

Welcome to Ljungbyhed

Here is some information for newcomers to our community.

At Ljungbyhed park, there is an information brochure about Klippan.

Respect your neighbours and other local residents

There are several neighbours living close to your current accommodation. If you show them respect, they will respect you too.

Gardens around houses are private areas; you are not allowed to go in there. You are not allowed to pick fruit from trees in people's gardens.

In Sweden, smoking is not allowed inside public buildings. This includes cafés, restaurants, shops and similar places. Smoking inside your accommodation centre is not allowed. It may set off the fire alarm.

Many people in Sweden have pet dogs. If you meet a person with a dog that you don't know, do not try to pat the dog. This is safest for you and also best for the dog. It may feel insecure and unsure when it meets new people.

If you want to throw away any rubbish, you must use a waste bin, both indoors and outdoors.

There is a golf course close to your accommodation centre. You must respect the golf course boundaries and you are not allowed to go in there. The golf course is open all the year round and it is dangerous for unauthorised people to be on the course.

Travel and traffic

Buses run from Ljungbyhed to Klippan. From there, you can travel on to, for example, Helsingborg or Hässleholm.

There is also a bus to the railway station called Stehag where you can catch a train to Malmö.

On the bus, you can only pay with a bank card or with Skånetrafiken's JoJo card.

You can buy a JoJo card at the station in Klippan or in a nearby town, for example, Helsingborg.

You cannot buy a ticket on the train. You must buy one from the ticket machine at the station before you get on the train. You can pay with cash, a bank card or with Skånetrafiken's JoJo card.

Skånetrafiken's homepage www.skanetrafiken.se can be translated into several languages including Arabic. You will find information and timetables on the homepage.

During winter, evenings and nights in Sweden are very dark. It is important you use reflectors when you are out walking. You must also stick to the side of the road when walking on a road with traffic. If there is a pavement beside the road, you must walk on that.

Shopping

In Ljungbyhed, you can buy food, hygiene products etc. at Hemköp and Lantmännen.

You can pay with a bank card or with Swedish kronor.

There is a café in Ljungbyhed, *Ljungbyheds konditori*, where you can buy fresh bread, buns and cakes.

If you have foreign currency with you, for example Euros, you can use it here. Hemköp only accepts Euros in notes (not coins) and maximum 100 Euros. The shop will only change money to Swedish kronor when you buy something.

Please remember that these shops are quite small and queues build up quickly when many people want to shop at the same time. Everybody must then be patient and understand that it can take some time before payment can be made.

In shops, you are not allowed to open or share a packaged product until you have paid for it. All thefts and shoplifting will be reported to the police.

You can take the bus to Klippan where there is a wider range of shops including clothes shops.

It is important to respect queuing systems. If there are queue tickets, you must take one and then wait for your turn. If there are no queue tickets, you go and stand behind the last person in the queue. You are not allowed to go into a shop through the cash-desk exit.

Community services

If you need to go and see the Swedish Social Insurance Agency (*Försäkringskassan*), the Swedish Public Employment Service (*Arbetsförmedlingen*) or the Swedish Tax Agency (*Skatteverket*), you will find them in Klippan.

Klippan's Municipal Office is located in Klippan.

Healthcare services

If you are under the age of 18 years, you are entitled to free healthcare if you get ill.

If you are over 18, you are entitled to emergency medical and dental care and other urgent care that cannot be postponed.

There is a healthcare centre (*vårdcentral*) and a dentist in Ljungbyhed.

You go to the healthcare centre if you have a medical problem that is not urgent. It may be difficult to get help at your closest healthcare centre if it is very busy. In that case, you can go to another healthcare centre instead.

If you or an interpreter phones the healthcare centre in advance, it makes things much easier for the healthcare staff.

If you suddenly become seriously ill, you will be taken by car to a hospital in one of the larger nearby towns.

Read more about healthcare on the website www.1177.se, which has information in many different languages. You will find helpful advice there. You can also phone 1177.

Security and safety

It is important that everybody helps to make our society feel safe and secure. That means we behave in a calm and sensible way when we are out and about. If you feel you are being threatened in any way or badly treated, you must tell the staff at your accommodation centre.

If you see a fire, the Rescue Services must be alerted. Remember there is a fire alarm that is activated by smoke in the building where you are living. That is why it is very important that you do not smoke

indoors since that may alert the Rescue Services. Every time they are alerted, it costs money. It is important to respect the Rescue Services' work.

If someone suddenly becomes seriously ill, an ambulance must be called for so the person can get to hospital for the right sort of care.

If you or someone else near you is subjected to a crime, the police must be alerted.

In an emergency situation, like a serious accident or a serious injury, you can phone an alarm centre free of charge by calling 112. The alarm centre has staff who speak many different languages. You are only allowed to call the alarm centre in an emergency situation. If the situation is not urgent, you can call the police using 114 14.

The website www.informationsverige.se has a lot of information about life in Sweden and how things work here. This is useful information which will help you to settle in and set up your new life in Sweden.