

Operational Update

October 2020

In October, UNHCR facilitated **three convoys transferring COVID-19 related assistance** to non-government controlled **Donetsk and Luhansk** where serious shortages of medical supplies were reported. The **oxygen concentrators and personal protective equipment** were handed over to specialized medical centres. *More operational highlights on page 2.*

As civilian movement across the 'contact line' remains restricted, UNHCR focused its **advocacy efforts on residents from NGCA**. UNHCR urges to exempt from self-isolation those **persons who undertake short travels to the government-controlled side (GCA) to access state services**. *See UNHCR Ukraine's Advocacy Messages on page 3.*

In October, UNHCR provided financial assistance to **179 refugees and asylum-seekers with specific needs**. This support will help families to cover the most pressing needs – from **medical expenses and COVID-19 testing** to supporting their children with school education. *More on page 4.*

KEY INDICATORS

11,008

Internally displaced (IDPs) and other conflict-affected persons have received **legal assistance** from UNHCR's NGO partners in 2020.

571

Shelters have been repaired in conflict-affected areas on both sides of the 'contact line'.

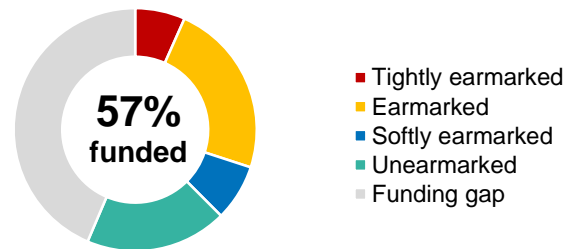
1,623

IDPs and other conflict-affected persons have benefited from **psychosocial support** in 2020.

FUNDING (AS OF 3 NOVEMBER 2020)

USD 29.8 million

UNHCR's financial requirements 2020



Maria holds her first passport which she just received at the age of 22, after a long struggle and with the support of UNHCR's NGO partner, The Right to Protection (R2P). Maria lived with her mother and two siblings in the village of Pervomaiske in Donetsk oblast. In 2014, a shell hit their house, causing a fire in which all ID documents were lost, including the old Soviet passport of Maria's mother. Since then, the family moved to a safer location; however, Maria's mother died before restoring her documents. Maria continued her struggle and finally was able to receive a duplicate of her birth certificate and a passport. Her brother and sister still live in legal limbo without any documents and at risk of statelessness.

Photo credit: The Right to Protection (R2P)

INTERNALLY DISPLACED PERSONS (IDPS)*

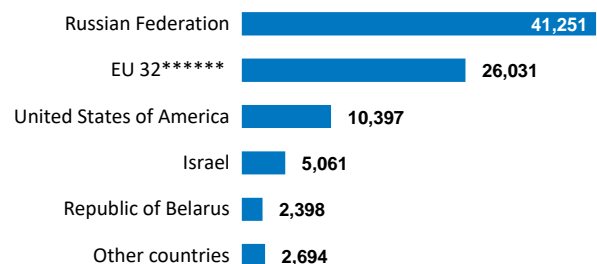
734,000**

OTHER CONFLICT-AFFECTED PERSONS***

1,68 million****

REFUGEES AND ASYLUM-SEEKERS FROM UKRAINE

87,832*****



*Residing more permanently in government-controlled areas (GCA)

**Source: 2020 Humanitarian Needs Overview (HNO)

***Vulnerable, conflict-affected persons living along the 'contact line' in GCA and non-government controlled areas (NGCA)

****Sources: Protection Cluster, UNHCR, 2020

*****Source: UNHCR's Refugee Population Statistics, December 2019

*****27 EU countries and Iceland, Liechtenstein, Norway, Switzerland, United Kingdom

Operational Highlights

In October, the Organization for Security and Co-operation in Europe (OSCE)'s Special Monitoring Mission (SMM) recorded 611 ceasefire violations in eastern Ukraine. This represents a 9 per cent decrease, as compared to September 2020, and continues a general trend that saw a reduction of hostilities as a result of a renewed commitment to the ceasefire. During the reporting period, no damage to civilian houses on both sides of the 'contact line' were reported by the UNHCR-led Shelter/NFI Cluster. At the same time, the Office of the UN High Commissioner for Human Rights (OHCHR) confirmed ten conflict-related civilian casualties (one killed and nine injured) which were caused by mine-related and explosive remnants of war (ERW) incidents.



UNHCR-facilitated Convoys with critical COVID-19 Assistance reach Donetsk and Luhansk NGCA:

In October, amid growing reports about shortages of medical supplies in the non-government controlled areas (NGCA), UNHCR jointly with OCHA facilitated three humanitarian convoys with COVID-19 related assistance to Donetsk and Luhansk. On 7 October, WHO's cargo, including over 340 kilograms of oxygen concentrators and medical gloves, was delivered to Luhansk manually through the Entry-Exit Checkpoint (EECP) in Stanytsia Luhanska (Photo by UNHCR on the right). On 15 October, twelve trucks transported COVID-19-related items and materials for WASH projects to Luhansk NGCA through the territory of Donetsk NGCA. This assistance belonged to UNHCR, UNICEF and the NGOs People in Need and Médecins du Monde. On 22 October, 47 metric tons of cargo from UNICEF and IOM, including hygiene items and oxygen concentrators, were transferred to Donetsk NGCA.



COVID-19 Response in Shelters for SGBV survivors: In October, UNHCR extended its COVID-19 related assistance to eleven shelters for SGBV survivors and centres for persons with specific needs, such as homeless, IDPs, people living with HIV, those who have a drug or alcohol addiction, or victims of human trafficking. These facilities in seven oblasts of Ukraine received hygiene kits, cleaning liquid, PPE, temperature sensors, washing machines, beds and mattresses. Photo on the left by the Charity Fund "The Way Home".

Supporting the State Migration Service (SMS) with Protective Items: During the reporting period, UNHCR provided 11 protective sneeze guards to three offices of the SMS in Kyiv, Kharkiv and Lviv. This assistance was distributed to improve hygiene conditions for those SMS staff who deal with the Refugee Status Determination procedure and regularly receive in-person applications.



Freedom of Movement and UNHCR's Response at the EECPs: In October, as the two new EECPs in Zolote and Shchastia (Luhanska oblast) were getting ready to be opened on 10 November, UNHCR undertook regular monitoring visits to these checkpoints to assess the progress of works. To support the opening of the new EECPs, UNHCR provided wheelchairs, furniture and laptops to be used by the State Border Guard Service of Ukraine (SBGS) to facilitate the movement of people, as well as tents which will serve as a warming up area.

During the reporting month, only two out of five EECPs in eastern Ukraine functioned at the limited capacities – in Stanytsia Luhanska and Novotroitske. In October, the SGBS recorded 21,373 crossings across the 'contact line' (see UNHCR's dashboard "Checkpoint Crossing" here). This represents a 75 per cent decrease compared to September and 98 per cent decrease compared to the same period in 2019. From 30 September to 4 October, the checkpoint in Stanytsia Luhanska was closed for civilian crossing due to forest fires in localities along the 'contact line'. As a result of the fires, 11 people died and over 500 buildings were destroyed, including a first aid centre and a waiting area at the EECP. Since 15 October, the functioning of the checkpoint was further restricted by the Joint Forces Operation (JFO) Command due to the growing number of COVID-19 cases. Only a limited number of persons were allowed to cross in both directions on humanitarian grounds. Those willing to enter GCA were required to apply for a permit from the JFO, while crossing to NGCA was allowed for people holding residence registration there. Photo by Proliska on the right.



At the Novotroitske/Olenivka EECP, "humanitarian corridors" were authorized by the de facto authorities according to pre-approved lists, allowing for over 1,600 persons to cross the 'contact line' in both directions. In October, UNHCR's NGO partner R2P resumed its regular monitoring survey at the EECPs. To analyze the impact of the COVID-19 pandemic on persons who cross, the questionnaire was updated with new questions. The survey revealed that visiting relatives and accessing administrative services, such as pensions, remain key reasons for travelling across the 'contact line' for residents of NGCA. More information is available at the joint UNHCR-R2P snapshot "Crossing the contact line".

Legal Highlights

- **E-certificates of Birth Registration:** On 1 October, the Ministry of Justice adopted [amendments to the Rules of the registration of civil acts](#). New changes introduced [the electronic medical certificate of birth](#), which will become the primary component for birth registration at the Civil Acts Registry bodies, instead of the medical birth certificate (form 103/o). Paper certificates will still be issued when the mother of a child is a foreigner or stateless person residing temporarily in the territory of Ukraine, or if she does not have an ID document. Recognized stateless persons holding temporary residence permits will also fall under these criteria.
- **E-Certificate for IDPs:** On 5 October, the [digital version of an IDP certificate](#) became available in the mobile phone application designed by the Ministry for Digital Transformation. This development is an integral part of the overall digitalization process launched to store all paper documents within a single software. According to the Ministry, any e-document stored in the app is fully equivalent to its paper form and can be used instead.
- **Law on Statelessness Determination Procedure:** On 18 October, the [Law on Statelessness Determination Procedure \(SDP\) #693-IX](#), adopted in July, was due to become operational in Ukraine. However, the respective by-law and the Government's resolutions have not been adjusted to facilitate the implementation of the law, including the [Resolution "On approval of the Procedure for consideration of applications on recognition as a stateless person"](#). UNHCR continues advocating for the adoption of relevant legislation. Jointly with its NGO partners, UNHCR will deliver [training to the State Migration Service's \(SMS\) staff](#) with a focus on working with consulates on the verification of the applicants' identity and belonging/non-belonging to citizenship of countries of their birth or permanent residence. UNHCR also advocates that similarly to 13 European states where the SDP laws are operational, the SMS of Ukraine should not apply charges for violations of the Rules of Stay to irregularly present stateless persons who would apply for recognition to the SMS.

Key Advocacy Messages for October

- In light of the planned opening of two new [EECPs in Zolote and Shchastia](#), the overall situation with crossing the 'contact line' and EECPs' partial re-opening is evolving. However, [persons who enter GCA for accessing administrative services, pensions or social benefits](#) still have to install the "Act at Home" mobile phone application or undergo [self-isolation for 14 days](#), even if their visit is planned to last from 24 to 48 hours. They may interrupt their self-isolation by presenting a negative PCR test which imposes an [additional financial burden due to the high cost \(UAH 900-2800\)](#). UNHCR and its NGO partners have observed that [prevention measures for COVID-19 are not being fully implemented at the EECPs](#), where the lack of face masks and sanitizers, as well as non-compliance with social distancing and respiratory etiquette, have been reported. To minimize the logistical and financial burden, [residents of NGCA should be exempted from the requirement to undergo self-isolation when they enter GCA for a period of 24 or 48 hours](#). At the same time, the full implementation of prevention measures against COVID-19 must be ensured by [improving sanitary conditions and increasing the number of available masks and sanitizers at the EECPs](#).
- On 26 October, the state bank [Oshchadbank](#) extended [until 1 January 2021 the validity of the banking cards issued to pensioners in NGCA](#). This is the third such extension since March, when the COVID-19 restrictions severely impacted freedom of movement across the 'contact line', preventing thousands of pensioners in NGCA from travelling to the GCA side in order to access their pensions. The extension of the cards' validity has been the focus of UNHCR's (as well as other humanitarian actors) advocacy during the past months. This will enable older persons to access their pensions more easily when they are able to cross the 'contact line.'

UNHCR'S AND UNHCR-LED CLUSTER'S RECENT REPORTS AND PUBLICATIONS:

[ONE-PAGER] LATEST INFORMATION PRODUCTS: This one-page factsheet includes UNHCR Ukraine's recent products, reports, thematic factsheets, dashboards and UNHCR-led Clusters' reports.

[SNAPSHOT] CROSSING THE CONTACT LINE (OCTOBER 2020): This joint UNHCR/R2P thematic update presents key developments at the EECPs in eastern Ukraine in October.

[THEMATIC UPDATE] LEGISLATIVE UPDATE (OCTOBER 2020): This update provides an overview of UNHCR's legal analysis of laws and governmental policies that affect refugees, asylum-seekers, stateless, IDPs and conflict-affected persons in Ukraine. The latest edition also covers the legal response to the COVID-19 outbreak.

[PROTECTION CLUSTER'S FACTSHEET]: This factsheet focuses on protection concerns and partners' response related in eastern Ukraine in October 2020.

[STORY] “HOW TO DEAL WITH STRESS DURING THE CORONAVIRUS PANDEMIC: FIVE STEPS TO PSYCHOLOGICAL SELF-HELP”: This story, prepared to observe World Mental Health Day, addresses issues of the additional stress experienced by conflict-affected persons along the ‘contact line’ due to the COVID-19 pandemic and its impact on the humanitarian situation in the conflict zone.



Humanitarian Development Nexus

- Free Legal Aid (FLA) Volunteers” Project in eastern Ukraine:** In October, the last two webinars with a focus on access to healthcare and Housing, Land and Property rights were organized as part of the joint [UNHCR-UNDP-Council of Europe-FLAC FLA Volunteer Project](#) in eastern Ukraine. In total, [thirty-one participants](#) were trained to become [future legal volunteers](#). In November, an additional Q&A session is planned while the face-to-face workshop is postponed until 2021 due to the COVID-19 pandemic.
- Mobilizing Communities along the ‘Contact Line’:** UNHCR jointly with UNDP completed the [Training of Trainers initiative](#) focusing on [community mobilization along the ‘contact line’](#). [Twenty-seven participants](#), each representing UNHCR’s NGO partners and community leaders, were trained on the Human Rights-Based Approach, Sustainable Development Goals and preparation of project proposals. In 2021, participants will develop their projects which will be considered for funding by UNDP.



Donor Relations

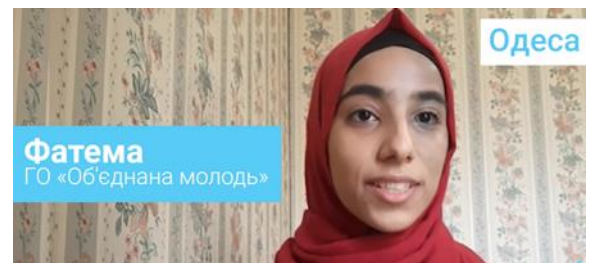
- Donor-led Discussion on the Provision of Services at the EECPs:** On 28 October, UNHCR participated in a meeting with the [Ministry for the Reintegration of the Temporarily Occupied Territories](#), organized with the support of the [Embassy of Canada](#). UNHCR and OCHA were invited to join the discussion focused on the provision of the [administrative services at the EECPs in eastern Ukraine](#). Key issues discussed included the legal status of the EECPs and the service provision zones, as well as the functioning of the so-called “[modular TSNAPs](#)” (temporary administrative services centres). The Ministry informed that the updated Government resolution is expected to be adopted in November clarifying these issues.



MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

Protection of Refugees and Asylum-Seekers

- International Day of the Girl Child:** On 11 October, UNHCR facilitated the participation of an asylum-seeker in the UNICEF-led campaign launched to observe the [International Day of the Girl Child](#). In the [video campaign](#), the [asylum-seeker from the city of Odesa](#), highlighted the importance of gender equality and spoke about related initiatives implemented in the city *Photo on the right by UNICEF*.
- Cash Assistance to cover urgent needs and medical expenses:** In October, UNHCR provided [Monthly Subsistence Allowance \(MSA\)](#), covering four months, to [82 refugee and asylum-seeking households](#). Furthermore, [39 persons received supplementary food assistance](#) and 22 individuals, including patients diagnosed with COVID-19, had their medical expenses reimbursed. UNHCR also provided [36 refugee and asylum-seeking families](#) with the second tranche of [school assistance](#) to ensure that children have access to education during the pandemic.
- Capacity Building of Judges:** During the reporting month, UNHCR jointly with its NGO partner, The Right to Protection (R2P), organized an [online training for judges dealing with Refugee Status Determination Procedure \(RSD\)](#). [Twenty-one participants](#) representing the first and second instance administrative courts from Kharkiv, Sumy, Poltava and Luhansk participated in the training.
- New National Human Rights Strategy:** In October, UNHCR submitted to the Ministry of Justice its suggestions to the [draft 2021-2023 Action Plan of the new National Human Rights Strategy](#). These recommendations primarily cover the thematic chapter on foreigners, stateless persons, asylum-seekers, refugees and persons in need of complementary protection.
- Draft Law on Granting Protection to Foreigners and Stateless Persons:** On 19 October, the Office of the Ombudsperson sent an official letter, proposing amendments to the [Draft Law on Granting Protection to Foreigners and Stateless Persons, to the Parliamentary Committee on Human Rights](#). These amendments were jointly developed by the [Civil Council on Migration](#) created within the Office of the Ombudsperson. The suggested changes included recommendations made by [UNHCR in its official observations to the new version of the draft law](#).



- Seminar on Admission Procedures at the borders:** On 30 October, UNHCR's NGO partner R2P organized a seminar titled "Interaction of public authorities, legal aid centres and the public sector in asylum-seekers' cases in Ukraine". Key issues discussed included [practical solutions for potential asylum-seekers' admission at the border](#) (in particular, in the context of the situation in Belarus), [access to asylum and free legal aid](#) from places of detention, and [monitoring of detention facilities in the context of COVID-19](#). The event in the town of Chernihiv was attended by representatives of the State Border Guard Service (SGBS), SMS, Administration of Migrants Custody Centre (MCC) and FLAC in Chernihiv region.

573

Persons received Legal Assistance

(including refugees and asylum-seekers) in Kyiv, Odesa, Zakarpattya and Kharkiv regions in October

69

Persons provided with language training for livelihood purposes

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in October

43

Persons received Psychosocial Assistance

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in October

201

Persons were assisted in accessing healthcare

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in October



Livelihood Interventions for Refugees and Asylum-Seekers

- In October, UNHCR held the first round of interviews with [50 longlisted applicants](#) for the [2020 self-reliance grants programme](#). The candidates from among refugees and asylum-seekers received advice on how to develop their business ideas to be later presented for evaluation to the Livelihoods Grants Committee. Since the launch of this project in 2018, [73 refugees and asylum seekers](#) have started their own businesses thanks to this one-time assistance provided by UNHCR.



Assistance to Stateless Persons and Persons at Risk of Statelessness

- In October, UNHCR jointly with its NGO partners collected and analysed the evidence available for stateless persons who are irregularly present in Ukraine to be able to be processed by the SMS. Written applications for [establishing statelessness status on behalf of six persons](#) have been submitted to the SMS for further litigation process. The consideration of these applications is pending the adoption of the relevant by-law which will enable the SDP to be implemented in Ukraine.

16

Stateless persons (or at risk of) (63% female, 37% male) obtained a passport or other document certifying nationality

in October thanks to UNHCR and NGO partners' support

336

Stateless persons (or at risk of) (37% female, 63% male) received advice on the acquisition or confirmation of nationality

in October thanks to UNHCR and NGO partners' support

14

Persons obtained their birth certificates for the first time

in October thanks to UNHCR and NGO partners' support



PROTECTION FOR INTERNALLY DISPLACED AND OTHER CONFLICT-AFFECTED PERSONS

UNHCR-led Clusters

Protection Cluster

- In October, the UNHCR-led Protection Cluster jointly with WHO and the Health Cluster finalized inputs for the [Advocacy note on access to healthcare for older people and people with disabilities](#). This paper builds on joint efforts of these two clusters focusing on collecting data on people with disabilities, as well as identifying challenges in access to health care for the elderly.
- On 29 October, the Protection Cluster joined the [Age and Disability Technical Working Group](#) meeting where partners discussed how to enhance the provision of [psychosocial support \(PSS\)](#) to older people living along

the 'contact line'. It was observed that the [mental health of the elderly](#) further deteriorated due to the ongoing conflict and isolation, the latter of which has been worsened by the COVID 19-related restrictions.

Protection Cluster and Shelter/NFI Cluster

- In October, the [two UNHCR-led Clusters \(Protection and Shelter/NFI\)](#) participated in the Review Committee meeting for a [new standard allocation of the Ukrainian Humanitarian Fund \(UHF, Country-Based Pooled Fund for Ukraine\)](#). Three projects have been approved, including [UNHCR's proposal with a total budget of approximately USD 500,000](#). It envisages protection and shelter/NFI activities during the winter period in Donetsk and Luhansk NGCA.

HNO/HRP planning process

- During the reporting period, the Protection Cluster initiated several rounds of the [Humanitarian Response Plan \(HRP\) consultations](#). The key focus was placed on defining the strategic and Protection Cluster's objectives, as well as the needs and criteria for prioritization. The implementation of projects in NGCA was identified as critical.

Shelter/NFI Cluster

- On 26 October, the [Shelter/NFI Cluster's Strategic Advisory Group \(SAG\)](#) endorsed the [Cluster's transition plan](#). It foresees the process of the Cluster's deactivation at the end of 2020 and expected to be finalized in the first quarter of 2021. Following the transition period, the Cluster's coordination function will be handed over to the [Ministry for Reintegration of the Temporarily Occupied Territories](#).



UNHCR Protection Activities

- **Compensation for Damaged Houses:** During the reporting period, UNHCR's NGO partners [R2P and Proliska](#) participated in several visits undertaken by the local commissions mandated to [assess damaged houses in conflict-affected areas on the GCA side](#). These commissions were established in line with the recently launched [state mechanism for compensation](#). [UNHCR developed a questionnaire](#) to be used by its NGO partners during these visits to record challenges in applying criteria for calculation of compensations which will be analysed and used for further advocacy with local and state authorities.
- **Amending Law on IDPs:** Throughout October, UNHCR participated in brainstorming sessions organized by the Humanitarian Country Team (HCT) to discuss amendments to the [Law on IDPs](#). Special focus was placed on [delinking payment of pensions and social benefits from IDP certificate and durable solutions for IDPs](#). The draft amendments will be presented at the round table hosted by the Parliamentary Human Rights Committee to observe the sixth anniversary since the adoption of the law.
- **Access to Education for Residents of NGCA and Crimea:** On 20 October, UNHCR participated in a discussion organized by an informal NGO-led coalition with a focus on [access to education for residents of NGCA and the Autonomous Republic of Crimea](#). The list of suggestions for the Government was developed to minimize barriers to university enrollment for students from these areas as freedom of movement remains restricted due to the COVID-19 restrictions.



Legal Assistance and Protection Counselling

876

Internally displaced and other conflict-affected persons (69% female, 31% male) received legal assistance from UNHCR and its partners in October

2,849

Persons (72% female, 28% male) benefited from individual protection counselling in October

8

Group consultations on protection-related issues were provided to 63 persons (84% female, 16% male) in areas along the 'contact line' in October



Social Accompaniment

- In October, UNHCR's NGO partners provided social accompaniment to [384 individuals \(22,1 per cent of them were persons with disabilities\)](#) who needed support in, inter alia, obtaining personal documentation, accessing administrative and other essential services, and receiving authorization to cross checkpoints. During the reporting

month, UNHCR's NGO partner Proliska supported 31 residents of NGCA who faced challenges while crossing the 'contact line' due to the restricted freedom of movement.



Yuriy, 65, has been bed-ridden for the last 30 years after he received a serious spine injury. He lived by himself in the village of Toshkivka in Luhanska oblast as his distant family members were not able to provide regular care. As his health conditions further deteriorated, Yuriy needed permanent support by social and medical workers. UNHCR's NGO partner Proliska facilitated his admission to a hospital which has a social care unit, where Yuriy will be able to receive the necessary professional care. Proliska also assisted the patient with transportation to a medical centre in a specialized vehicle. Furthermore, expenses were covered to pay for the COVID-19 testing required for Yuriy to be admitted to the hospital. Photo credit: Proliska.*



Psychosocial assistance

226

73% female | 27% male
Persons received consultations in October

During the reporting period, UNHCR's NGO partners provided **226 vulnerable persons** with psychological consultations. These sessions help conflict-affected persons deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension, including the effects caused by the quarantine restrictions.

This number represents a **38 per cent increase** compared to September because many people needed support after being **affected by the wildfires in Luhanska oblast**.



Sexual and Gender-Based Violence (SGBV)

- On 14 October, UNHCR met with the **Head of the Social Protection Department in Luhanska oblast** to discuss the **launch of correction programmes for perpetrators** aiming at the prevention of domestic violence. It was suggested to create a separate room for running a project at the premises of the Centre for Social Services in the town of Novoaidar. Consultations will be provided for persons living in the villages along the 'contact line'.



Individual Protection Assistance (IPA)

- In October, UNHCR continued to identify and provide the most vulnerable conflict-affected individuals in eastern Ukraine with '**cash for protection**'. This assistance is used to cover different types of needs, ranging from winterization and livelihood items to medical examinations and procedures. In areas where state services are not accessible, UNHCR and its NGO partners provide **Individual Protection Assistance in-kind**.
- Since July, UNHCR also provides financial assistance to support **IDPs with specific needs** and help them endure the **socio-economic impact of the COVID-19 pandemic**. This IPA targets displaced persons living in different regions of Ukraine and not only in locations along the 'contact line'.

835

IPA cash beneficiaries were selected by UNHCR and its NGO partners in 2020

440

IPA "in kind" beneficiaries were selected by UNHCR and its NGO partners in 2020

98

internally displaced persons received IPA cash to help them cope with the impact of the COVID-19 in 2020

Olha is a single mother and caregiver of her three daughters – Valentyna*, Vira* and Oksana*. She adopted the eldest, Valentyna, after her parents, facing life difficulties, decided to accommodate her in an orphanage. The youngest daughter Oksana is only nine months old but she has already been through a lot. During the childbirth, she had a brain haemorrhage which resulted in a long recovery process and required significant financial expenses. Now Oksana feels much better but still needs special care, food and medicines. It is difficult for Olha to meet financial ends, especially after her husband disappeared and she was left alone with her children. UNHCR, jointly with its NGO partner DDC, supported the family by providing a baby pram, a pillow, a blanket and two bed sets. This assistance will enable Olha to save some money for the most pressing needs, as social benefits remain the only source of income for the family. Photo credit: DDC.*



Peaceful Coexistence Projects (PCPs) and Quick Impacts Projects (QIPs)

88

Projects
(56 COVID-19 related)
approved in 2020

UNHCR supports small to medium-scale infrastructure repairs proposed by communities or local authorities in eastern Ukraine. These Peaceful Coexistence Projects (PCPs) aim to create an atmosphere of peaceful co-existence between displaced populations and host communities and to complement the resilience of IDPs and affected communities. Since the outbreak of COVID-19, UNHCR has also re-launched Quick Impact Projects (QIPs) intended to provide a rapid response to the pandemic by strengthening the capacities of the local health care system and supporting social services providers.



As part of its COVID-19 response, UNHCR scaled-up its support to social workers who are often the only source of assistance for persons with specific needs, especially in isolated localities along the “contact line”. In Donetsk NGCA, UNHCR distributed 30 electric bicycles to seven social centres that provide care to over 2,700 persons. With these bicycles, social workers will be able to reach more beneficiaries with home visits during which food parcels and Non-Food Items are delivered. This is even more critical during the COVID-19 pandemic as the imposed restrictions continue affecting access to transportation which had been already limited in isolated settlements. Photo credit: UNHCR.



Community Support Initiatives (CSIs)

71

Initiatives
(48 COVID-19 related)
approved in 2020

UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. Community Support Initiatives (CSIs) are implemented using a Community-Based Protection approach and include a range of activities designed to mobilize and empower communities, strengthen their ability to organize emergency responses and self-advocate with local and national authorities in order to find durable solutions for their own protection.

The outdoor terrace in the village of Travneve (Donetska oblast), only 400 metres from the ‘contact line’, is now a favourite spot for meetings of the local community. UNHCR and its NGO partner Proliska supported this initiative by providing construction materials to the activists who then built the terrace by themselves. Moreover, they decorated the facility with a painting symbolizing their aspirations for peace. Over a hundred residents remained in Travneve after the start of the conflict and the majority of them are elderly. They regularly organize community meetings at the facility, including sessions with NGOs. Since the start of the COVID-19 pandemic, the requirement to self-isolate created additional hardship for elderly persons in isolated locations. Having a place where they can meet, while still observing social distancing, has a positive impact on their mental health. Photo credit: Proliska.





SHELTER / NON-FOOD ITEMS (NFIs)

Shelter and NFI Achievements, Impact, and Identified Needs

- In October, repairs of **132 houses, including eight heavy repairs, were completed in GCA** as part of UNHCR's shelter programme. The repair of **48 houses is ongoing**. UNHCR implements this activity after taking it over from its NGO partner, the Norwegian Refugee Council (NRC), whose partnership agreement concluded in June.
- During the reporting period, through an individual contractor, UNHCR completed the **repair of 78 houses (including eight heavy repairs) in Luhansk NGCA**. **Eleven more households** were provided with **construction materials and will complete light repairs** by themselves. In total, the shelter programme envisages the repair of 215 houses in these areas in 2020.
- During the reporting period, UNHCR and its NGO partner (DDC) started the Post-Distribution Monitoring of its light shelter repairs programme in Donetsk NGCA to assess the impact of the assistance provided. As part of this activity, **151 households had the windows at their houses replaced** on time for the winter period.



"I thought it was the last morning of my life", says Petro recalling how his house came under shelling in February 2015. Three shells landed near the building damaging windows at his apartment. Since then, Petro and his wife, who are both pensioners, did not have enough resources to replace the windows. They used plastic materials to cover the damages. However, during the winter months, the cold easily penetrated the house, making living conditions for the family unbearable. This winter will be different for Petro and his wife as they will be able to stay in their safe, warm home, inviting their grandchildren for holidays. Photo credit: DDC.*



Voluntary Relocation

6

**Conflict-affected families
(18 persons) relocated
to safer homes
in 2020**

In 2019, with the conflict in Ukraine stretching into its sixth year and with many families with specific needs still living under very difficult conditions in affected locations, UNHCR initiated a **pilot project of voluntarily relocating families** who live **in dangerous areas along the 'contact line'**. Persons who benefit from this project are carefully selected based on **protection vulnerability criteria** and a **security assessment** of the settlements where they are relocated to.



Oksana is only two years old and she has never seen a peaceful life. She was born in the village of Horihoive in Luhanska oblast, located near the 'contact line'. During the years of conflict, regular shelling became a new "normal" for the girl and her mother Olena* who often had to hide in a basement to remain safe. One day, over 30 shells landed in their garden, sparing the house only by a few metres. Security was the main concern for Olena as a minefield is located just at the next crossroad in the village. Raising a daughter and providing her with a stable future in such conditions was a significant challenge for the single mother. Recently, Olena and Oksana were safely relocated to a new apartment, bought by UNHCR and its NGO partner Proliska in the town of Lysychansk, further away from the 'contact line'. To start a new life, the family was*

also provided with a bed, a refrigerator and a washing machine. Oksana is now getting ready to attend kindergarten, while Olena is actively searching for a job to provide for her family. Photo credit: Proliska.

Working in Partnership

The humanitarian response to displacement in Ukraine is a coordinated effort by the government, international organizations, national and international NGOs. In providing support to persons of concern, UNHCR works closely with the Government of Ukraine. In the case of IDPs, UNHCR has signed a Letter of Understanding with the [Ministry for Temporarily Occupied Territories](#). In the case of refugees and stateless persons, UNHCR cooperates closely with the [State Migration Service of Ukraine](#). UNHCR works together with [eight NGO partners](#). UNHCR leads the [Protection Cluster](#) and [Shelter/Non-food Items \(NFI\) Cluster](#). UNHCR together with OCHA also co-leads the Logistics Working Group that is mainly responsible for facilitating humanitarian convoys to eastern Ukraine.

Financial Information

UNHCR is grateful for critical financial support provided by donors who have contributed to this operation, as well as those who have contributed to UNHCR programs with broadly earmarked and unearmarked funds. The indicative level of funding for the operation is **US \$16,810,009**. This figure is based on contributions earmarked to Ukraine, the indicative allocation of flexible funds and adjustments.

UNEARMARKED CONTRIBUTIONS | USD

Special thanks to the Major donors of unearmarked contributions.

Sweden 76.4 million | **Private Donors Spain** 59.9 million | **Norway** 41.4 million | **Netherlands** 36.1 million | **Denmark** 34.6 million | **United Kingdom** 31.7 million | **Private donors Republic of Korea** 30.6 million | **Germany** 25.9 million | **Japan** 23.8 million | **Private donors Japan** 25.1 million | **Switzerland** 16.4 million | **Private donors Italy** 14 million | **France** 14 million | **Private donors Sweden** 11.7 million | **Italy** 10.6 million

SOFTLY EARMARKED CONTRIBUTIONS | USD

Special thanks to the major donors of softly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation or theme, or to the region or sub-region.

Germany 62.7 million | **United States of America** 34.3 million | **United Kingdom** 24.8 million | **Denmark** 14.6 million | **Canada** 8.7 million | **Private donors Australia** 9.5 million | **Private donors USA** 8.2 million | **Private donors Japan** 4.5 million | **Spain** 3.4 million | **Ireland** 3.3 million | **Sweden** 3 million | **Private donors Germany** 2.4 million | **Private donors United Kingdom** 2.3 million | **Private donors Republic of Korea** 2.1 million | **Private donors Lebanon** 2 million

EARMARKED CONTRIBUTIONS | USD

United States of America 6.5 million | **European Union** 1.8 million | **Canada** 0.436 million | **Sweden** 0.415 million | **Japan** 0.273 million | **Russian Federation** 0.25 million | **Norway** 0.241 million | **Estonia** 0.218 million | **Slovakia** 0.054 million | **United Nations Foundation** 0.2 million | **UN Programme On HIV/AIDS** 0.03 million

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Please note that this report attempts to highlight the main activities implemented by UNHCR and its NGO partners within the selected reporting period. Please note that it is by no means exhaustive. For additional details about our work, do not hesitate to check www.unhcr.org/ua or, contact us directly at ukrkom@unhcr.org.

**Please note that the names of persons who appear in this report have been changed for their protection.*