

COVID-19

Information for migrant population regarding the State of Emergency in Portugal



Portugal is under a State of Emergency. What does this mean for our day-to-day lives?

The President of the Republic of Portugal declared the State of Emergency on March 18. This This means that the exercise of some rights is partially suspended.



Can I freely move freely?

Freedom of movement is restricted to all people, divided into four groups as follows:

Group 1: Patients with COVID-19, infected and symptom-free citizens and citizens who are under active surveillance, as determined by the authorities and / or health professionals.

People comprised in Group 1 cannot leave their home or the health facility where they are being treated. Breaching this obligation amounts to a crime.

Group 2: People over 70 are subject to a special duty of protection and therefore subject to specific movement restrictions.

Group 3: People who are immunocompromised and those with a chronic disease, namely hypertensive patients, diabetics, cardiovascular patients, patients with chronic respiratory disease and cancer patients are subject to a special duty of protection and specific movement restrictions.

Group 4: Other citizens. They are also subject to the obligation of staying home and, therefore, subject to movement restrictions.

Allowed movements	Group 2*	Group 3*	Group 4
Grocery shopping; going to the doctor, the post office, the bank and to insurance companies	✓	✓	✓
Exercise alone or walk animals for short periods of time	✓	✓	✓
Work (when working from home is not possible)	-	✓	✓
Look for a job	-	-	✓
Transport of a person in need of health care	-	-	✓
Donate blood	-	-	✓
Emergency reception of victims of domestic violence or human trafficking, as well as children and young people at risk, where applying a measure decreed by a judicial authority or by the Commission for the Protection of Children and Youth, in a residential or family home	-	-	✓
Assistance to vulnerable people, people with disabilities, children, parents, the elderly or dependents	-	-	✓
Provide assistance to children	-	-	✓
Enjoying outdoor spaces for short periods	-	-	✓
Going to school (only for children of staff who perform essential functions)	-	-	✓
Participation in social volunteering actions	-	-	✓
Imperative family reasons, namely parental responsibility sharing, as determined by an agreement between the parents or by the competent court	-	-	✓
Visits, when authorized, or delivery of essential goods to people with disabilities or deprived of freedom of movement	-	-	✓
Participation in procedural acts with judicial entities	-	-	✓
Going to the veterinary	-	-	✓
When holding a free movement pass, issued under the law	-	-	✓
Exercise freedom of press	-	-	✓
Return to one's residence	-	-	✓
Other movements for other reasons of force majeure or imperative necessity when duly justified	✓	✓	✓

* Restrictions applicable to groups 2 and 3 are not applicable to health professionals, civil protection agents, politicians, judges and leaders of social partners.

My documents aren't valid. What should I do?

During the State of Emergency, licenses, authorizations or other types of administrative acts remain valid regardless of the length of the respective period. Thus, it is not necessary to renew the following documents now: citizen card; driver's license; criminal record, certificates; documents and visas related to the permanence in national territory.

These documents must be accepted for all legal purposes by June 30th.

I submitted a request for a residence permit and have not yet received a response. What can happen?

The Portuguese Immigration and Border Service (SEF) has temporarily suspended customer service since Monday, March 30. Thus, citizens who had an appointment must wait for a contact from SEF to reschedule their appointment. SEF will remain available for information through the line (00351) 808 962 690 and by email griocrp.cc@sef.pt

This means that all immigrants and asylum seekers with residency applications pending at SEF are regular in national territory will have regular status be until the 30th of June 2020 and have access to the same rights as all other citizens, including social benefits.

Thus, the document proving the appointment within SEF or the receipt proving that the booking for an appointment was order made are considered valid by all public services, namely to obtain the health number of users, to access the National Health Service or other health care rights, to access social security benefits for support services, to sign lease agreements, to develop conclude employment contracts, to open bank accounts and to conclude contracts for the provision of essential public services.

Which services and activities are working?

Public services with face to face service

Some public services are closed to the public (eg: "Loja Cidadão"), therefore telephone or digital service is strongly advised. One may nevertheless have access to face-to-face services, provided a prior appointment is booked. During the state of emergency, the services of the National Centers for Supporting the Integration of Migrants (CNAIMs) remain in operation, with face-to-face assistance, provided a previous booking is made.

For more information call **(+351) 300 003 990**, available from Monday to Friday from 9am to 6:pm or visit the website <https://eportugal.gov.pt/covid-19>.

Other services and activities closed

Several establishments dedicated to recreational or leisure activities, culture, art, sports, spas, games and betting spaces are closed. Activities in open spaces, public spaces and public roads, or private spaces and private roads similar to public roads are also prohibited. Restaurants may operate if they provide food to be consumed outside your establishment.

Can I go to a religious place of worship to participate in an event (mass, prayer, etc.)?

Events of religious nature that involve an agglomeration or people are prohibited. It is recommended that people contact their place of worship to understand if there are any alternatives.

Can I work from home?

It is mandatory to adopt remote work, regardless of the employment relationship, whenever the functions in question allow to do so.

Can I go to school or participate in professional training activities?

School activities are suspended until the 9th of April but this deadline might be reevaluated. Training activities are also suspended.



Are there new entry/exit rules applicable to the Portuguese territory?

Yes, to fight the COVID-19, some rules that restrict the entry or exit of people from the territory have been approved. These are the following:

Air traffic to and from Portugal is prohibited for all flights that are not part of the European Union or the Schengen area, with the following exceptions:

- Portuguese speaking countries; from Brazil, however, only flights from and to São Paulo and to and from Rio de Janeiro will be admitted;
- United Kingdom, the United States of America, Venezuela, Canada and South Africa;
- Flights intended to allow national citizens or holders of residence permits in Portugal to return to Portugal;
- Flights which allow the return of foreign nationals to their respective countries, as long as such flights are promoted by the competent authorities of such countries, provided a previous request and agreement are made, and in respect for the principle of reciprocity;

Disembarkation at national posts is prohibited, except for nationals and residents;

Until the 15th of April, with possibility of extension, internal borders are subject to control and traffic circulation at the border are prohibited;

Passenger trains to Spain are suspended.

Please be reminded: During the State of Emergency, citizens and legal persons have the duty of collaborate, namely in what concerns following justifiable orders, instructions and requests from bodies and agents who are responsible for security, civil protection and public health in order to fulfil emergency measures.

Information from: Decreto do Presidente da República n.º 14-A/2020, Decreto n.º 2-A/2020, Despacho 3427-A/2020, 2020-03-18 and Decreto-Lei 10-A/2020, 2020-03-13

Contacts

Health

Line SNS24 for symptoms' triage and clarification of doubts about COVID-19: 808 24 24 24

Channel SNS 24: atendimento@SNS24.gov.pt (do not use for medical diagnosis)

Platform to evaluate symptoms: <https://www.sns24.gov.pt/avaliar-sintomas/?intro-sc=covid-19>

Directorate-General of Health platform for clarifications on COVID-19: covid19.min-saude.pt

Portuguese Government response to COVID-19: <https://covid19estamoson.gov.pt/>

Social Security line to clarify questions on assistance to family, medical leave and quarantine: 300 502 502

Portuguese Immigration and Border Service (SEF): COVID19@sef.pt e griocrp.cc@sef.pt / +351 21 423 62 15 / +351 808 962 690

Social emergency hotline: Free public hotline, which works everyday, for 24 hours: 144.

Domestic violence: In case of violence, if you need assistance you can call 800 202 148/violencia.covid@cig.gov.pt or to Portuguese Association for the Support of Victims (APAV) 21 358 79 00.

Victims who cannot use the phone can send an SMS to 3060.

SOS Friendly Voice Hotline: Emotional support line available to support people in suffering: 213 544 545 / 912 802 669 / 963 524 660, daily from 16h to 24h;

Victim Support Service from ILGA Portugal (VSS LGBT): Specialized response directed to lesbian, gay, bisexual and trans people who find themselves in victimization situations: 961 704 353.

High Commission for Migration (ACM)

Information: <https://www.acm.gov.pt/-/covid-19-medidas-orientacoes-e-recomendacoes>

Migrant Support Hotline with simultaneous translation: 808 257 257 / 21 810 61 91

Employment and Professional Training Institute:

Updated information on employment centres and unemployment benefits during the State of Emergency: https://www.iefp.pt/noticias?item=9823250&fbclid=IwAR1Z1ZDFeHpcA0308oOz_JAne0ui8tSYUrBKhf0PnCGjksOvjEu_OWA737U

Abraço Association

Lisboa: Psychological support hotline for people living with HIV/AIDS: 211 936 510 or apoiovih.covid@abraco.pt
Porto: 223 227 515, 917 778 781 or centrocomunitario@abraco.pt