

UKRAINE UNHCR Q&A on COVID-19 measures

Everything you need to know about measures introduced in response to the COVID-19 pandemic in Ukraine

This document has been prepared to answer the most frequently asked questions that arise among internally displaced persons regarding quarantine measures and their impact. The answers are based on legislative and normative measures adopted by the Government, separate ministries and the Verkhovna Rada of Ukraine. More information is available on their respective web pages. Requests for additional information and complaints can be addressed to the governmental hotline or hotlines of different organizations, whose contact information is provided below.

1. *“I am a pensioner. I’m in the high-risk group for COVID-19. I do not want to go to public places, but I need to undergo verification as an IDP not to lose my social payments and pension. Do I need to go to the social protection department?”*

To protect individuals in the high-risk groups, the government has adopted measures to mitigate the risk of infection. These measures include restrictions on work in institutions and enterprises. Work of public authorities has been restricted to minimize contact among people. Among the first measures adopted by Parliament is the law that states [no verifications shall be conducted while quarantine measures are in place and for thirty days after quarantine is lifted](#). This also means that [no suspensions will take place with regard to pensions, targeted assistance or other social payments during this period](#). Stay home and be safe.

More information on the issue of social assistance is available on the web page of the Ministry of Social Policy here: <https://www.msp.gov.ua/news/18396.html>

Complaints with regard to access to pensions and social benefits can be addressed to the [Government’s hotline 15-45](#).

2. *“I am registered as a displaced person in Avdiivka, but I reside in Horlivka. I regularly came to receive my pension and to be identified and verified. Now that the check points are closed, I am afraid I will lose my pension. The pension is essential for my daily needs such as food and medicines. How do I come to the Oshchadbank?”*

You do not need to come to the Oshchadbank until quarantine measures are lifted and for thirty days after. The government and the parliament decided that [all pensions will be transferred to personal bank accounts](#). [No verifications and no identification shall be conducted](#).

More information on the functioning of Oshchadbank during the quarantine period, including identification issues, is available through their web page <https://www.oschadbank.ua/ua> or [Hotline 0 800 210 800](#).

3. *“My bank card from OshchadBank expires on 15 April. How do I renew it?”*

OshchadBank has decided to [prolong validity of all cards that expire during quarantine until 1 July 2020](#). This means [you do not need to go to any bank division and can still use your bank card in stores and at ATM machines](#). The bank will update customers on further developments through an SMS message to your mobile. More information is available at Oshchadbank’s web page or through their phone hotline.

Other banks have also implemented remote re-issuance of cards when clients do not need to visit a bank or they have prolonged the bank cards validity.

More information on the functioning of Oshchadbank during the quarantine period, including re-issuance of bank cards is available either on their web page <https://www.oschadbank.ua/ua> or **Hotline 0 800 210 800**.

4. “I reside in Kherson. Is there any chance to visit my grandparents who live in Crimea?”

Quarantine measures include restrictions on movement. Until quarantine measures are lifted, crossing of the EECF at the administrative border with Autonomous Republic of Crimea is allowed: (1) to Crimea, for those who have residence registration in Crimea, including in Sevastopol; (2) from Crimea, for individuals with residence registration at the controlled part of the territory. Should there be serious grounds of humanitarian nature (family unity, dire health conditions, death of a close relative, etc.), a separate decision can be made.

Additional information is available through the **Hotline of the State Border Guard Service at 15-98**, as well as on their web-page here: <https://dpsu.gov.ua/ua/Aktualni-pitannya-shchodo-peretinannya-kordonu-v-umovah-karantinu/>

5. “I have heard there are restrictions on movement to/from Donetsk and Luhansk oblast. Is this true?”

Indeed, since 28 March movement to Donetsk and Luhansk oblast from Kharkiv, Dnipropetrovsk and Zaporizhzhya oblasts has been restricted. Those with residence registration in Donetsk and Luhansk oblasts are not recommended to leave these oblasts, while those with different residence registration in other oblasts are not recommended to enter them. Persons and legal entities involved in supporting Donetsk and Luhansk oblasts through providing food parcels, medical items and related products, as well as staff of international organizations (UN, OSCE and ICRC), shall be allowed to move freely.

6. “I need to go to Horlivka from Mariupol. Will I be able to do that during quarantine?”

According to the latest information available on 8 April, crossing of the line of contact in Donetsk and Luhansk oblasts is not possible. This is due to the restrictions introduced by de-facto authorities who do not allow any type of crossing to/from NGCA.

More information is available on the webpage of the Joint Forces Operation (JFO): <https://www.facebook.com/pressjfo.news>

7. “I am an IDP with the third disability group. I require regular medical re-confirmation of my disability and a right to social benefits. However, during quarantine medico-social commission (MSEC) in my settlement does not work. I may lose my disability payment, which is an important part of my income. What should I do?”

According to the government's decision, disability-related payments will be prolonged automatically without the need to undergo MSEC examination. This will remain in place during the quarantine measures and for thirty days after those are lifted. No documents will be required by the social protection department to prolong your disability payment. After quarantine measures are lifted, there will be an announcement by respective authorities on how to re-apply and re-calculate your payments.

The same approach will be applicable to social benefits for children with disability and for persons with disabilities since childhood.

More information on the issue of social assistance is available on the web page of the Ministry of Social Policy here: <https://www.msp.gov.ua>.

Complaints with regard to access to disability payments can be addressed to the **Government's hotline 15-45**.

8. *I am a **single mother with three minor children**. We are displaced and live in a rented apartment. I largely depend on **social assistance to households with low income** and on **subsidies**. How do I re-confirm my eligibility during the quarantine measures?*

Assistance to households with low income will be prolonged automatically during the quarantine period and for thirty days after. Subsidies will also not be re-considered. There is no need to come to the social protection department to submit relevant documents. You will also not be requested to send anything via mail. After the quarantine measures are lifted, the assistance paid within this period will be recalculated.

More information on the issue of social assistance is available on the web page of the Ministry of Social Policy here: <https://www.msp.gov.ua>

Complaints with regard to access to pensions and social benefits can be addressed to the **Government's hotline 15-45**.

9. *COVID-19 interrupted the business I was employed with. I have lost my job! I live in a rented apartment with my family. I have nowhere to go. Transportation is closed, I can't even return to my original place. Can I get registered as an unemployed person? When will unemployment benefits be paid?*

The government decided that **any person who lost their job during quarantine measures and thirty days after shall be registered as unemployed by employment centers on the same day they inform centers about their situation. Confirmation documents may be submitted in electronic format.** Unemployment benefits shall be given from the day of application and confirmation of the unemployment status by your local employment center (in a regular situation, people start receiving such benefits only two months after the status is granted). The employment center will also suggest alternative possibilities for employment in your area.

Additional information can be obtained on the web-page of the Employment Centers: <https://www.dcz.gov.ua/>

10. *I am an IDP residing in a social apartment. I've lost my source of income with the quarantine measures introduced. I am afraid I will not be able to **pay utility bills** if the quarantine measures last for one month more. Will they evict me?*

During quarantine measures forced eviction is prohibited. Moreover, if you lost your job because of quarantine, you can apply for unemployment. You will then be given an unemployment payment from the state. You also could apply for utility subsidies.

Additional information can be obtained on the web-page of the Employment Centers: <https://www.dcz.gov.ua/>

11. *What shall I do if **my rights are violated**? For example, if my targeted assistance or pension is suspended? Or if they do not give me unemployment benefits? Is there a way to complain?*

In case you face difficulties receiving any social benefits, please refer to the Ministry for Social Policy (<https://www.msp.gov.ua/>). In case you face difficulties with crossing the contact line in eastern Ukraine or the administrative border with Crimea as well as other issues linked to the conflict, please refer to the

Ministry for Reintegration of the Temporarily Occupied Territories (<https://mtot.gov.ua/>). In case you observe any violations of your rights, please contact Ombudsperson's Office (<http://www.ombudsman.gov.ua/>) or call the Government hotline via number 1545.

Legal advice is also available at Free Legal Aid Centers in your region. More information can be found here: <https://www.legalaid.gov.ua>

In case you need a more detailed legal consultation, you may call hotlines administered by human rights NGOs and international organizations:

0 800 30 77 11

UNHCR

0 800 309 110

Donbas SOS

+38 (044) 337 17 62

Right to Protection