



## **AMERICAN CITIZENS SERVICES NEWSLETTER U.S. EMBASSY KYIV, UKRAINE**

**November, 2009**

This newsletter is published by the American Citizen Services Unit of the U.S. Embassy in Kyiv as a service to Americans living or traveling in Ukraine. It provides security and other information of general interest to people who have subscribed by registering with the Embassy. Please feel free to pass it along to other interested people. If you would like your own copy, see the information below on registering with the Embassy. Comments or suggestions on the newsletter are welcome.

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### **Please Welcome Consul General Kathleen Hennessey**



Kathleen Hennessey joined Embassy Kyiv as the new Consul General on August 4. Ms. Hennessey has served in various countries as a career diplomat, including the Dominican Republic, Thailand, Venezuela, and Germany. She worked at the Department of State in Washington, D.C., on regional affairs and refugee issues between overseas tours. Kathleen is a graduate of Georgetown University and Universidad Simon Bolivar, as well as the National War College at Ft. McNair in Washington, D.C. She is fluent in Spanish and German, and has a good working knowledge of Thai and Ukrainian.

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## **American Citizens Services Unit Is Going Appointment**



Starting Monday, November 16, routine notarial and passport services will be scheduled through a free online appointment system for American Citizen Services. This change is being made to increase our efficiency. As a result, the amount of time you spend at the Embassy for service should be shorter. Please note that Americans needing emergency services do not need an appointment. Additionally, evening, weekend, and holiday emergency assistance will still be available by calling the Embassy Duty Officer at +38-044-490-4000.

After you have read the information on our **website** about the service you need, you can easily make your online appointment at a time convenient for you. Appointments for routine ACS services will be available Monday through Friday, except the last Friday of each month and on official U.S. or Ukrainian holidays. You may begin scheduling appointments for November 16 onward immediately.

Appointments can be made 24 hours a day just by following the link at the end of this message. You can also change or cancel an existing appointment by following the same link. There is no charge for using this system. After you schedule your appointment, you will get a confirmation page. Please print or save this confirmation page in case you need to change or cancel your appointment. Please send us an **email** if you misplace your confirmation, or need help in using the online system.

Please also send us an **email** if you need a service that is not included in our online system – including questions about Social Security or other federal benefits – or if you have several people that need service at the same time (for example, if you need to register the birth or apply for passports for several children).

Thanks for your support and cooperation as we try to serve you more efficiently.

**[Click here to make an ACS appointment now!](#)**

**[\\*\(For ACS email inquiries click here.\)](#)**

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## **Mark Your Calendar—ACS Closes On the Last Friday Every Month**



The ACS Unit would like to remind all Americans that we are closed the last Friday of each month for staff training. Emergency service is still available on these training days by calling ACS at +38-044-490-4445. As always, the Embassy Duty Officer is available by calling +38-044-490-4000 if you have an evening, weekend, or holiday emergency.

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## **H1N1 Influenza Outbreak in Western Ukraine**

The U.S. Embassy is aware of the disease outbreak being widely reported in Western Ukraine. According to press reports, the Ministry of Health has confirmed that the disease in question is 2009-H1N1 influenza, sometimes referred to as novel H1N1 or swine flu. The Embassy is monitoring the situation and remains in contact with Ukrainian public health authorities responding to it. According to the press, Ukrainian authorities have put several precautionary measures in place. For example, the Embassy understands that the current school vacation will be extended for three weeks; authorities have asked that public gatherings not take place; and pregnant women are being advised to defer non-emergency visits to hospitals where patients suffering from flu-like symptoms are being treated. Additionally, some press reports have said that restrictions limiting the "unnecessary" movement between regions will be in place for the next three weeks, although no details of how officials will determine the urgency of travel have been released. Individuals reporting flu-like symptoms are being advised to limit contact with other people, and, in some cases, are being treated in isolation units at local hospitals. However, public health officials have told the Embassy that as of November 4, no general quarantine is in effect.

If you are quarantined or placed in isolation due to 2009-H1N1 influenza, please contact the Embassy at the number below and let us know, so we can monitor your situation. However, please be aware that the Embassy cannot demand your immediate release if you have been detained or quarantined in accordance with local public health and legal authorities.

Due to legal restrictions and a lack of sufficient resources, the Embassy is not in a position to provide private citizens with pandemic-related supplies, medications or medical treatment, including vaccines, and cannot provide specific medical advice. Questions and concerns about influenza or other illnesses should be directed to a medical professional. A list of local hospitals and doctors can be found on our website at [http://kiev.usembassy.gov/amcit\\_medical\\_eng.html](http://kiev.usembassy.gov/amcit_medical_eng.html).

For more information on how to prepare for a severe pandemic, please see the State Department "Pandemic Influenza Fact Sheet" and "Options During a Pandemic" flyer located on [www.travel.state.gov](http://www.travel.state.gov). Detailed information about 2009-H1N1 influenza can be found on the U.S. Centers for Disease Control and Prevention website at <http://www.cdc.gov/h1n1flu/>, the U.S. Government's federal influenza website at <http://www.flu.gov>, and the World Health Organization website at <http://www.who.int/csr/disease/swineflu/en/index.html>.

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## **New Local Dialing Instruction for Phone Calls within Ukraine and to Abroad**

Need to make a phone call to another country or to another city in Ukraine? If so, starting October 14, 2009, you will need to dial a different set of numbers. From now on the prefixes will be as follows:

**Country Code: 380 (No change)**  
**New International Call Prefix: 00 (formerly 8-10)**

Summary of changes:

<b>Type of Call</b>	<b>Before Oct. 14, 2009</b>	<b>After Oct. 14, 2009</b>
Call US from Ukraine	8-101-xxx-xxxx	001-xxx-xxxx
Int'l call from Ukraine	8-10-country code+	00-country code+
National Long Distance (Odessa to Kyiv)	8-044-xxx-xxxx	044-xxx-xxxx
Regional calls (Kyiv to Boryspol)	8-04495-xxxxx	04595-xxxxx
Mobile Phones	8-050-xxx-xxxx	050-xxx-xxxx
local land line calls (no change)	xxx-xxxx	xxx-xxxx
Call to Kyiv from US (no change)	011-380-44-xxx-xxxx	011-380-44-xxx-xxxx
Call to Boryspol from US	011-380-4495-xxxxx	011-380-4595-xxxxx

To call a phone number outside Ukraine, you will need to dial the new International Call Prefix, which will be 00, before the country code. (The old code was 8-10). For example, when calling the U.S. from Kyiv, dial 001 (area code) plus the 7 digit telephone number. To dial other international destinations you will dial 00+country code+phone number.

Calling domestically within Ukraine you will need to remove the number 8 as an access code. Just dial the region code followed by the local number. For example, to call Kyiv from Odessa, users need to dial 0-44-xxx-xxxx, (this used to be 8-044-xxx-xxx).

The same convention will work for mobile phones. For example, to call a friend with an MTS cell phone, dial 050-xxx-xxxx, (formerly this was 8-050-xxx-xxxx). Phone numbers stored in your cell phones in the international format (+380 xx xxx-xxxx) should still work after the switch, but you will need to update any numbers stored in a different format (i.e., 8-050-xxx-xxxx).

Also, the Kyiv region is now broken out between the city and the surrounding oblast. Phone numbers in the city of Kyiv will not change and will continue to use the 044 city code. Numbers located in the rest of the oblast will use a new code of 045.

There will be no change for incoming international calls, except that your friends and family will need to use the new access code if you live in Kyiv oblast. There is also no change to dialing local phone numbers.

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### **Domestic Violence Crisis Center Information**



The Americans Overseas Domestic Violence Crisis Center (AODVC) is a U.S. nonprofit organization that provides help to American victims of domestic violence overseas. AODVC works with abused Americans and their children in foreign countries to provide domestic violence and child abuse advocacy, resources and tools so that they can navigate the complicated jurisdictional, legal and social international landscapes, to be able to live their lives in either the foreign country or back in the United States. AODVC has established an international toll free crisis line – 866-USWOMEN – accessible from 175 countries, and serving a population estimated at six million Americans living overseas. For more information visit [www.866uswomen.org](http://www.866uswomen.org) or contact Brooke Galloway at +1-503-203-1444 or [brookeg@866uswomen.org](mailto:brookeg@866uswomen.org).

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### **Massachusetts Voters, Submit Your Ballot Request NOW for the December 8, 2009 Special Primary!**



There will be a special primary election on Tuesday, December 8, 2009, to start the process of filling the Massachusetts U.S. Senate seat left vacant by the passing of Senator Edward M. Kennedy. The special general election will take place on Tuesday, January 19, 2010. The list of candidates for the general election will be available by November 13 at [www.sec.state.ma.us](http://www.sec.state.ma.us).

#### **Request Your Ballot Now:**

Massachusetts has waived registration for this special election. Massachusetts resident should request a ballot by completing and submitting a Federal Post Card Application (FPCA) if you have not already done so in 2009. You should automatically receive a ballot if you are eligible to vote in the special election, and you requested and received a ballot for last year's Presidential election. If this is the case, you do not need to do anything else unless your mailing address has changed, in which case you should submit a new ballot request. The online version of the FPCA and Massachusetts' instructions on how to fill out and submit the form are available at the [Federal Voters Assistance Program website](#).

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### **Department of State Travel Information**

**Travel Alerts** are issued to disseminate information about short-term conditions, generally within a particular country, that pose imminent risks to the security of U.S. citizens. Natural disasters, terrorist attacks, coups, anniversaries of terrorist events,

election-related demonstrations or violence, and high profile events such as international conferences or regional sports events are examples of conditions that might generate a Travel Alert.

**Travel Warnings** are issued to describe long-term, protracted conditions that make a country dangerous or unstable. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a drawdown of staff in a specific country.

**Country Specific Information** is available for every country of the world. These pages include such information as location of the U.S. embassy or consulate in that particular country, unusual immigration practices, health conditions, unusual currency and entry regulations, crime and security information, and drug penalties.

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### **Register with the U.S. Embassy**



The Embassy strongly encourages all Americans residing or traveling in Ukraine to register with us. You can easily do so using a secure, [online registration website](#). Registering with us makes it much easier for us you in case of an emergency, or even a request to pass a message from home. If you are a long-term resident, please take a minute to make sure that your contact information, particularly your current city of residence, telephone numbers, and email address are up to date. If you have any problems using the registration website, you can get help by sending an email to [caibrs@state.gov](mailto:caibrs@state.gov). Please email [kyivacs@state.gov](mailto:kyivacs@state.gov) if you have question about your registration with Embassy Kyiv.

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### **Sign up for our SMS Messaging Service**

An emergency can happen at any time of the day or night. To help get emergency messages to people who may not be sitting at their computers, we have created a text messaging network. Americans registered on this network with get an SMS on their cell phone when we release a new warden message or demonstration notice, or if we have other important information to share. As always, we take privacy consideration very seriously and will make sure to protect your cell phone number. If you would like to participate, make sure you have a cell phone that supports text messaging, and then send an email to [kyivacs@state.gov](mailto:kyivacs@state.gov) with your name and cell phone number. Please provide the phone number in the following format: (38xxxxxxxxxx), without any blank spaces, brackets, or other symbols. For example, an MTS cell phone number would look like this: (380501234567).

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## Useful Links

### **U.S. Federal Government:**

- [U.S. Department of State](#)
  - [Bureau of Consular Affairs](#)
  - [Overseas Security Advisory Council](#)
  - [Worldwide U.S. Embassy Websites](#)
- [U.S. Department of Homeland Security](#)
  - [U.S. Customs & Border Protection](#)
  - [U.S. Citizenship and Immigration Service](#)
- [Social Security Administration](#)
  - [SSA Newsletter](#)
- [U.S. Department of Agriculture](#)
- [U.S. Postal Inspection Service](#)
- [U.S. Federal Aviation Administration:](#)
- [U.S. Internal Revenue Service:](#)
- [U.S. Centers for Disease Control and Prevention](#)
- [Federal Voting Assistance](#)
- [Internet Fraud Complaint Center](#)

### **Other Links**

The following links point to non-U.S. Government websites and are provided as a service to U.S. citizens living or traveling in Ukraine. Neither the U.S. Embassy in Kyiv, nor the U.S. Department of State has any control over the content of these sites, and cannot guarantee their accuracy.

- [World Health Organization](#)
- [Embassy of Ukraine \(Washington, D.C.\)](#)
  - [Consulate General of Ukraine in New York](#)
  - [Consulate General of Ukraine in Chicago](#)
  - [Consulate General of Ukraine in San Francisco](#)

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## 2009/2010 U.S. and Ukrainian Holidays

<b>Holiday</b>	<b>Day</b>	<b>Date</b>	<b>Country</b>
Veterans Day	Wednesday	November 11	U.S.
Thanksgiving Day	Thursday	November 26	U.S.
Christmas Day	Friday	December 25	U.S.
New Year's Day	Friday	January 1	U.S./Ukraine
Orthodox Christmas	Friday	January 7	Ukraine
M.L. King's Birthday	Monday	January 18	U.S.

President's Day	Monday	February 15	U.S.
International Women's Day	Monday	March 8	U.S.
Orthodox Easter	Sunday, Monday	April 4-5	Ukraine
International Labor Day (observed)	Monday, Tuesday	May 3-4	Ukraine
Victory Day (observed)	Monday	May 10	Ukraine
Holy Trinity Day	Sunday, Monday	May 23-24	Ukraine
Memorial Day	Monday	May 31	U.S.
Constitution Day	Monday	June 28	Ukraine
Independence Day (observed)	Monday	July 5	U.S.
Independence Day	Tuesday	August 24	Ukraine
Labor Day	Monday	September 6	U.S.
Columbus Day	Monday	October 11	U.S.
Veterans Day	Thursday	November 11	U.S.
Thanksgiving Day	Thursday	November 25	U.S.
Christmas Day (observed)	Friday	December 24	U.S.
New Year's Day (observed)	Friday	December 31	U.S./Ukraine

\* - When a Ukrainian holiday falls on Saturday or Sunday, it is usually observed on Monday.

\*\* - When a U.S. holiday falls on Saturday, it is usually observed on Friday, when on Sunday -- it is usually observed on Monday.

\*\*\*Since January 1, 2011 (the legal public holiday for New Year's Day), falls on a Saturday, it will be observed on Friday, December 31, 2010. Although it is a 2011 holiday, it is announced as a 2010 holiday.

The Cabinet of Ministers of Ukraine may make additional changes in the holiday schedule during the year.

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