

IMPORTANT INFORMATION REGARDING THE CORONAVIRUS

Lithuanian authorities have announced additional precautionary measures to prevent the spread of the COVID-19 virus in the country from 16 to 30 March.

Important restrictions:

1. Foreign nationals will not be allowed to come to Lithuania.
 - If you are a foreign citizen planning to return to your home country during the quarantine, we strongly advise contacting your embassy immediately. Here's a [list of Lithuania-based embassies and consulates](#).
 - **People must self-isolate for two weeks after returning from any foreign country.**
 - **More information can be found here www.urm.lt**
2. The number of border checkpoints to enter Lithuania has been reduced.
3. Lithuanian citizens will not be allowed to leave the country, unless they reside or work in another country. The State Border Guard Service has the right to grant exceptions on a case-by-case basis.
4. SPA centres, beauty salons, shops and shopping centres are closed.
5. Museums, theatres, cinemas, schools and universities are closed, as are the city's Tourist Information Centre's.
6. Restaurants and bars are closed, except for food deliveries.
 - **Grocery stores, markets and pharmacies will continue operating.**
7. All public events, including conferences and other performances, are cancelled.
8. The municipality has suspended non-essential services.
9. Visiting patients in medical treatments facilities is prohibited, so is visiting prisoners in incarceration facilities.
10. Planned elective medical procedures have been postponed, with the exception of emergency medical assistance. Rehabilitation and dental services are also suspended, as well as planned vaccinations.
11. The number of passengers on intercity buses and trains is restricted to maintain the necessary distances between passengers. This requirement also applies to public transport within Vilnius.
12. Public transport will run as usual but tickets can no longer be purchased on the bus directly from the driver. We suggest downloading the Trafi App ([download on the App Store](#), [download on the Android](#)) and using online tickets. It's easy, very simple and available in English. Night buses are cancelled.
13. Hotels have been informed that they will have to allow people to stay during quarantine if necessary; the state will cover these costs.
14. Public and private sectors workers are recommended to work from home.

You can follow the latest news in English about the situation in Lithuania on the LRT website at: <https://www.lrt.lt/en/news-in-english>

Important information

Migration Department

The Migration Department will keep providing services to clients, except for accepting requests related to Lithuanian citizenship and live consultations at the Migration Department office. However, **only clients who have booked appointments via www.migracija.lt** will be served. Clients who arrive without prior bookings will not be served. If it is not possible to book an appointment at the migration office in Vilnius, clients should book visits at other nearby migration offices. Clients will be able to retrieve documents only by booking an appointment in advance or, if the former is not possible, after receiving a call from Migration Department representatives and having agreed on a time to collect the document.

Mobile home service is temporarily suspended, with the exception of certain cases. For more information, please click [here](#).

Migration Department employees will continuously maintain the hygiene and proper ventilation of their premises, and regularly disinfect surfaces. Both clients and employees will have access to on-site disinfectants.

Sodra

Currently, all residents can receive all services by logging into their personal Sodra account at www.sodra.lt/home:

- **Login** can be done with an electronic signature, via e-banking or the e-government gateway;
- In the **Claims section** you can apply for sickness, maternity, paternity, child care, unemployment benefits, compensation and pension;
- In the **Consultations section** you can make an inquiry, chat with a consultant, or receive a telephone consultation;
- You will also find information on **contribution payments**, benefits and other details.

Currently, all Lithuanian citizens and foreigners are able to use online services www.sodra.lt/en or call 1883. No walk-in visits are available for two weeks, effective Monday 16 March.

Lithuanian Post

To limit contact between employees and residents during quarantine, post offices will impose certain operating restrictions.

Customers will only be provided with the following services:

- Dispatch and delivery of parcels and letters.
- Payments, pensions, benefits and remittances will proceed as usual.
- Press subscriptions (to ensure public access to information).

There will be a limited number of clients per department – each department will only be able to serve as many people at a time as there are customer service points.

Services will not be available at PayPost offices.

Courier shipments are delivered to the door only. Couriers will not serve customers inside their living quarters.

With the safety of its employees in mind, Lithuania Post also asks all residents to:

- Send parcels using LP EXPRESS 24/7
- Use the e-self-service for home delivery: www.manosiuntos.post.lt
- If possible, postpone any visit to post offices
- Follow the instructions of staff in post offices

Educational Institutions

All educational institutions will remain **closed until 17 April**, except for kindergartens taking care of children of hospital and medical staff, as well as special service officers.

Compensation for private kindergartens (of EUR 100) and an informal education basket will be paid for by the City of Vilnius.

For further information regarding remote teaching, contact your children's kindergarten or school directly.

Food Delivery

Food delivery services will continue operating. For everyone's safety, all deliveries will be left at customer doorsteps/entrances.

- For the Wolt app, customers need to update their app and switch to 'Nocontact-delivery'.
- For the Bolt app, customers should specify and prepare a place where they would like couriers to leave their food. Notes can be added during the last step when placing the order.
- Barбора currently offers two payment methods: electronic banking or the debit/credit card attached to your Barбора profile. The courier will leave the goods at your door without direct contact, informing you by phone or SMS.

Public Transport



ATTENTION!



We encourage to use public transport to only go to food stores, pharmacies, medical centres (for first aid only) or work, when working remotely is not possible.



Passengers shall get on through the front and the back door only, one person at a time.



Before getting on public vehicles, passengers shall be asked to disinfect their hands using disinfectant fluid, which public health specialists or volunteers will offer them at bus stations.



Passengers shall travel in public vehicles sitting in a seat and follow recommendations displayed on screens or played in video recordings.



We ask passengers to be understanding and act responsibly while on public transport.

Travel Recommendations

- Lithuanian citizens, with some exceptions, are prohibited from leaving the country, and foreigners are prohibited from entering the country.
- The prohibition of foreign nationals entering the Republic of Lithuania has some exceptions, including drivers and crew members conducting the commercial and/or international carriage of goods, residents of the Republic of Lithuania, diplomats, and military personnel of NATO countries, their staff and members of their families.
- Citizens of the Republic of Lithuania will only be allowed to leave the country during the quarantine period if their declared place of residence is abroad, or to go to their place of work. They will need to present specific documents as proof. More information is provided [here](#) (text in LT).
- Border crossing will be allowed at the following international border crossing points: Kalvarija-Budzisko, Saločiai-Grenctāle, Būtingė-Rucava, Smėlynė-Medume, Medininkai-Kamenyj Log, Raigardas-Privalka, Kybartai-Chernyshevskoe, and Panemunė-Sovietsk, as well as the Vilnius, Kaunas, Palanga, and Šiauliai airports, and the Klaipėda State Seaport.

Healthcare

What to do if you suspect you have a virus:

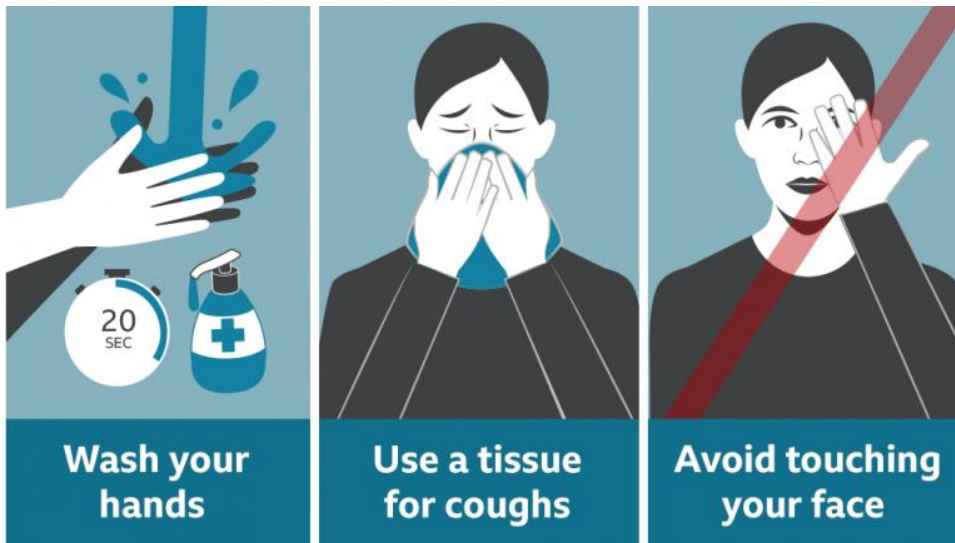
1. If symptoms occur within two weeks of having travelled to one the affected areas (<http://sam.lrv.lt/lt/naujienos/koronavirusas>) or you have been in contact with anyone with a confirmed COVID-19 case, you should **immediately call the Emergency Help Centre line 112**, report the circumstances of the illness and follow medical advice.
2. **IMPORTANT: please do not go to the hospital by yourself.**
3. Avoid any contact. Self-insulate until the ambulance arrives. An ambulance crew will take you to the hospital.
4. Laboratory diagnostics will be performed at the hospital. Hospital staff will inform you of further steps.

Coronavirus Symptoms:

Signs and symptoms of coronavirus infection may appear 2 to 14 days after exposure and can include:

- Fever
- Cough
- Shortness of breath or difficulty breathing

We encourage you to follow these guidelines:



Important contacts and links

- Regularly updated FAQs about life in the city during the current situation (text in LT): <https://sveikas.vilnius.lt/>
- All the latest information can be found on the websites of the [Lithuanian Ministry of Health](#) and the [World Health Organization](#).
- Psychological help ([list of institutions](#), text in LT)
- COVID-19 Hotline in Lithuania: **1808** (free of charge)

If you have any questions, do not hesitate to contact us at go@vilnius.lt