

# Ukraine Crisis Resources

## U.S. Department of State Overseas Citizen Services Office

Those unable to get in touch with U.S. citizens missing in Ukraine or Russia should contact this office online or call:

- <https://travel.state.gov/content/travel/en/international-travel/emergencies.html>
- From the U.S. & Canada: 1-888-407-4747
- From Overseas: +1 202-501-4444

## Department of State Presence in Ukraine

<https://www.state.gov/department-of-state-presence-in-ukraine/>

Currently there are no state department personnel in Ukraine. They were moved to Poland.

U.S. citizens seeking to depart Ukraine needing further information should communicate with the Department of State:

- See web page above
- Online assistance request form <https://cacms.state.gov/s/crisis-intake>
- Call 1-833-741-2777 (in the United States) or 1-606-260-4379 (from overseas) for immediate assistance.

U.S. citizens planning to depart Ukraine should consult Dept. of State guidance on how to cross land borders when departing Ukraine. They have stationed support teams near the Ukrainian border in Romania, Hungary, Slovakia and Moldova to assist U.S. citizens, and have opened a Welcome Center for U.S. citizens in Poland.

U.S. citizens can seek consular services at Embassies and Consulates in the regions provided at the web page above, or any U.S. Embassy or Consulate.

## Enroll in STEP to receive urgent updates

<https://step.state.gov/>

## Information for U.S. Citizens in Ukraine

<https://travel.state.gov/content/travel/en/traveladvisories/ea/information-for-us-citizens-in-Ukraine.html>

## Ways to Locate your Loved One in a Crisis Abroad

<https://travel.state.gov/content/travel/en/international-travel/emergencies/locate-loved-one-abroad.html>

## U.S. Embassy Kyiv

4 A.I. Sikorsky St. (formerly Tankova)

04112 Kyiv, Ukraine

Telephone: +38 (044) 521-5000 Fax: +38 (044) 521-5544

Email: [kyivacs@state.gov](mailto:kyivacs@state.gov)



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## Leaving Ukraine and Entering Poland

### From Polish Embassy:

For information for American Citizens in Ukraine seeking to enter Poland, please visit the [Ukrainian Information Page](#) and read the latest [messages and alerts](#). The security situation in Ukraine continues to be unpredictable due to the increased threats of Russian military action. Conditions may deteriorate with little notice. U.S. citizens in Ukraine should depart immediately using commercial or other privately available transportation options.

U.S. citizens who decide to remain in Ukraine and do not depart immediately, as advised, should complete [this online form](#), so we may better communicate with you. U.S. citizens in Ukraine should be aware that the U.S. government will not be able to evacuate U.S. citizens in the event of Russian military action anywhere in Ukraine.

### U.S. Citizens who need assistance entering Poland may call the following numbers:

+48 22 504 2784  
+48 539 147 850  
+48 12 424 5100  
+48 609 093 070  
+48 539 147 857

### Entering Poland

Poland has indicated to the U.S. government that U.S. citizens may now enter Poland through the land border with Ukraine. No advanced approval is required. Those traveling into Poland by land from Ukraine are encouraged to cross at the Korczowa-Krakovets or Medyka-Shehyni border crossings.

The U.S. Embassy has opened a Welcome Center near these border crossing points to provide assistance to U.S. citizens entering Poland from Ukraine. If you are a U.S. citizen traveling into Poland by land from Ukraine and need assistance, please visit the Welcome Center in the second-floor conference room of the SPA Gloria Hotel, Sybiraków 31, 37-700 Przemyśl, Poland. Welcome Center representatives will be available to assist U.S. citizens 24 hours a day, but if you need assistance outside the hours of 8:00 a.m. and 6:00 p.m., please call +48 539 147 850 so that staff can arrange to meet you in the center.

### Entry Requirements

In most cases, U.S. citizens departing Ukraine must present a valid U.S. passport. As of February 15, Poland has updated vaccine and COVID-19 test requirements for entry. Travelers arriving from outside the Schengen Area by land must present a COVID-19 test result in Polish or English taken 24 hours prior to arrival. Travelers are released from the 7-day quarantine obligation with a negative test and proof of full vaccination, or proof of recovery from illness. If you are unvaccinated and have not recently had COVID, you must test, but you will still be subject to quarantine. Quarantine obligations may be waived for those with proof of plans to transit Poland.

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In general, travelers with a positive test at land border crossings coming from outside the Schengen Area will not be allowed to enter Poland. However, in extraordinary situations, exemptions may apply. A refusal to show a negative result of such a test to a Border Guard officer will result in the obligation to undergo a 7-day quarantine after crossing the border of the Republic of Poland, counting from the day after crossing the border.

The Government of Poland may modify COVID-19 entry regulations or quarantine requirements at any time or may apply different requirements for those entering Poland from Ukraine at the land border. Please visit the Government of Poland's website for the most up-to-date information:

<https://www.gov.pl/web/coronavirus/outside-the-european-union-schengen-area>.

## Polish Border Guard

[zdsc.kg@strazgraniczna.pl](mailto:zdsc.kg@strazgraniczna.pl)

+48 22 500 4068

+48 22 500 4568

+48 22 500 5468

- Entry requirements for travelers entering by land may differ from the entry requirements for travelers arriving by plane.
- U.S. citizens can enter Poland as tourists without a visa for up to 90 days.

## EU regulations apply for pets and EU customs regulations apply for goods.

- Pets: The maximum number of pets that a traveler may bring into the EU is five. The EU has strict requirements regarding the importation of pets, including the timing of rabies vaccination, titration test, and the implanting of an EU-compatible microchip.
  - [European Union information on importing pets](#)
  - [Authorized ports of entry to the European Union](#)
  - Some travelers have found this website helpful: <https://www.schengenvisainfo.com/travel-guide/travelling-to-europe-with-pets/>
- Goods: If travelers bring household goods into the EU, customs officials at the border may assume they are making a permanent move and require travelers to comply with customs regulations.
  - [European Union customs taxation information](#)
  - [European Union customs taxation information for vehicles](#)

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## Poland-Ukraine Border Information

[Information for U.S. Citizens – Medyka](#)

[Information for U.S. Citizens – Korczowa](#)

[Information for U.S. Citizens – Rzeszow](#)

[Information for U.S. Citizens – Lubycza Krolewska](#)

[Information for U.S. Citizens – Warsaw](#)

[Information for U.S. Citizens – Krakow](#)

[Information for U.S. Citizens – Budomierz](#)

[Information for U.S. Citizens – Dolhobyczow](#)

[Information for U.S. Citizens – Dorohusk](#)

[Information for U.S. Citizens – Hrebenne](#)

[Information for U.S. Citizens – Kroscienko](#)

[Information for U.S. Citizens – Lubaczow](#)

## Additional Actions to Take

- Visit the [U.S. Embassy in Kyiv’s webpage](#) to view the most recent safety and security alerts for U.S. citizens.
- Ensure travel documents are valid and easily accessible.
- Get a COVID vaccine to facilitate your travel.
- Regularly monitor the [State Department’s website for current Travel Advisories](#). Read the [Country Specific Information for Ukraine](#). For additional information, refer to the [“Traveler’s Checklist”](#) on the State Department’s website.
- Please see information on [What the Department of State Can and Can’t Do in a Crisis](#).

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## Assistance

U.S. Embassy, Warsaw, Poland  
Aleje Ujazdowskie 29/31, Piękna 12  
00-539, Warsaw  
+48 22 504 2784 (business hours)  
+48 22 504 2000 (after-hours emergencies involving U.S. citizens)  
[ACSWarsaw@state.gov](mailto:ACSWarsaw@state.gov)  
<https://pl.usembassy.gov/u-s-citizen-services/>

U.S. Consulate General, Krakow, Poland  
Ul. Stolarska 9  
31-043 Krakow, Poland  
+48 12 424 5100 (business hours)  
+48 601 483 348 (after-hours emergencies involving U.S. Citizens)  
[KrakowACS@state.gov](mailto:KrakowACS@state.gov)  
<https://pl.usembassy.gov/embassy-consulate/krakow/>

U.S. Consular Agency, Poznan, Poland  
Ul. Paderewskiego 8  
room 06, 61-770 Poznan  
Tel: +48 61 851 8516  
[CAPoz@post.pl](mailto:CAPoz@post.pl)  
<https://pl.usembassy.gov/embassy-consulate/consular-agency-poznan/>

State Department – Consular Affairs  
888-407-4747 or 202-501-4444  
[Poland Country Information](#)

## Updated COVID-19 Restrictions Entering Other Countries

**United States:** The U.S. Centers for Disease Control and Prevention (CDC) has exercised its enforcement discretion to allow certain persons from Ukraine to travel to the United States without a pre-departure COVID-19 test. For more information, please refer to the CDC website at:  
<https://www.cdc.gov/quarantine/fr-proof-negative-test.html>

Additionally, the Department of Homeland Security (DHS) has determined that it is in the national interest to permit the entry to the United States of certain individuals traveling from Ukraine without showing proof of COVID-19 vaccination prior to traveling to the United States. For more information on this National Interest Exception, please refer to the DHS website at: <https://www.dhs.gov/publication/national-interest-exception-presidential-proclamation-10294>.

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## Regional COVID-19 Border Restrictions

**Romania:** We encourage those traveling into Romania by land from Ukraine to cross at the Siret border crossing. The U.S. embassy will soon have consular officers stationed near this crossing to provide assistance. Please call +40-41-270-6000 or email [ACSBucharest@state.gov](mailto:ACSBucharest@state.gov) for further information. Vaccinated and unvaccinated U.S. citizens may enter Romania by land. The [Romanian Border Police's website](#) also provides relevant information. The [U.S. Embassy in Romania's website](#) describes entry and exit requirements (located under the header "Entry and Exit Requirements").

**Hungary:** We encourage those traveling into Hungary by land from Ukraine to cross at the Záhony border crossing. The U.S. embassy will have staff stationed near this crossing to provide assistance. Please contact +36-1-475-4400 by phone or [ACS.Budapest@state.gov](mailto:ACS.Budapest@state.gov) by email for further information. U.S. citizens do not need a visa to enter Hungary, but should be prepared to show proof of vaccination, a negative COVID-19 test, or proof of recovery from COVID-19. Please contact +36-1-475-4400 by phone or [ACS.Budapest@state.gov](mailto:ACS.Budapest@state.gov) by email for further information. [Hungarian Police's website](#) provides relevant information. The [U.S. Embassy in Hungary's website](#) describes entry and exit requirements (located under the header "Entry and Exit Requirement").

**Slovakia:** A list of open border crossings is available on the [U.S. Embassy in Bratislava's website](#). The U.S. embassy can provide consular assistance to U.S. citizens who cross into Slovakia from Ukraine. Please call +421-2-5443-0861 or +421-903-703-666 by phone or email [consulbratislava@state.gov](mailto:consulbratislava@state.gov) for further information. All borders in Slovakia are open to vaccinated travelers, and unvaccinated travelers will be allowed entry in a humanitarian emergency but may need to undergo testing and quarantine. The [U.S. Embassy in Slovakia's website](#) describes entry and exit requirements (located under the header "Entry and Exit Requirements") in more detail.

**Moldova:** U.S. citizens traveling into Moldova by land from Ukraine should avoid the Transnistria region and cross into Moldova either to the north or south of the region. The main Moldova-Ukraine border crossing south of Transnistria is Palanca – Mayaki Udobnoe. The main border crossing north of Transnistria is Otaci – Mohyliv-Podilskyi. U.S. Embassy personnel will be stationed near border crossings to provide assistance. Please contact +373-2240-8300 by phone or [ChisinauACS@state.gov](mailto:ChisinauACS@state.gov) by email for further information. Travelers should not enter Moldova through the breakaway region of Transnistria, where the U.S. Embassy has limited access and cannot provide the full range of assistance to U.S. citizens. Travelers should note the Chisinau-Odesa train goes through Transnistria as well. More information on Transnistria can be found [here](#).

U.S. citizens can enter Moldova, whether vaccinated or unvaccinated, though travel restrictions in-country will vary depending on vaccination status. The [Moldovan Border Police's website](#) provides relevant information (in Romanian). The [U.S. Embassy in Moldova's COVID-19 website](#) describes entry and exit requirements in full under the header "Entry and Exit Requirements."

**European Union:** <https://reopen.europa.eu/en>