the website www.zck-krakow.pl.

After entering the data of the deceased and the name of the cemetery, you will obtain the location of the grave, i.e. the number of the quarter, row and place along with the location of the cemetery on the cemetery plan, and information about other people buried in the grave.

Note! Attention, in connection with the inventory of graves being carried out at the Rakowicki Cemetery, the locator covers only the part with graves, the inventory of which has been completed.

IMPORTANT ADDRESSES AND PHONE NUMBERS

Marzena Paszkot - Plenipotentiary of the Mayor of the City of Krakow for Family Affairs

Pani Marzena Paszkot

Plenipotentiary of the Mayor of the City of Krakow for Family Affairs

City Office of Krakow
Social Policy and Health
Department, ul. Jana Dekerta 24
30-703 Krakow
telephone 12 616 19 70
marzena.paszkot@um.krakow.pl

Care and education of children,
as of September 30, 2019

Municipal nurseries

Integrative Nursery

Municipal No. 20 "Pluszowy Miś"

ul. Okólna 6

Municipal Nursery No. 1

ul. Podzamcze 1

**Municipal Nursery No. 12
"Bajkowy Domek"**

os. 2 Pułku Lotniczego 23

Municipal Nursery No. 13

os. Centrum A 12

Municipal Nursery No. 14

ul. Henryka Sienkiewicza 24

Municipal Nursery No. 18

ul. Mazowiecka 30a

Municipal Nursery No. 19

ul. Świtezianki 7

Municipal Nursery No. 2

ul. Piastowska 47

Municipal Nursery No. 21

ul. Lekarska 3

Municipal Nursery No. 22

os. Tysiąclecia 14

Municipal Nursery No. 23

ul. Słomiana 7

Municipal Nursery No. 24

ul. Opolska 11

Municipal Nursery No. 25

ul. Gustawa Ehrenberga 3

Municipal Nursery No. 27

os. Kazimierzowskie 28

Municipal Nursery No. 28

ul. Jana Kurczaba 21

Municipal Nursery No. 30

ul. Jakuba Majora 18

Municipal Nursery No. 31

ul. Sanocka 2

Municipal Nursery No. 32

ul. Marii i Bolesława Wysłouchów 47

Municipal Nursery No. 33

ul. Hetmana Żółkiewskiego 15

Municipal Nursery No. 5

os. Willowe 2

Municipal Nursery No. 6

os. Piastów 42

Municipal Nursery No. 7

os. Zielone 28

Nurseries operated on behalf of the municipality

Private nursery "Pod Magnolią"
ul. Lipska 75

"Re-re kum-kum" nursery
ul. Radzikowskiego 100 J/48

"Re-re kum-kum" nursery
ul. Radzikowskiego 100 K/1

Private Nursery "Misie-Pysie"
ul. Dobrego Pasterza 118 C

Private Nursery "Misie-Pysie"
ul. Domagały 63 and 65

Private Nursery "Misie-Pysie"
ul. Cystersów 26/LU1, LU2

Other Nurseries And Children's Clubs

Children's Academy "Kraina Tysiąca I Jednej Nocy"
os. Centrum E 14/3

Toddler Academy "Avalon Montessori"
ul. Sodowa 42

Nursery School "Słoneczny Kąt"
ul. Ciechocińska 2

Smyk Academy – Klub Malucha
ul. Agatowa 27

Center for Healthy Development "Czyżyk"
ul. Siewna 10

Domestic Nursery "Utulisie"
ul. Mała Góra 8c/95

"KiDS & Co." Bilingual Nursery
ul. Powstańców Wielkopolskich 13H

Jewish Community Center Foundation "Frajda" Nursery
ul. Miodowa 24

"Be Baby" small nursery
ul. Ludwinowska 11

"Be Baby" small nursery
ul. Brogi 36/1

Catholic Nursery "Aniołek"
ul. Zmartwychwstania Pańskiego 2A

Kids 'Club "Dzieciocy Zakątek"
ul. Podlesie 5/35

Children's club "Momi"
ul. Kluczborska 54/1

Children's club "Niunia"
ul. Tadeusza Rejtana 8/1

Children's Club "Świat Według Maluszka"
ul. Wolska 7

Children's Club "Naj Naj" Academy
ul. Józefa Wybickiego 1/LU2

Children's club "Tulisie"
ul. Grażyny 18/U1,

Toddler Club "Karuzela"
ul. Teofila Aleksandra Lenartowicza11/2

Toddler Club "Kasztanek"
ul. Ojcowska 143

Children's club "Kubuś i Przyjaciele"
os. Akademickie 4/5

Toddler Club "Małe Gwiazdeczki"
ul. Tadeusza Romanowicza 5/8c

Toddler's Club "Troskliwe Misie"
os. 2 Pułku Lotniczego 2/81

Toddler's Club "Troskliwe Misie"
os. 2 Pułku Lotniczego 2/80

Toddler Club "Tup-Tup"
ul. Wiedeńska 108

Toddler Club Wesołe Wygibasy
ul. Adama Vetulaniego 8

Toddler Club "Widzimi się"
ul. Rusznikarska 14A/22

Toddler Club "Małe Aniołki"
ul. Kolejowa 19

Toddler Club "Akuku"
ul. Edmunda Wasilewskiego 12/1

DAISY International Toddler Academy
ul. Gen. Stefana Grota-Roweckiego 51b/96

Private Bilingual Nursery "Małe Cuda"
ul. Drukarska 1/LU4, LU5

Private Toddler Club "Smurfs"
ul. Marii Bolesława Wysłouchów 55/LU2

Private Nursery "Bajkosfera 2"

ul. Ślusarska 5/L2

**Private Nursery
"Magiczna Kraina"**

os. Dywizjonu 303 3/3

Private Nursery "DUŁO"

os. Avia 8/48

Private Nursery "DUŁO"

ul. Moniuszki 36/1

**Private Nursery "Fair
Play JP Sports"**

ul. Dobrego Pasterza 52/L5

Private Nursery

"Agugu Odlotowa Kraina"

ul. Gen. Augusta Fieldorfa-Nila

17/Ju2 and Ju13

Private Nursery**"Akademia Muminków"**

ul. Turniejowa 40

Private Nursery**"Skrzatów Academy"**

os. Bohaterów Września 1J/U6

Private Nursery "Baby College"

ul. Wandajska 4

Private Nursery "Baby College"

ul. Stanisława Działowskiego 67

Private Nursery "Bajka"

ul. Ruczaj 43U/4

Private Nursery "Bajka"

ul. Wacława Lipińskiego 13/D

Private Nursery "Bajkowy"

ul. Samuela Bogumiła Lindego 13/20

Private Nursery "Borowinka"

ul. Mariusza Zaruskiego 4

Private Nursery "Butterfly"

ul. Koszykarska 31

Private Nursery**"Centrum Maluszek"**

ul. Szuwarowa 4/64

Private Nursery**"Chatka Maluszka"**

ul. Trybuny Ludów 71

Private Nursery**"Chatka Maluszka"**

ul. Sebastiana Klonowica 24

Private Nursery "Delfinki"

ul. Kijanki 2

Private Nursery "Delfinki"

ul. Łużycka 73A

Private Nursery "Ence Pence"

Ul. Profesora Wojciecha Marii Bartla 19 B

Private Nursery "Fair Play Piast"

os. Bohaterów Września 84A/1

Private Nursery "Fair Play"

ul. Wielicka 28

Private Nursery "Fair Play"

ul. Lipska 8

Private Nursery "Fajny Żłobek"

ul. Sołtysowska 12i/46

Private Nursery "Filemon"

ul. Murarska 3B/2,3LU

Private Nursery "Gabi"

ul. Jana Piltza 20

Private Nursery "Glukusie"

ul. Ujastek 5b

Private Nursery "Gumisiowy Las"

ul. Augusta Fieldorfa-Nila 17 / JU11JU12

Private Nursery "Happy Feet"

ul. Mała Góra 49

Private Nursery "Iskierki"

ul. Kanarkowa 1/1

Private Nursery**"Językowy Fair Play"**

Ul. prof. Michała Życzkowskiego 20/20

Private Nursery "Kacperkowo"

ul. Promienistych 10

Private Nursery**"Karmelkowy Zakątek"**

ul. por. Wąchały7

Private Nursery "Kącik Maluszka"

ul. Kaczorówka 1/2

Private Nursery**"Kącik Świata i Maluszki"**

ul. Ostatnia 1d

Private nursery "Koala"

ul. Kołaczy 5

Private Nursery**"Kolorowy Obłoczek"**

ul. Kantorowicka 189

Private Nursery "Kraina Odkrywcy"

ul. Królewska 55

Private Nursery

"Kraina Odkrywcy"

ul. Dąbrowskiego 20

Private Nursery

"Kraina Odkrywcy"

ul. dr. Jana Piltza 42

Private Nursery

"Kraina Smerfów"

os. Bohaterów Września 1J/U5

Private nursery "Krasnal"

ul. Kobierzyńska24

Private Nursery "Lokomotywa"

ul. Eliasza Radzikowskiego 47C

Private Nursery**"Magiczna Kraina"**

os. Dywizjonu 303 62f

Private Nursery "Majowa Łąka"

ul. Komuny Paryskiej 2

Private Nursery**"Malinowe Skrzaty"**

ul. Irysowa 7/1

Private Nursery**"Mały Einsteinek"**

ul. Koszykarska 21c/3

Private Nursery "Mądra Sowa"

ul. Przewóz 10/42

Private Nursery "Motylkowa**Kraina"**

ul. Rakowicka 18a/100

Private Nursery "Pierwsze**Kroczi"**

os. Dywizjonu 303 19c/LU1

Private Nursery "Pluszowy Miś"

ul. Czyżyńska 21/98

Private Nursery "Pod Magnolią"

os. 2 Pułku Lotniczego 487D

Private Nursery "Przedszkole**Świat Dziecka"**

ul. dr. Jana Piltza 34

Private Nursery "Pyza i Ja"

ul. Józefa Grzebiaka "Czarnego" 8

Private Nursery "Raj Maluszka"

ul. Dąbska 18 d/11-13

Private Nursery "Royal Baby"

ul. Saska 5/31

Private Nursery "Skrzacikowo"

ul. Czarnogórska 10b/11

Private Nursery "Słodziaki"

ul. Zdrowa 2A

Private Nursery "Stokrotki"

ul. Skotnicka 101

Private nursery "Tosia"

ul. Grzegórzecka 67c/U4

Private Nursery "Tygryski"

ul. Walerego Sławka 27

Private Nursery "U cioci Jadzi"

ul. Gliniana 15/19 i 20

Private Nursery "Zielona Wyspa II"

ul. Balicka14 a

Private Nursery "Zielona Wyspa"

ul. dr. Judyma 16

Private Nursery "Złoty Kogucik"

ul. Mjr. Łupaszkki 13/1

Private Nursery "Fair Play"

ul. Władysława Łokietka 136A

Private Language Nursery "Fair Play"

ul. Szuwarowa 1

**Private Language Nursery
"Fair Play"**

ul. Jana Dekerta 24

**Private Language Nursery
"Fair Play"**

ul. Ruczaj 43

**Private Language Nursery
"Fair Play"**

ul. płk. Francesco Nullo 42/U9

**Private Nursery Club for
Toddlers "Malucha
Panda"**

ul. Leona Petrażyckiego 52

**Private Nursery "Kraina
Odkrywcy"**

ul. Odmętowa 97

Private nursery "Krasnal"

ul. Sebastiana Klonowica 33

Private nursery no. 11

ul. Franciszka Bujaka 10

Private nursery no. 4

ul. Jana Kurczaba 6

Private nursery no. 5

ul. Jana Kurczaba 6

Private nursery**Sport and Language "Fair Play
OZON"**

ul. Stefana Banacha 31/U1

Private nursery**Sport and Language "Fair Play"**

ul. Macieja Dębskiego 125

Private nursery**Sport and Dance AN "FAIR PLAY"**

ul. Mariana Domagały 45

Private Nursery "Tygryski"

ul. Stanisława Kostki Potockiego 19

Positive Nursery No. 1

ul. Maciejkowa 28

Positive Nursery No. 2

al. 29 Listopada

Positive Nursery No. 3

ul. Marii i Bolesława Wystouchów 22a/2

Positive Nursery No. 4

ul. Bartosza Głowackiego 56

Private Nursery Kacperkowo 2

ul. Dobrego Pasterza 56/LU1

Private Nursery "Magiczny Domek"

ul. Kobierzyńska 166a

**Private Nursery "Pod
Chrząszczykiem"**

al. Zygmunta Krasieńskiego

Private Nursery "Puszek"

ul. Zygmunta Miłkowskiego 7

Private nursery "Śpioszek 2"

ul. Bieńczycka 15a

Private nursery "Śpioszek "

ul. Stachewicza 32

Tęczowy Żłobek

os. Dywizjonu 303 14/1

Nursery "Akademia Skrzatów II"

os. Kościuszkowskie 12A

**Nursery "Artystyczna
Akademia Malucha 2"**

ul. Przemiaraki 23a

**Nursery "Artystyczna
Akademia Malucha"**

ul. J. Bitschana 4

Nursery "Bajkosfera"ul. Antoniego Augustynka-
Wichury14/LU1**Nursery "Bąbelkowo"**

ul. Siewna 30a/2

**Nursery "Centrum Malucha
AGUGU"**

ul. Zdunów 18B/2i3

Nursery "Chatka Niedźwiadka"

ul. Krawiecka 18

Nursery "Cioci Ani"

ul. Wandajska 3

Nursery "Clever Kids Nursery"

ul. 28 Lipca 1943 4

Nursery "Dobry Start"

ul. Polonijna 15/3

Nursery "Dzieciackowo Due"

ul. Juliana Tokarskiego 6

Nursery "Dzieciaczkowo"

ul. Władysława Łokietka 320a

Nursery "Fabryczka"

ul. Fabryczna 3/1

Nursery "Fiku Miku"

ul. Gwieździsta 7

Nursery "Happy Kids"

al. Jana Pawła II 180/1

Nursery "Hop Kids" No. 1

ul. Na Zakolu Wisły 12D/LU2

Nursery "Klasa Bobasa"

ul. Przemiaraki 23/3

Nursery "Klasa Bobasa"

ul. Wolska 17

Nursery "Kraina Odkrywcy"

ul. Drukarska 3

Nursery "Kraina Odkrywcy"

ul. Przewóz 40

Nursery "Kraina Odkrywcy"

ul. Strycharska 10/LU2

Nursery "Krasnoludki"

Ul. Marii Bolesława Wysłouchów
30B/3

Nursery "Krasnoludki"

os. Oświecenia 51/106

Nursery "Krasnoludki"

ul. Chmieleniec 2A/LU7

Nursery "Kubuś i przyjaciele"

ul. Przemysłowa 4/125

Nursery "Kubuś i przyjaciele"

ul. Gdańska 20

Nursery "Kubuś i przyjaciele"

ul. Myśliwska 57/1UC and 1UD

Nursery "Kubuś i przyjaciele"

ul. Ludwika Rydygiera 18/Lu2 and Lu3

Nursery "Kubuś"

ul. Ks. Józefa Meiera 20G/1B

Nursery "Magiczna Kraina"

ul. Ks. Kard. Adama Stefana
Sapiehy 69

Nursery "Magiczne Safari"

ul. Myśliwska 5B/102

Nursery "Mali Giganci"

ul. Tytusa Czyżewskiego 3/LU4,LU5

**Private Nursery "Malinowe
Skrzaty"**

ul. Władysława Łokietka 238

Nursery "Maluskowo"

ul. Górników 68

Nursery "Malutkowo"

ul. Józefa Łepkowskiego 5/1

Nursery "Malutkowo 2"

ul. Kluczborska 48/1

Nursery "Małe Tygryski"

os. Oświecenia 21/U3

Nursery "Marzenie"

ul. Kuźnicy Kołłątajowskiej 13D

Nursery "Mini Bambini"

ul. Grodzisko 30

Nursery "Mini Bambini"

ul. Grodzisko 30

Nursery "Mini Mini"

ul. Marii Dąbrowskiej 17i

Nursery "Mini Mini"

ul. Mistrzejowicka 2A

Nursery "Mini Mini"

ul. Rogozińskiego 3

Nursery "Mini Mini"

os. na Lotnisku 1/U2

Nursery "Mini Pysie"

ul. Królowej Marysieńki 6

Nursery "Miś"

ul. Murarska 19/5LU

Nursery "Muszelka"

ul. Grzegórzecka 73

Nursery "Ogródek

Krasnoludków"

ul. Dominikanów 32/21

Nursery "Ogródek

Krasnoludków"

ul. Jana Woronicza 25

Nursery "Pierwsze Krocuki"

os. 2 Pułku Lotniczego 44/LU5

Nursery "Przystań Maluszka"

ul. Dożynkowa 99

- Nursery "Re-re kum-kum"**
ul. Eliasza Radzikowskiego 104/1
- Nursery "Re-re kum-kum"**
ul. Stanisława Przybyszewskiego 20
- Nursery "Re-re kum-kum"**
ul. Żabiniec 70
- Nursery "Re-re kum-kum"**
ul. Jerzego Szablowskiego 3/iii
- Nursery "Serduszko "**
os. Kombatantów 6
- Nursery " Świat Maluszka "**
ul. Bagrowa 80/49
- Nursery "Tereferę"**
pl. Gen. Władysława Sikorskiego 4/1
- Nursery "Tereferę"**
ul. Zdunów 18c/1
- Nursery "Trzy Języki "**
ul. św. Agnieszki 1
- Nursery "Wesołe Skrzaty"**
ul. Pańska 20
- Nursery "Zabawa"**
ul. Pod fortem 2d
- Nursery "Zaczarowany Melonik"**
ul. Kapelanka 6A/LU15
- Nursery "Akademia Kropki"**
ul. Hamernia 42
- Nursery "Świat Malucha"**
ul. Siemomysła 30
- Nursery Center for Healthy Development "Czyżyk"**
ul. Moczydło 7a
- Nursery Integration Point for Child Care "Calineczka"**
ul. Pod Fortem 2a/1
- Nursery "Kolorowe Misie"**
ul. Feliksa Konecznego 6/15u
- Nursery Montessori "Dreams"**
ul. Armii Krajowej 97/LU1
- Nursery Montessori "Wesoły Język"**
ul. Wyżynna 2
- Nursery Montessori House**
ul. Ernesta Solvaya 4/1
- Private nursery "Akademia Elfów"**
ul. Kazimierza Wielkiego 71
- Private Nursery "Bajkowo"**
ul. Prosta 35B
- Private Nursery "Eko-Park"**
ul. Beskidzka 23
- Private Nursery "First Step"**
Kraków-Podgórze, ul. Beskidzka 4c
- Nursery "Gumisiowy Las"**
ul. na Barciach 14/i LU, 2 LU
- Private Nursery "Hutniczek"**
os. Stalowe 16/U1
- Private Nursery "Lokomotywa"**
ul. Zygmunta Glogera 5
- Private Nursery "Lokomotywa"**
os. Złotej Jesieni 2C
- Private Nursery "Mali Geniusze"**
ul. Michała Drzymały 15,
- Private Nursery "Malinowy Domek"**
os. Niepodległości 3a/4a
- Private Nursery "Misie-Pysie"**
ul. Komuny Paryskiej 54
- Private Nursery "Pajacyk"**
ul. Henryka Sucharskiego 48a
- Private Nursery "Pompon"**
ul. Sportowa 2A
- Private Nursery "Uśmiechnięty domek"**
ul. Professor Michała Bobrzyńskiego 39b/26
- Private Nursery "Daisy" International Academy of Toddlers**
ul. Grzegórzecka 76b
- Private Nursery No. 1 "Misie-Pysie"**
ul. Raciborska 17

Private Nursery No. 10
"Tęczowe Misie"

os. Tysiąclecia 85

Private Nursery No. 7
"Misie-Pysie"

ul. Wincentego Kadłubka 3

Nursery No. 8 at the Children's
Education Center "Pozytywka"

Ul. gen. Tadeusza Pełczyńskiego 21

Nursery of the Jagiellonian
University
"Żaczus"

ul. Bydgoska 19B

Unlisted Nursery "Pierwsze
Kroczi"

os. Na Skarpie 10

Children's Club Świat
Według Maluszka

ul. Wolska 7D

Private Sports Nursery -
"Językowy Fair Play"

ul. Jana Kilińskiego 2

Private nursery

"Malinowe Skrzaty 3"

ul. Ludwika Solskiego 11/3U

Nursery Kącik Maluszka II

ul. Kaczorówka 1/3

Private Nursery "Fair
Play Kilkulatek"

ul. Karola Bunscha 20/77

Day carers

Entity reporting / employing a day carer	Name of the day carer	Care address
ASMiRSp.zo.o.	Katarzyna Łozińska	ul.ks.Józefa Meiera 20G / 1A
ASMiRSp.zo.o.	Magdalena Szydło	ul.ks.Józef aMeiera 20G / 1A
ASMiRSp.zo.o.	Agnieszka Woźniak	ul. ks. Józefa Meiera 20G / 1A
ASMiRSp.zo.o.	Mariola Stajnder	ul. ks. Józefa Meiera 20G / 1A
ASMiRSp.zo.o.	Natalia Motylska-Dziura	ul. ks. Józefa Meiera 20G / 1A
ASMiRSp.zo.o.	Wioleta Kuśmierz	ul. ks. Józefa Meiera 20G / 1A
Centrum RodzinkiSp.zo.o.	Renata Gałek	ul. Porucznika Wąchały7
Centrum Rodzinki Sp.zo.o.	Paulina Karkowska-Kania	ul. Porucznika Wąchały 7
CentrumRodzinkiSp.z o.o.	Joanna Mitoraj	ul. Zbożowa 4
CentrumRodzinkiSp.z o.o.	Dominika Burnos	ul. Porucznika Wąchały 7
Karina Śliż-Samolej	Irminda Siuda	ul. Juliusza Lea 10A/1
Karina Śliż-Samolej	Aleksandra Cygal	ul. Juliusza Lea 10A/1
Karina Śliż-Samolej	Natalia Gawęda	ul. Juliusza Lea 10A/1



KEMi Sp. J. Ilona Szczęch, Ewa Szczęch	Adrianna Jeleń	ul. Wyżynna 2
KEMiSp. J. Ilona Szczęch, Ewa Szczęch	Justyna Pawłowska- Budziosz	ul. Wyżynna 2

Maciejkowo Sp.zo.o.	Monika Zwolińska-Kowalczyk	ul. Mariana Czuchnowskiego 9
MaciejkowoSp.zo.o.	Anna Janik	Ul. Moczydło 7a
MaciejkowoSp.zo.o.	Beata Pietrzyk	ul. Moczydło7a
MaciejkowoSp.zo.o.	Monika Kubińska	ul. Moczydło7a
MaciejkowoSp.zo.o.	Sylwia Kwiatkowska	ul. Mariana Czuchnowskiego 9
Marta Żelazna-Pstrąg	Joanna Paluch	ul. Drukarska 4/76
Marta Żelazna-Pstrąg	Dorota Głód	Ul. Drukarska 4/76
Matylda Kania Toddler Academy Sunny Corner	Katarzyna Hołda	ul. Ciechocińska 2
Michał Chrobakf.H. Rarytas	Anna Dyrz	ul. Żabiniec 70
Michał Chrobakf.H. Rarytas	Izabela Maślanka	ul. Żabiniec 70
Patrycja Fijałkowska-Chrobak fHU PATi	Elżbieta Borys	Ul. Stanisława Przybyszewskiego 20
Patrycja Fijałkowska-ChrobakfHUPATi	Karolina Pagacz	Ul. Stanisława Przybyszewskiego 20
TUP-TUP Sp.zo.o.	Katarzyna Skóra	Ul. Wiedeńska 108

KRAKOW SUPPORTS FAMILIES

Addresses of branches of the Municipal Social Welfare Centre

Branch No. 1 os. Teatralne
 telephone 12 430 45 46,
 12 430 45 44.
 Monday-Friday:
 7:30-15:30; e-mail:
 f1@mops.krakow.pl;
**serves Districts: III, XIV,
 XV**

Branch No. 2
 Radzikowskiego 2
 telephone 12 636 77 98,
 12 636 77 84.
 Monday-Friday: 7:30-15:30,
 e-mail: f2@mops.krakow.pl,
serves District IV

Branch No. 3 Ul. Rzeźnicza 2
 telephone 12 257 00 07.
 Monday-Friday: 7:30-15:30,
 e-mail: f3@mops.krakow.pl;
**serves Districts: IX, X, XIII,
 the northern part of District
 XI**

Branch No. 4 os. Szkolne 34
 telephone 12 425 75 64, 12 425 75
 82
 12 643 75 68
 Monday-Friday: 7:30-15:30,
 e-mail: f4@mops.krakow.pl,
serves District XVIII

Branch No. 5 Ul. Praska 52

telephone 12 269 05 54,

12 269 06 37,

Monday-Friday:

7:30-15:30, e-mail:

f5@mops.krakow.pl,

serves District VIII**Branch No. 6** ul. Dietla 64,

from November 2019

ul. Mazowiecka 21

telephone 12 421 61 44,

12 421 94 96,

Monday-Friday:

7:30-15:30, e-mail:

f6@mops.krakow.pl;

serves Districts: I and II

Branch No. 7

ul. Mazowiecka 4-6
 telephone 12 632 00 22,
 12 632 21 46,
 Monday-Friday: 7.30-15.30,
 e-mail:
 f7@mops.krakow.pl;
**serves Districts: V, VI
 and VII**

Branch No. 8: ul. Na
 Kozłówce 27, tel. 12 659 12
 86, 12 658 63 63,

Monday-Friday: 7.30-15.30.

e-mail: f8@mops.krakow.pl,
**serves District XII and the
 southern part of District XI**

Branch No. 9 os. Teatralne 24
 telephone 12 644 76 09,
 12 644 80 34.

Monday-Friday: 7.30-15.30,
 e-mail: f9@mops.krakow.pl;
**serves Districts: XVI and
 XVII**

LIST OF PARENTS 'CLUBS

ARTzona,

os. Górali 4
 www.artzona.okn.edu.pl

**Cultural Centre "Dworek
 Białoprądnicki"**
 ul. Papiernicza 2,
 www.dworek.eu

Cultural Centre of Podgórze
 ul. Sokolska 13, www.ckpodgorza.pl

Dwór Czeczów,
 ul. Popiełuszki 36,
 www.dworzczeczow.pl

**Foundation "Polekont –
 Istota Przywiązania",**
 ul. Kurczaba 2,
 www.fundacjapolekont.pl

**Foundation "Rodzina
 Plus",** ul. Witosa 39,
 www.rodzinaplus.org

**Integrative Culture Club
 Olsza,** ul. Stanisława ze
 Skalbmierza 7,
 www.krakowskieforum.pl

Club Dukat,
 ul. Styczna 1,
 www.krakownh.pl/klub/klub-
 dukat/2.html

Club Jędrus
 os, Centrum A
 6a
 www.krakownh.pl/klub/klub-
 jedrus/10.html

Club "Karino"

ul. Truskawkowa 4,
 www.krakownh.pl/klub/ klub-
 karino/11.html

Club "Kliny", ul. Biskupa A. Małysiaka 1,
 www.kkkliny.krakow.pl
 os. Złotego Wieku 14,
 www.kuznia.edu.pl

Club "Malwa"
 ul. Dobrego Pasterza 6,
 www.facebook.com/klubmw

Club "Piaskownica",
 ul. Łużycka 55
 www.klubpiaskownica.pl

Club "Skotniki"
 ul. Batalionów Chłopskich 6,
 www.kkr.krakow.pl (tab: Parents'
 Clubs / Skotniki Club)

Club "Zakole", ul. Zakole 31,
 www.krakownh.pl/klub/klub-
 zakole/69.html

Club 303, os. os. Dywizjonu 303 no
 1, www.krakownh.pl/klub/klub-
 303/12.html

**Culture Club
 "Chelm",**
 ul. Chelmska 16,
 www.chelm.dworek.eu



**Culture Club
"Łokietek"**

ul. Łokietka 267,
www.lokietek.dworek.eu

**Culture Club
"Mydlniki"**

ul. Balicka 289,
www.mydlniki.dworek.eu

**Culture Club
"Paleta"**

Ul. Wrocławska 91,
www.paleta.dworek.eu

**Culture Club
"Przegorzały",**

ul. Kamedulska 70,
www.przegorzały.dworek.eu/

Culture Club "Wena",

ul. Meiera 11,
www.wena.dworek.eu/

Culture Club "Wola"

ul. Królwey Jadwigi 215,
www.wola.dworek.eu

Club Wróblowice

ul. Niewodniczańskiego
74,
www.okkwroblowice.pl

Club

"Iskierka",
ul. Żywiecka 44,
www.naszaiskierka.pl

Club "Rybitwy",

ul. Rybitwy 61,
www.kkr.krakow.pl (tab: Parents'
Clubs / Rybitwy Club)

Club Aleksandry,

ul. Aleksandry 1,
www.kkr.krakow.pl (tab: Parents'
Clubs / Aleksandry Club)

Nowohuckie Cultural

Centre, al. Jana Pawła II 232,
www.nck.krakow.pl

"Ruczaj "Centre

ul. S. Rostworowskiego
13, www.ckruczaj.pl

PAL "Azory",

ul. Jaremy 1,
www.pal.mops.krakow.pl

PAL "Dąbrówki",

ul. Dąbrówki 7,
www.pal.mops.krakow.pl

**Association Daleko Więcej
(Far More Association)**

ul. Berka Joselewicza 28,
www.dalekowiecej.pl

**Association Daleko Więcej
(Far More Association),**

ul. Wizjonerów 2,
www.dalekowiecej.pl

**Association Kultura i Edukacja
(Culture and Education
Association)**

ul. Bobrowskiego 6,
www.facebook.com/Stowarzyszenie
--Kultura-i-Edukacja

**Association of Adoptive and
Foster Families "Pro Familia",**

os. Górali 15, www.profamilia.pl

**Stowarzyszenie Siemacha
(Association Siemacha)**

ul. Kamieńskiego 11,
www.siemacha.org.pl/

**Stowarzyszenie Siemacha
(Association Siemacha)**

ul. na Kozłówce 25,
www.siemacha.org.pl

**Plenerownia
Foundation**

ul. Bagrowa 80/34
www.plenerownia.pl

Club "Hula-Hop",

os. Wandy 23
klub@stochocsznieteczka.org
(Parent's Club with a child under
3 years old with special
developmental needs)

**"ZIELONY DOMEK" - FREE PSYCHOLOGICAL
SUPPORT FOR FAMILIES WITH
CHILDREN UNDER 3 YEARS**

Zielony Domek,
ul. św Marka 21a
31 - 020 Krakow
telephone 537 957 333
www.fundacja-promyk.org
www.facebook.com/ZielonyDomekKrakow

List of specialist counselling and addiction treatment units

Krakow Association of Addiction Therapists

1. Addiction Treatment Clinic
ul. Wielicka 73
30-552 Krakow
telephone 12 425 57 47

2. Addiction Treatment Clinic
ul. Jerzmanowskiego 40
30-836 Krakow
telephone 12 425 57 47.
www.kctu.pl

***CM Unimed Sp. z o. o.**

Addiction Treatment Clinic
ul. Młodej Polski 7
30-131 Krakow
telephone 12 415 81 12
www.unimed-nzoz.pl

***Fundacja "Zdrowie dla Budowlanych"**

Addiction Treatment Clinic,
os. Sportowe 24,
31-966 Krakow
telephone 512 981 617
www.alkomed.pl

***"Tygart" Association Nowa Huta Center of Psychotherapy and Addiction Therapy "PEMA"**

Addiction Treatment Clinic,
os. Kolorowe 21
31-941 Krakow
telephone 12 644 45 55
www.poradnia-pema.pl

***"MONAR" Association**

Treatment Prevention Clinic and Addiction Therapy in Krakow ul. Św. Katarzyny 3
31-063 Krakow
telephone 12 430 61 35
www.monar.kki.pl

*** Centrum Medycyny Profilaktycznej s.c. .**

Addiction Treatment Clinic,
ul. B. Komorowskiego 12
30-106 Krakow
telephone 12 421 13 01

www.cmp.krakow.pl

Stowarzyszenie Pomocna Dłoń (Helpful Hand Association)

1. Addiction Treatment Clinic
ul. Radzikowskiego 29,
31-315 Krakow
telephone 12 626 02 33

2. Addiction Treatment Clinic,
ul. Sudolska 16
31-422 Krakow
telephone 12 418 05 34
www.pomocnadlon-krakow.pl

University Hospital in Krakow,

Addiction Treatment Clinic for Adults
Addiction Treatment Clinic for Children and Youth
ul. Śniadeckich 3
31-531 Krakow
telephone 12 424 87 43
www.su.krakow.pl

Małopolskie Centrum Addiction Therapy and Psychological Assistance

ul. Szlak 26/11
31-153 Krakow
telephone 728,705,257
www.mctu.pl

Specialist Medical Clinic "ERGOMED"

Addiction Treatment Clinic,
ul. Bonarka 18
30-415 Krakow
tel.12 266 21 95, w. 107
www.ergomed.pl

WSPÓŁPRACA sp. z o.o.

Addiction Treatment Clinic
ul. Stoczniovców 7,
30-709 Krakow
telephone 12,262 96 29

Centrum Dobrej Terapii

ul. Miłkowskiego 7/U1 oraz 9/U3
30-349 Krakow
telephone 12 264 17 41,
668 230 869,
www.centrumdobrejterapii.pl

"PRO-VITA" Center for Mental Health and Addiction Therapy NZOZ Kraków - Śródmieście

Addiction Treatment Clinic
ul. Basztowa 5,
telephone 12 421 95 67.
www.provita.org.pl

L. Rydygiera Specialist Hospital, dr. Józefa Babińskiego SP ZOZ

Krakow
Addiction Treatment Clinic 16
Babińskiego 29
30-393 Krakow
telephone 12 652 44 17
www.babinski.pl

Specialist Hospital im. Ludwika Rydygiera in Krakow,

Addiction Treatment Clinic, os.
Złotej Jesieni 1
31-826 Krakow
telephone 12 646 83 17
www.szpitalrydygier.pl

Stowarzyszenie Dobrej Nadziei NZOZ Dobrej Nadziei (Good Hope Association)

Addiction Treatment Clinic,
ul. Batorego 5,
31-135 Krakow
telephone 12 633 35 31

Private Health Care**Center MONAR****Rehabilitation -****readaptation Center**

in Krakow ul. Suchy Jar 4
31-983 Krakow
telephone 12 645 09 67
www.dommonarukrakow.pl

Centrum Prophylactic and Education Association**"PARASOL"**

ul. Rakowicka 10a
31-511 Krakow
telephone 12 430 0318
www.parasol.org.pl

Center for Treatment, Therapy and Rehabilitation of Addicted Persons with Recurrent Disease in Krakow

ul. Nadbrzezie 25
31-983 Krakow
telephone 12 681 00 66
www.gwan.nazwa.pl

Center for Addiction Treatment, Therapy and Rehabilitation

ul. Suchy Jar 4 and 4a
31-983 Krakow
telephone 12 645 09 67
www.dommonarukrakow.pl

* Counseling centers providing free services for people registered in Kraków in the years 2017–2019. Benefits are financed by the Municipality of Krakow.

ACTIVE FAMILIES IN KRAKÓW - culture, sport and recreation

List of branches of the Historical Museum of the City of Krakow

I. "Krzysztofory Palace" Branch

(ul. "Krzysztofory Palace" branch with the "Town Hall Tower" (Rynek Główny 1),

II. Oskar Schindler's Enamel

Factory (ul. Lipowa 4) with branches "Ulica Pomorska" (ul. Pomorska 2) and "**Apteka pod Orłem Tadeusza Pankiewicza**" (plac plac Bohaterów Getta 18)

III. Branch "Rynek Podziemny"

(Rynek Główny 1),

IV. Branch "Old Synagogue"

(ul. Szeroka 24)

V. Branch "Museum Teatralne"

(ul. Szpitalna 21)

Branch: "**Rydlówka**"

(ul. Tetmajera 28),l.

VI. Branch "Celestat" (ul. Lubicz

16), branch "**Barbakan**" (ul. Basztowa) and branch

"**Mury Obronne**" – (ul. Pijarska

VII. Branch "Kamienica Hipolitów"

(pl. Mariacki 3)

VIII. Branch "Muzeum Nowej Huty"

(os. Centrum E 1/3)

IX. Branch "Muzeum Podgórze"

(ul. Powstańców Wielkopolskich 1)

X. Branch "Dom Zwierzyniecki"

(ul. Królowej Jadwigi 41).

XI. Branch "Thesaurus Cracoviensis"

(ul. Księcia Józefa 337).

LIST OF HOUSES AND CENTRES - STARTING A FAMILY IN KRAKOW

Nowa Huta Cultural Centre

al. Jana Pawła II 232,
Telephone number
12 644 05 80

Cultural Center Dworek
Białoprądnicki
ul. Papiernicza 2,
Telephone number 12 415 02 00

Branches:

Zajazd Kościuszkowski,

ul. Białoprądnicka 3,

Chełm Club, ul. 16 Chełmska,

Mydlniki Club, ul. Balicka 289,

Paleta Club, ul. Wrocławska 91,

Przegrzały Club, ul. Kamedulska
70,

Wola Club, ul. Królowej Jadwigi
215 ,

Culture Club "Wena"-

ul. ks. Meiera 11,

Łokietek Club, ul. Wł. Łokietka 267

Cultural Centre of Podgórze

ul. Sokolska 13,
tel. 12 6564543

Branches:

Aleksandry Club, ul. Aleksandry 1

Iskierka Club, 44 Żywiecka 44,

Kliny Club, ul. Bpa Albina Małysiaka 1,

Kostrze Club, ul. Dąbrowa 3,

Piaskownica Club, ul. Łużycka
55,

Przewóz Club, ul. Łutnia 1,

Pychowice Club, ul. Ówilkowa 1,

Rybitwy Club, ul. Rybitwy 61

Skotniki Club
ul. Batalionów Chłopskich 6

Soboniowice Club,

ul. Kuryłowicza 115,

Tyniec Club, ul. Dziewiarzy 7,

Wola Duchacka Club,
ul. Małborska 98,

Wróblowice Club

ul. Niewodniczańskiego 74,

Zbydniowice Club,

ul. Matematyków Krakowskich, 102

Czczów Manor, ul. Popiełuszki 36,

Ośrodek Ruczaj,
ul. Rostworowskiego 13

Solvay Center for Contemporary Art,

ul. Zakopiańska 62,

Theatre Praska 52, ul. Praska 52.

Krakow Culture Forum

ul. Mikołajska 2, tel. 12 422 08 14

Branches:

Culture Club "Kazimierz",

ul. Krakowska 13,

Strych Club, ul. Masarska 14,

Integrative Olsza Culture Club

ul. Stanisława ze Skalbmierza 7,

Malwa Club, ul. Dobrego Pasterza 6,

**Center for Documentation and
Artistic Initiations "Pawna pod
Baranami"**,

ul.Św. Tomasza 26,

Culture Center Kraków-Nowa

Huta ul. Zgody 1, tel. 12,644
24 32

Branches:

Club Zgody, os. Zgody 1

Jędrus Club, os. Centrum A,bl. 6,

Club Wersalik, os. Ogrodowe
15,

"Aneks" Club, os. Łuczanowice
1,

Pod Kasztanami Club,

os. Kościelniki , Płoszczyzny 1,

Dukat Club, os. Grębatów

- ul. Styczna 1,

Karino Club, os. Chałupki

- ul. Truskawkowa 4,

Herkules Club, os. Branice

- ul. Tokarzewskiego 29,

Jedność Club, os. Wolica

– ul. Drożyska 3c,
 Mirage Club,
 os. Bohaterów Września 26,
Krzesławice Club, os. Krzesławice
 – ul. Wańkowicza 17,
303 Club, os. Dywizjonu 303
Zakole Club, ul. Zakole 31

Cultural Center C.K. Norwida
 os. Górali 5, tel. 12 6442765

Branches:

Kuźnia Club - 14 Złotego Wieku 14,

ARTzona – os. Górali 4

**Cultural Centre Song and
 Dance Ensemble**

ul. Gertrudy 4, Telephone number
 12,430 65 60

**Culture Centre Polish Song
 Library**

ul. Krakusa 7, telephone number:
 12 430 43 00

The Krakow Library

Biblioteka Główna, ul. Powroźnicza 2
 biblioteka_glowna@biblioteka.krakow.pl

Department for adults,

tel. 797024013

Children's Department,
tel. 797024025

**Reading room and
information and
bibliographic rental, tel.
797024023**

Branches:

1. ul. Dietla 80/82
filia_1@biblioteka.krakow.
pl, tel.124293430
2. ul. Krakowska 29
filia_2/ tel.124229243
3. pl. Jananowaka-
Jeziorańskiego 3
filia_3@biblioteka.krakow.pl,
tel.126189181
4. ul. Bobrowskiego
11,
filia_4@biblioteka.krakow.
pl, tel.126189181
5. ul. Lubomirskiego
7a
filia_5@biblioteka.krakow.
pl tel.124303739
6. al. Daszyńskiego
22
filia_6@biblioteka.krakow.
pl tel.124232426
7. al. Pokoju 33
filia_7@biblioteka.krakow.
pl tel.124142601
8. ul. Brodowicza1
filia_8@biblioteka.krakow.
pl tel.124124955
9. ul.
DobregoPasterza 6
filia_9@biblioteka.krakow.
pl, tel.124110400
10. al. 29 Listopada 59
filia_10@biblioteka.krakow.
pl, tel.124118096
11. ul. Bosaków 11
filia_11@biblioteka.krakow.
pl tel.124119603
12. ul. Łąkowa 27
filia_12@biblioteka.krakow.
pl tel.124172637

13. ul. Dzielskiego 2
filia_13@biblioteka.krakow.
pl, tel.124123000

14. ul. Ugorek 14
filia_14@biblioteka.krakow.
pl, tel.124171715

15. ul. Dobrego Pasterza
100
filia_15@biblioteka.krakow.
pl, tel.124172273

16. ul. Radzikowskiego
29
filia_16@biblioteka.krakow.
pl, tel.797301005

17. ul. Ojcowska 27
filia_17@biblioteka.krakow.
pl, tel.797301011

18. ul. K. Siemaszki 31
filia_18@biblioteka.krakow.
pl, tel.797301014

19. ul. Łokietka 267
filia_19@biblioteka.krakow.
pl, tel.797301017

20. ul. Opolska 37
filia_20@biblioteka.krakow.
pl **Branch for adults,**
tel.797301026

Children's Department,
tel.797301027

21. ul. Królewska 59
filia_21@biblioteka.krakow.
pl

Rental for adults, tel. 797301021

Scientific reading room
filia_21_czytelnia@biblioteka.krakow.pl,
phone: 797301022

Youth department,
filia_21_mlodziarz@biblioteka.krakow. pl,
tel.797301023

Children's department,
filia_21_dzieci@biblioteka.krakow.pl,
tel.797301020

Foreign Language Collections Department
filia_21_obcojezyczna@biblioteka.krakow.pl,
tel.797301024

22. ul. Sienkiewicza 2
filia_22@biblioteka.krakow.
pl tel.797301004

23. ul. Balicka 297
filia_23@biblioteka.krakow.
pl tel.797301007

24. ul. Na Błonie 13d
filia_24@biblioteka.krakow.
pl tel.797301009

25. ul. Fałata 2
(entrance from Filarecka St.)
filia_25@biblioteka.krakow.pl,
tel.797301002

26. ul. Komorowskiego 11
filia_26@biblioteka.krakow.pl
tel. 797301003

27. ul. Królowej Jadwigi
37b
filia_27@biblioteka.krakow.
pl tel. 797301016

28. ul. Komandosów 1
filia_28@biblioteka.krakow.
pl tel. 797024003

29. ul. Praska 52
filia_29@biblioteka.krakow.
pl tel. 797024006

30. ul. Dziewiarzy 7
filia_30@biblioteka.krakow.
pl tel. 797024008

31. ul. Zachodnia 7/3a
filia_31@biblioteka.krakow.
pl, tel.797024021

32. ul. Przyzby 10
filia_32@biblioteka.krakow.pl
- Location for first quarter of
2020

33. ul. Zakopiańska 103
filia_33@biblioteka.krakow.
pl tel. 797024012

34. ul. Borsucza 12
filia_34@biblioteka.krakow.
pl

Department for Adults,
tel.797024020

Children's Department,

tel. 517377255

35. ul. Chałubińskiego47

filia_35@biblioteka.krakow.p
|

Department for adults,

tel. 797024005

Children's Department,

tel. 517377168

36. ul. niewodniczańskiego123
filia_36@biblioteka.krakow.pl
tel.797024007

37. ul. Sztaudyngera 5
filia_37@biblioteka.krakow.pl
tel.797024018

38. ul. Walerego Sławka10
filia_38@biblioteka.krakow.pl
tel. 797024004

39. ul. Halszki 1
filia_39@biblioteka.krakow.pl
tel. 797024009

40. ul. Łużycka 55
filia_40@biblioteka.krakow.p
|

Department for Adults,
tel.797024017

Children's Department,
tel.517377210

41. ul. Gołańska 13/1
filia_41@biblioteka.krakow.pl
, tel. 797024022

42. ul. Agatowa33
filia_42/Lokalizacjaodkwartału
2020r

43. ul. Jasińskiego32
filia_43/tel.797024002
Location since the first quarter of
2020.

44. ul. Spółdzielców 3
filia_44@biblioteka.krakow.p
|

Adult Department
tel.797024014

Department for children
tel.517377202

45. ul. L. Teligi 24
filia_45@biblioteka.krakow.pl

**Department
for adults**

tel. 797024016

Children's Department

tel. 517377207

**Reading Room and Lending
Library Popular Science**

filia_45_pop_nauk@biblioteka.krakow.pl
797024019

46. ul. Limanowskiego 4
filia_46@biblioteka.krakow.pl
tel. 122020650

47. os. Dywizjonu 303/1
filia_47@biblioteka.krakow.pl,
tel. 126472885

48. os. Bohaterów
Września 26
filia_48@biblioteka.krakow.pl
tel. 126459527

49. os. Tysiąclecia 42
filia_49@biblioteka.krakow.pl
tel. 126485069

50. os. Kościuszkowskie
5
filia_50@biblioteka.krakow.pl
tel. 126487946

51. os. Kalinowe 4
filia_51@biblioteka.krakow.pl
tel. 126485268

52. os. Na Stoku 1
filia_52@biblioteka.krakow.pl
tel. 126452952

53. os. Stalowe 12
filia_53@biblioteka.krakow.pl
tel. 126442352

54. os. Młodości 8
filia_54@biblioteka.krakow.pl
tel. 126441322

55. os. Teatralne 25
filia_55@biblioteka.krakow.pl
tel. 126444046

56. os. Zgody 7

Department for Adults,
filia_56@biblioteka.krakow.pl, tel.
126444072

Children's Department,
filia_56_dzieci@biblioteka.krakow.pl, tel.
126421643

Journalist's Club Pod Gruszką
ul. Szczepańska 1, tel. 512455260

Library Point, ul. Żywiecka 32, phone:
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phone: +48 797024001

List of Krakow parks

Błonia, al. Focha/3 Maja **Fort**

Batowice, ul. Wawelska **Las**

Wolski, Wola Justowska

Młynówka Królewska,
from Al. Słowackiego to ul. Zakliki
z Mydlnik

Park Aleksandry in the region
ul. Wielickiej, ul. Jerzmanowskiego and
ul. Aleksandry
Park Bronowice

Park Dąbie, from ul. Ofiar Dąbia to
Aleja Pokoju (left bank of the Vistula
River)

Park Decjusza, ul. Królowej Jadwigi

Dębnicki Park, ul. Praska 22

Park Dywizjonu 303, in the Czyżyny
district

**Park Anny and Erazma
Jerzmanowskich**, ul. Wielicka

Park Stanisława Wyspiańskiego,
ul. Łokietka

Park Tadeusza Kościuszki,
between Mackiewiczza,
Białoprądnicka and
Górnickiego streets

Park Wincentego á Paulo,
between the streets: Bydgoska,
Stanisława Skarbińskiego, Juliusz
Lea, Misjonarska and Aleja
Kijowska

Park Wojciecha Bednarskiego,
ul. Zamoyskiego

Park Jalu Kurka, ul. Szlak 73A

Park Jordana, aleja 3 Maja 11

Park Klasztorna, ul. Klasztorna

Kleparski Park, between
Prądnicka and Kamienna streets

Park Krakowian, ul. Księcia Józefa

Krakowski Park, from ul.
Szymanowski

Park Krakowski, park for
disabled persons

Plac Krowoderski, ul. Palacha 7

Kurdwanów Park, in the area

ul. Turniejowej and ul. Bujaka

The Witkowice Forest Park,
between Bibicka and Dożynkowa
Streets

and Witkowicką

Lilii Wenedy Park,
ul. Bieżanowska 100

Park Lotników Polskich,
al. Jana Pawła II / al. Pokoju

Park Maćka i Doroty, ul. Wichrowa
23

Park nad Zalewem, in the
Bieńczyce district

Park Płaszów, at Myśliwska Street,
Lasówka, Gumniska

Ratuszowy Park, between



al. Róż, al. Przyjaźni, ul. Rydza
Śmigłego and Gardy-Godlewskiego

Park Reduta

Park Rżąka, in the vicinity of
Wielicka St. and Rydygiera St., on
the Rżąka District

Park Skalskiego, os. Dywizjonu 303

Solvay Park, on both sides of
Kościuszkowców Street

Park Stacja Wisła

Park Strzelecki, ul. Zygmunta Augusta 7

Park Szwedzki, between Aleja
Przyjaźni, Aleja Solidarności and ul.
Andrzej Struga

Park Tysiąclecia, within the following
streets:

al. Bora-Komorowskiego, Wiślicka
street, Miśnieńska street and the
Tysiąclecia and Oświecia housing
estates

Park in Łuczanowice, between
Mycielskiego and Morstina streets

Wadów Park, ul. Wadowska

Park Wiśniowy Sad, between
Bieńczycka and Boruty Spiechowicza
streets and os. Kolorowym and
Spółdzielczym

Park Zaczarowanej

Dorożki, ul. Dominikanów
30

Park Zielony Jar, between
os. na Wzgórzach and na
Stoku

Planty Bieńczyckie, in the Bieńczyce
district

Planty Dietlowskie, ul. Dietla

Planty im. Florian Nowacki,
plac Emila Serkowskiego 9

Planty Mistrzejowickie, within the
streets: Wawelska, Obrońców Warszawy,

Srebrnych Orłów

Skałki Twardowskiego,
Zakrzówek

Krakow's gardens

I Stare Miasto–ul. Łobzowska

II Grzegórzki–
ul. Bobrowskiego

III Prądnik Czerwony–
ul. Celarowska

IV Prądnik Biały–
ul. Gnieźnińska/ Marii Jaremy

V Krowodrza – ul. Kronikarza
Galla

- VI Bronowice** –ul. Balicka
VII Zwierzyniec –ul. J.I. Kraszewskiego, ul. Królowej Jadwigi and ul. Fałata
VIII Dębniki –ul. Skwerowa
IX Łagiewniki-Borek Fałęcki – Plac Łagiewnicki
X Swoszowice –ul. Kłuszyńska
XI Podgórze Duchackie –ul. Wincentego Witosa/Łużycka
XII Bieżanów-Prokocim –ul. Bieżanowska/nad Potokiem
XIII Podgórze –ul. Sokolska
XIV Czyżyny –ul. Franciszka Wężyka
XV Mistrzejowice –ul. Popielidów
XVI Bieńczyce –ul. Wacława Króla
XVII Wzgórza Krzesławickie –ul. Zielony Jar
XVIII Nowa Huta –ul. Jakuba Zachemskiego

FAMILIES AND MEDICAL CARE

Public pharmacies, operating around the clock, with full range of pharmaceutical services
 August 1, 2016 - April 30, 2019.

from January 1, 2018 to December 31, 2020.	Telephone	Pharmacy opening hours 2018-2020				
		Monday	Saturday	Sunday	Customary pre-Christmas days	
					31 III 2018 20 IV 2019 11 IV 2020	24 XII
Pharmacy ul. Cwiklińskiej 10	12 6581001	round the clock				
Pharmacy ul. Karmelicka 23	12 6311980	round the clock				
Pharmacy ul. Kalwaryjska 94	Helplines: 800,110,110	round the clock				
Pharmacy ul. Kazimierza Wielkiego 117	12 6374401	round the clock				
Pharmacy ul. Kronikarza Galla 26	12 6367365	round the clock				
Pharmacy ul. Mogilska 21	12 4110126	round the clock				



Pharmacy os. Centrum A,bl.4	Helplines: 800,110,110	round the clock
Pharmacy ul. Wolska 1	126571316	round the clock

Pharmacy ul. Zielińska3	Helplines: 800,110,110	round the clock
Pharmacy ul. Miłkowskiego3/1	12 2689988	In connection with resignation from work round the clock (until further notice) the pharmacy is open 7 days a week from: Monday - Friday: 7:00-23:00, Saturday 8:00-23:00. Sunday 8:00-23:00. April 20, December 24 and 31, 2019: 8:00-16:00.

Hospital Emergency Departments in Krakow

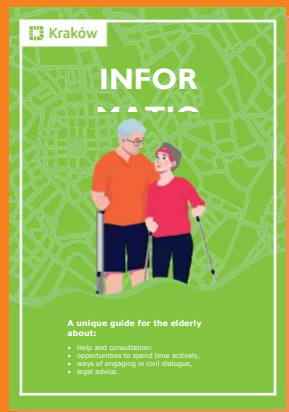
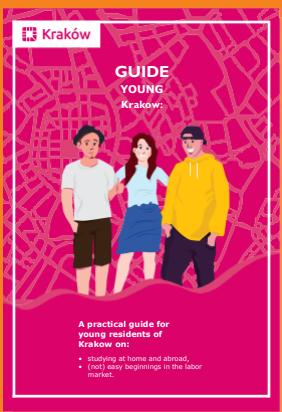
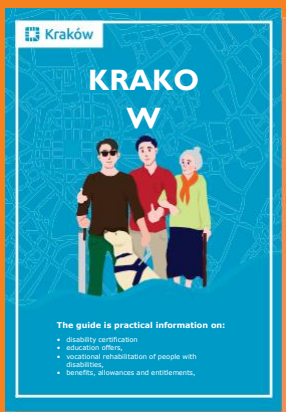
N o.	Name of the unit under which the SRD operates	Address	Telephone
1.	Number 5 Military Clinical Hospital With SPZOZ Polyclinic	ul. Wrocławska 1-3	12 6308068 12 6308140
2.	Specialist Municipal Hospital, im. Gabriela Narutowicza in Krakow	ul. Prądnicka 35-37	12 2578672
3.	Specialist Hospital, Stefan Żeromski SP ZOZ in Krakow (ZIT)	os. na Skarpie 66	12 6229260
4.	Specialist Hospital im. Ludwika Rydygier in Krakow,	os. os. Złotej Jesieni 1	12 6468680
5.	University Hospital in Krakow	ul. Kopernika 50	12 3516601
6.	University Children's Hospital	ul. Wielicka 265	12 6581384

City Hall of Krakow.
FACULTY OF SOCIAL POLICY AND HEALTH.
FAMILIES

ul. Jana
Dekerta 24 30-
703 Krakow

telephone (+48) 12,616 19 70
sz.umk@um.krakow.
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