

Operational Update

April 2020

In April, to support the Ukrainian authorities in their prevention and response strategy against the COVID-19 pandemic, UNHCR expanded its support to primary health care facilities, communities and collective centres for IDPs by providing face masks, hygiene products and personal protective equipment. *More on page 2.*

In April, UNHCR partnered with Vodafone Ukraine to support vulnerable elderly persons residing near the contact line by providing them with free phone credits. UNHCR and its NGO partner Proliska identified persons with specific needs who had been unable to access local towns to buy credits because of quarantine restrictions. *More on page 3.*

To mitigate the negative impact of quarantine restrictions on the livelihoods and economic situation of refugees and asylum-seekers, UNHCR supported vulnerable households with a one-time emergency cash assistance. The assistance also targeted those considered to be in the highest "risk group" for COVID-19. *More on page 3.*

KEY INDICATORS

4,836

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

65

IDPs and other conflict-affected persons have been **counselled on SGBV-related issues** in 2020.

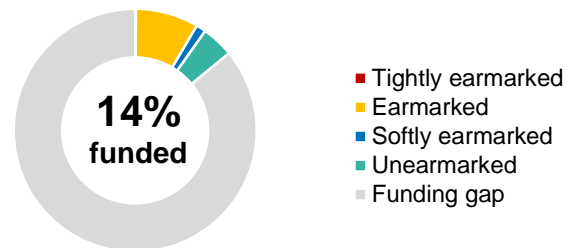
625

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

FUNDING (AS OF 8 MAY 2020)

USD 28.2 million

UNHCR's financial requirements 2020



In April, UNHCR produced an **animation video** which recounts the story of Olenka, 5, who was injured by a shell that she found while playing near her family's house, which is located near the 'contact line' in eastern Ukraine. Today, east Ukraine remains one of the top three most mine-contaminated areas in the world. In 2019, UNHCR jointly with its NGO partner, the Norwegian Refugee Council, repaired the family's house that had been damaged during the conflict. The video was published to raise awareness and observe International Mine Awareness Day. To watch the video and read the story click [here](#).

INTERNALLY DISPLACED PERSONS (IDPS)*

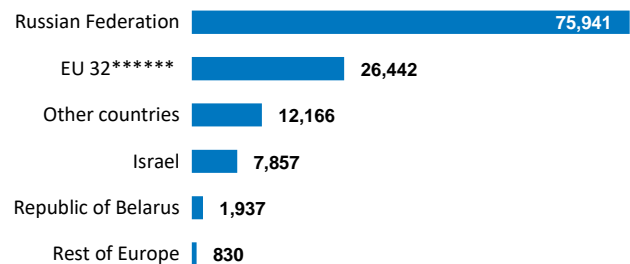
734,000**

OTHER CONFLICT-AFFECTED PERSONS***

1,68 million****

REFUGEES AND ASYLUM-SEEKERS FROM UKRAINE

125,173*****



*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 PopStats, December 2018

Operational Highlights

In April, the [Organization for Security and Co-operation in Europe \(OSCE\)](#)'s [Special Monitoring Mission \(SMM\)](#) recorded [22,750 ceasefire violations in eastern Ukraine](#), representing a [19 per cent increase](#) as compared to the previous month. In April, the [UNHCR-led Shelter Cluster](#) reported that [118 new civilian houses were damaged or destroyed](#) by shelling on both sides of the 'contact line', which represents a [28 per cent monthly increase](#).



Re-adaptation of Humanitarian Assistance to meet specific COVID-19 related needs: In April, UNHCR jointly with its NGO partners re-programmed its community support and project activities to prepare and respond to specific needs caused by the COVID-19 pandemic. So far, UNHCR initiated [47 projects related to COVID-19](#), on both sides of the 'contact line' in eastern Ukraine, designed to prepare and respond to the threat of COVID-19 (see a [map "UNHCR Ukraine's COVID-19 Response in Eastern Ukraine"](#)). The projects include community support to produce and distribute face masks, quick impact projects in the form of the provision of PPE, bicycles and other equipment to local health care providers in order to increase their capacity to respond to COVID-19. In April, with UNHCR's support, [26,640](#)

[face masks](#) were produced by communities and distributed to residents of conflict-affected localities and primary health care centres. *Photo by Proliska (first on the left).*



Improving Hygiene Conditions at Collective Centres and Medical Facilities: In April, UNHCR jointly with its NGO partners, the Right to Protection (R2P) and Slavic Heart, distributed [132 kits of sanitizing hygiene products](#) to [43 collective centres hosting internally displaced persons \(IDPs\) in five regions of Ukraine](#), including Zaporizhia, Dnipropetrovsk, Kharkivska, Donetsk and Luhanska oblasts. In total, approximately [4,000 persons](#) displaced by the conflict in eastern Ukraine currently reside in these centres and have benefitted from this assistance. Furthermore, UNHCR [delivered 230 litres of sanitizing products to medical aid points, pharmacies and local community centres in 16 settlements](#) on the government-controlled side (GCA) of the 'contact line'.



Protection Monitoring of COVID-19 related concerns in isolated localities along the 'contact line': In April, UNHCR jointly with its NGO partner Proliska strengthened their protection monitoring to identify the negative impact caused by COVID-19 related restrictions on the humanitarian situation [along the 'contact line.'](#) The analysis of the [119 isolated settlements in the government-controlled areas \(GCA\) that were monitored](#) found that the quarantine restrictions included restriction of public transport, which in turn caused a severe reduction in the access of vulnerable population groups to essential services. For instance, the monitoring showed that [55 localities did not have a grocery shop](#) to buy food and [49 settlements did not have health care facilities](#). In addition, [residents in 14 localities in Donetsk oblast reported about not being able to maintain basic hygiene due to the lack of clean water](#). All the information collected by UNHCR is regularly shared with local authorities for the purpose of advocacy and the improvement of services in these localities (latest [Protection Monitoring Report is available here](#)).



Situation at the (Entry-Exit checkpoints): Throughout April, civilian movement across the 'contact line' was mostly suspended. Nevertheless, UNHCR's NGO partner R2P reported [over 200 attempts to cross the 'contact line.'](#) In most cases, appeals for permission to cross were rejected by either the Ukrainian or the de facto authorities. However, [25 persons were allowed to cross to NGCA and 22 people crossed from the NGCA side](#) on 25 April because of 'humanitarian exceptions' such as attending funerals or family reunification. UNHCR jointly with its NGO partners provided [protection counselling and 'cash for protection'](#) to those stranded and unable to cross the 'contact line'. *Photo by Luhansk oblast administration shows EECP in Stanytsia Luhanska (last on the left).*



Emergency Cash Assistance for Refugees and Asylum-Seekers: In April, UNHCR provided an additional [one-time emergency cash assistance to 454 families](#) of refugees and asylum-seekers. All selected recipients are vulnerable households, including persons who lost their primary source of income because of quarantine restrictions, those with serious medical conditions and persons at an increased risk of homelessness.



Distribution of face masks produced by refugees: On 24 April, UNHCR jointly with its NGO partners distributed [1,482 face masks](#) produced by [three women \(two asylum-seekers and one possessing](#)

complimentary protection status). These items were delivered to **Temporary Accommodation Centres (TACs)** where asylum-seekers reside in three regions of Ukraine in Odesa, Kyiv and Zakarpattia oblasts.

Key Advocacy Messages for April

- On 11 April, the Government's Resolution came into force strengthening **the protection of social rights of IDPs** and setting forth the procedure for the provision of social benefits to displaced persons during the quarantine period. UNHCR welcomes this initiative as a positive step towards the implementation of the **law adopted on 17 March 2020**, which automatically **extends all social benefits for IDPs during the quarantine period in addition to 30 days from the day the quarantine period ends**. It is now crucial that this information is **effectively disseminated among IDPs and other conflict-affected persons**, and that the implementation of this legislation is appropriately monitored.
- Despite the current COVID-19 quarantine measures, UNHCR encourages the Government to start **progressively easing the freedom of movement and crossing of the 'contact line' in eastern Ukraine**. In April, UNHCR has received multiple requests from individuals who remained stuck on either side of the 'contact line' and who wished to return home. Furthermore, thousands of pensioners need to cross to claim their pensions and birth and death registration backlogs are constantly increasing.
- During the normal functioning of Entry-Exit Crossing Checkpoints, before COVID-19 restrictions, the area contained a high concentration of people and a substantial presence of elderly persons with medical conditions. Therefore, EECs are locations of potentially high transmission of COVID-19. For this reason, UNHCR recommends that the authorities ensure that before the resumption of activities at the EECs, measures and equipment are in place to **minimize COVID-19 transmission**. **These could include, inter alia, thermal screening, comprehensive disinfection of common areas, as well as minimizing the risks of large crowds at EECs.**

UNHCR'S AND THE PROTECTION CLUSTER'S RECENT REPORTS AND PUBLICATIONS:

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

[REPORT] PROTECTION MONITORING REPORT OF SETTLEMENTS ALONG THE CONTACT LINE RELATED TO COVID-19: this report is updated regularly and highlights **key protection concerns in eastern Ukraine during the quarantine period** (access to food, transportation, medical services and clean water), as well as UNHCR's response priorities.

[COVID-19 FLASH INFOS]: In order to update partners on UNHCR's response to COVID-19, Flash Infos have been produced in April that can be found in [UNHCR's Resource Page](#).

[Q&A] UKRAINE UNHCR Q&A ON COVID-19 MEASURES: this document answers the most frequent questions that arise among internally displaced persons regarding quarantine measures and their impact.

[PROTECTION CLUSTER'S KEY MESSAGES]: this document presents an overview of key protection concerns related to the COVID-19 outbreak and quarantine measures in eastern Ukraine.



Forging Partnerships



- In April, to assist **internally displaced and other conflict-affected persons living in isolated localities** along the 'contact line', UNHCR and **Vodafone Ukraine** collaborated to provide **free cellular credits to 2,824 persons** with specific needs. With the start of quarantine restrictions, public transportation has been cancelled and many isolated villages near the 'contact line' have remained without access to larger towns where phone credits would normally be purchased. During the COVID-19 pandemic, communication is key to communicate with family doctors, order life-saving medicine and/or order food. Thanks to UNHCR and its NGO partner Proliska's field presence and access, **phone numbers of those most in need were collected and communicated to Vodafone Ukraine**. *Photo by Proliska shows Nadiya*, who had been displaced as a result of the conflict and living near Stanytsia Luhanska, utilizing her phone with free credits by Vodafone.*


MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

Protection of Refugees and Asylum-Seekers

- Remote Registration of Asylum-Seekers:** On 15 April, UNHCR shared with its NGO partners temporary guidance on remote registration activities during the COVID-19 pandemic in Ukraine. Based on this note, UNHCR jointly with its NGO partners the Right to Protection (R2P) and Rokada facilitated the [remote registration of four unaccompanied minor asylum-seekers](#). UNHCR also provided a [one-time emergency cash assistance](#) to them.
- Launching a Chat Bot to provide Legal Assistance to Refugees and Asylum-Seekers:** On 27 April, UNHCR's NGO partner R2P launched the "[Refugee Helper](#)" on Facebook. This special [chat bot](#) automatically responds to questions and [simplifies access to legal information for refugees and asylum-seekers](#). Such an innovative tool is particularly helpful during the COVID-19 quarantine restrictions when in-person consultations with NGO partners and Governmental services have been placed on hold.
- Psychosocial Support during the COVID-19 Pandemic:** In April, UNHCR's NGO partner [the Tenth of April](#) initiated [psychosocial consultations online](#) to help refugees and asylum-seekers mitigate stress during the quarantine restrictions. [Two video sessions were translated into the five languages](#) that are most spoken by these communities and posted online for easy access.
- Telegram channels in six different languages:** During the reporting period, UNHCR's NGO partner the Tenth of April launched a [Telegram channel with information related to COVID-19](#). Updates with relevant information from the Ministry of Health and the World Health Organization (WHO) have been shared on a daily basis with refugees and asylum-seekers in [English, Dari, Pashto, Arabic, French and Bengali](#).

841

Persons received Legal Assistance

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

12

Persons accessed education

This number indicates how many refugees and asylum-seekers UNHCR and its NGO partners supported with enrolment to educational institutions in Kyiv, Odesa, Zakarpattya and Kharkiv regions in April

33

Persons received Psychosocial Assistance

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

102

Persons were assisted in accessing healthcare

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

Livelihood Interventions for Refugees and Asylum-Seekers

73

Refugees have started their own businesses

with UNHCR self-reliance grants since the launch of the program in 2018

- In April, UNHCR approved additional [financial support to 25 refugees and asylum-seekers](#) who had previously received UNHCR's [Livelihoods Grants](#) and had already initiated their business projects. These funds, comprising of 10 per cent of the initially provided grant, are used to ease the negative impact of the quarantine lockdown on their livelihoods.
- UNHCR jointly with its NGO partners supported [an asylum-seeker from Iran](#) during his employment application for a [walking courier position with a big food delivery company](#). Thanks to UNHCR's livelihood counselling assistance, the applicant successfully passed the training and signed the working contract.

Assistance to Stateless Persons and Persons at Risk of Statelessness

- On 29 April, UNHCR's NGO partner the Right to Protection (R2P) organized an [online webinar focused on algorithms for establishing residency and verifying the identity of undocumented persons](#) by the State Migration Service (SMS). [Nine judges and 36 officials of the SMS](#) attended the event and developed a better understanding of the practical implementation of the [Citizenship Law](#) in the area of nationality confirmation.

- In April, UNHCR jointly with its NGO partners initiated **remote protection monitoring of communities where stateless persons reside** to ensure a timely response is provided in case of the COVID-19 outbreak. These efforts resulted in closer cooperation with UNICEF who provided **50 hygiene kits to UNHCR's NGO partner NEEKA**. These items were distributed to **Roma families in Zakarpattia oblast**. *Photo by NEEKA.*



5

Stateless persons (or at risk of) (60% female, 40% male) obtained passport or other document certifying nationality

in April thanks to UNHCR and NGO partners' support

98

Stateless persons (or at risk of) (44% female, 56% male) received advice on acquisition or confirmation of nationality

in April thanks to UNHCR and NGO partners' support

17

Persons obtained their birth certificates for the first time

in April thanks to UNHCR and NGO partners' support



PROTECTION FOR INTERNALLY DISPLACED AND OTHER CONFLICT-AFFECTED PERSONS

Protection Cluster

- During the reporting period, the **UNHCR-led Protection Cluster reviewed** project proposals submitted by partners as part of the **COVID-19 Humanitarian Response Plan**. The Protection Cluster received **26 project submissions from 25 partners, targeting 425,905 people** with USD 4,9 million of required additional funding, and USD 3,7 million reallocated funding. Partners' response focuses on immediate assistance but also aims to **address the needs and vulnerabilities of individuals in the post-quarantine period**, particularly in the areas of child protection and GBV. Ongoing and planned COVID-19 response activities include information dissemination, an increase of psychosocial support, and more people targeted through Individual Protection Assistance (in cash, in-kind, as well as case management and home-based care).
- On 10 April, the Protection Cluster participated in the Strategic Review Committee for the **Ukrainian Humanitarian Fund (UHF) COVID-19 allocation**. This country-based, pooled fund provided **USD 1,6 million additional funds to four organisations for multi-sectoral assistance to older people residing in isolated settlements in GCA** for the distribution of food and hygiene items, personal protection equipment, as well as home-based assistance and protection support. A separate **USD 1,75 million will be provided for projects implemented in the non-government controlled areas**.
- In April, the Protection Cluster issued **Key Protection Messages in the context of COVID-19** which provide an overview of the key protection concerns related to COVID-19 and recommendations for humanitarian and development actors, as well as the governmental authorities. The key messages highlight that displaced and conflict-affected people in eastern Ukraine face a double threat, not only from the pandemic but also from the ongoing conflict, given the recent sharp increase in civilian casualties.



UNHCR Protection Activities

- Crisis Communication on COVID-19 measures with IDPs:** On 24 April, UNHCR organized an **online webinar** to address concerns and answer questions of internally displaced people vis-a-vis COVID-19 related restrictions. In total, **45 participants** attended the session led by UNHCR's legal experts. Furthermore, UNHCR published a guide **"Ukraine UNHCR Q&A: Everything you need to know about measures introduced in response to the COVID-19 pandemic in Ukraine"** to ensure that displaced persons are provided with factual information about legislative measures adopted by the Government.
- Supporting IDP Communities that Self-Mobilized to respond to COVID-19:** In April, UNHCR developed a **tracking tool to monitor displaced communities' engagement during the COVID-19 pandemic response**. This analysis showed that **41 communities in western and central Ukraine self-mobilized** to support persons with specific needs and actively participated in the production of face masks, the distribution of food parcels to elderly, providing counselling via hotlines and organizing psychosocial consultations online. Such active engagement was a result of the continuous capacity-building support that UNHCR and its NGO partners provide to displaced persons.



Legal Assistance and Protection Counselling

877

Internally displaced and other conflict-affected persons (63% female, 37% male) received legal assistance from UNHCR and its partners in April

3,364

Persons (65% female, 35% male) benefited from individual protection counselling in April

15

Persons have been counselled on SGBV-related issues by UNHCR and its partners in April



Social Accompaniment

- In April, UNHCR's NGO partners provided social accompaniment to **1,464 individuals** (23,4 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. Compared to the previous month, the number of persons who benefited from this support increased by **404 per cent**. This is directly linked to the reduction of access to essential services for residents of isolated settlements along the 'contact line' because of the quarantine restrictions. The closure of public transportation resulted in limited or lost access to food supplies, water and medicines for residents of these localities.



Alla, 72, lives near the 'contact line' in the village of Valuiske in Luhanska oblast. After the COVID-19 outbreak and the subsequent suspension of transportation, Alla could not travel to the bigger town of Stanytsia Luhanska, where she usually gets a prescription from her doctor in order to receive free medicines at the local pharmacy for treating her chronic illness. To support Alla, UNHCR's NGO partner Proliska had an appointment with her doctor who issued the needed prescription. This enabled Proliska to receive life-saving medicine at the pharmacy and deliver it to Alla who can now continue her treatment while staying safely at home. Photo by Proliska.*



Psychosocial assistance

106

80% Female | 20% Male
Persons received consultations in April

During the reporting period, UNHCR's NGO partners provided **106 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.



Sexual and Gender-Based Violence (SGBV)

- In April, UNHCR and its NGO partner the Tenth of April signed a **Memorandum of Understanding with the United Nations Population Fund (UNFPA) and the Odesa City Council**. The document envisages the joint **renovation of an SGBV shelter in Odesa**. Based on the agreement, UNHCR's persons of concern (including refugees and asylum-seekers) will be considered as potential recipients of the assistance and services provided by the SGBV shelter.
- In April, UNHCR's NGO partner the Slavic Heart **provided consultations to 15 survivors of SGBV**. It also reported a **260 per cent increase (compared to March)** in the number of calls received through its hotline that provides consultations on SGBV-related issues. This upward trend is seen as concerning evidence of the impact that the quarantine restrictions have had on vulnerable households.

Individual Protection Assistance (IPA)

- In April, 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 the areas where state services are not accessible, UNHCR and its NGO partners provide **Individual Protection Assistance in-kind**. In April, **73 persons were supported with IPA** (46 persons received cash assistance and 27 - in-kind assistance). **Thirty-eight persons** among those who received 'cash for protection' were assisted to help them deal with the impact of the **COVID-19** related measures, such as the **closure of civilian movement across the 'contact line'**.



Tetyana and her husband Andriy* were among a group of persons that had been stranded at the Entry-Exit Checkpoint in Stanytsia Luhanska after all civilian movement across the 'contact line' was suspended in March. The family from NGCA travelled to the GCA because Andriy hoped to find a new job there. After the quarantine measures were imposed, the couple could not return home to NGCA and had no choice but to spend their nights in a wooden kiosk used to sell vegetables and fruits. To support the family, UNHCR and its NGO partner Proliska provided 'cash for protection' to Andriy and Tetyana which enabled them to rent a room close to the EECP while they wait for the permission to cross. Photo by Proliska.*



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

- UNHCR supports small to medium-scale infrastructure repairs proposed by communities or local authorities in eastern Ukraine. These Peaceful Coexistence Projects (PCPs) aim at creating an atmosphere of peaceful coexistence between the displaced populations and host communities and to complement the resilience of IDPs and affected communities. Since the outbreak of **COVID-19**, UNHCR has also launched its **Quick Impact Projects (QIPs)** aimed at providing rapid response to the pandemic by **strengthening the capacities of the local health care system and supporting social services providers**. In April, UNHCR jointly with its NGO partners initiated **five PCPs and 22 QIPs** on both sides of the 'contact line' in eastern Ukraine.



Valentyna is working a full shift to produce hundreds of protective face masks that will mitigate the exposure of people in her community to COVID-19. In April, UNHCR and its NGO partner, the Donbas Development Centre (DDC), provided seven sewing machines, fabric and other equipment for the production of face masks to territorial and cultural centres in the towns of Khartsyzsk, Yenakievo and Vuhlehirsk in Donetsk oblast. After being produced, these masks are distributed to the staff and visitors of these centres that continue providing social services to persons with specific needs, such as the elderly. UNHCR estimates that approximately 6,000 persons will benefit from this assistance. Photo by DDC.*



Community Support Initiatives (CSIs)

- UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. Community Support Initiatives (CSIs) implemented in the spirit of a **Community-Based Protection** approach 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. In April, UNHCR jointly with its NGO partners has supported **21 conflict-affected and displaced communities in eastern Ukraine**. This assistance included supporting communities with the **production of face masks**, distributing **sanitizing items and personal protective equipment to primary health care centres** and **improving hygiene conditions at the EECPs** in eastern Ukraine, where people wait for the opening of the checkpoints.



This box with disinfectant gel, face masks and a temperature screening device was set up to check persons who move between the villages of Staromarivka and Hranitne in Donetsk oblast. The movement of villagers between these two villages became possible after UNHCR jointly with the UN Country Team stepped in to advocate for the movement restrictions to be lifted between the two locations. Utilizing quarantine as a pretext, some 170 residents in Staromarivka were not able to cross the bridge that had been closed by the authorities. As a result of advocacy, villagers were allowed to cross with the condition that they are equipped with personal protective items. Therefore, UNHCR and its NGO partner Proliska are ensuring regular supplies of face masks and disinfectant to the residents. Photo by Proliska.

SHELTER / NON-FOOD ITEMS (NFIs)

Shelter and NFI Achievements, Impact, and Identified Needs

- In April, UNHCR completed the repairs of 106 houses in Donetsk NGCA and 37 in Luhansk NGCA. As part of its light shelter repairs programme, UNHCR jointly with its NGO partner DDC also replaced windows in 181 apartments in Donetsk city and its suburbs.
- During the reporting period, UNHCR assessed 196 houses and selected 119 houses for further light, medium and heavy repairs in Luhansk NGCA.
- In April, UNHCR jointly with its NGO partner DDC distributed 250 thermal blankets and 130 solar lamps to 16 medical social institutions in Donetsk, Makiivka, Horlivka, Yasynuvata, Debaltseve and Dokuchaievsk in Donetsk oblast. *Photo on the right by DDC.*
- During the reporting period, UNHCR jointly with its NGO partners Proliska provided 28 Acute Emergency Kits to families who had their houses damaged as a result of recent shelling. These kits included plastic sheets, tarpaulin, insulation foam and timber batten to temporarily fix the damages.



Voluntary Relocation

2

Conflict-affected families (six 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.

Shelter/NFI Cluster

- On 15 April, the UNHCR-led Shelter/NFI Cluster disseminated the **Advisory Note on Response Strategy for the COVID-19 pandemic in Ukraine**, which provides an overview of the recommended activities for shelter partners to be implemented on different stages of the development of the disease.
- On 29 April and 30 April, the Shelter/NFI Cluster held **National and Sub-National Cluster coordination meetings** with shelter partners. Both discussions focused on summarizing the achievements of the first quarter of 2020. During the Cluster's coordination meeting, the recent adjustments in shelter programmes related to COVID-19 quarantine measures were also discussed. Partners have presented their business continuity plans and have reported that their main shelter activities are currently on hold because of the quarantine restrictions related to COVID-19.

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 Veterans, Temporarily Occupied Territories and Internally Displaced Persons](#). In the case of refugees and stateless persons, UNHCR cooperates closely with the [State Migration Service of Ukraine](#). UNHCR works together with [10 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 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 \$3, 964,239**. 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 | **Norway** 41.4 million | **Netherlands** 36.1 million | **Denmark** 34.6 million | **United Kingdom** 31.7 million | **Germany** 25.9 million | **Private Donors Spain** 26.6 million | **Switzerland** 16.4 million | **Private donors Republic of Korea** 13.9 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 38 million | **United Kingdom** 24.8 million | **Denmark** 14.6 million | **United States of America** 12.4 million | **Canada** 8.7 million | **Ireland** 3.3 million | **Sony Corporation** 3 million | **Sweden** 3 million | **Private donors Australia** 3.4 million

EARMARKED CONTRIBUTIONS | USD

United States of America 1.1 million | **Canada** 0.436 million | **Sweden** 0.415 million | **Japan** 0.273 million | **Estonia** 0.218 million | **Slovakia** 0.054 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.*