



## Key Protection Messages to IDPs and Conflict-Affected Populations

*This document is intended to guide all protection partners, including their hotlines, on the essential information to be disseminated to people affected by the conflict in Ukraine. Please note that this is a living document and messages will be adjusted according to the security situation, population flows and availability of assistance.*

### Prioritize your and your family's safety

- Stay informed and connected (via mobile, radio, TV, Internet) and follow official advice for your security. Listen to official messages from emergency services, local authorities, and follow the instructions, including regarding curfews and when to seek immediate shelter;
- When there is a bombing nearby: lay down on the stomach, cover ears and slightly open the mouth. If there is no shelter available, it is better to stand in the staircase of a building and stay away from windows;
- Shelling and bombing leave behind a lot of unexploded ordnance, and there may be pieces of ammunition spread around whole areas. Keep away from bomb craters, do not touch suspicious objects, when possible alert SESU or the police (101). Instruct also your children not to touch and collect any foreign objects, even toys can be contaminated and dangerous.
- When moving by car, prioritize hard surface, asphalted roads where possible. Be aware of possible mined areas on the sides of the roads and unexploded ordnance inside of wrecked military vehicles. Avoid movement around any burning military vehicles. Always carry your complete first aid kit with you and learn how to use it in emergency situations. Learn how to stop bleeding and how to provide CPR. Always care for your own safety before helping others.
- If you decide it is not safe for you to stay where you are, you should prioritize your safety when looking at your options of where to go within Ukraine or abroad

### Before moving to a different location

- Stay up to date and informed about travel schedule and routes. Prioritize travelling during the day if possible;
- If possible, carry all your personal documents with you at all times;
- Keep your family together and always supervise the children and adolescents in your care, as well as any other person who depends on you;
- Consider providing your children with a name tag, contact information and intended travel route
- Keep a copy (even digital) of your documents in a safe place. The replacement of lost documents will be easier if people can present a copy to the SMS later;
- For those trying to reach the borders of Ukraine, there are some train options (public transport) as well as bus services, such as Flixbus. However, the times and availability of these transport routes can change at any point.



### Safety tips for families

- Learn phone numbers and email addresses of your family members by heart
- Communicate your intended travel route to family members
- Inform family members in intervals about your journey and your locations
- When traveling with children, help them memorize useful information, such as parents' names, or keep parents' contacts in children's pockets;
- Look for a Red Cross or Red Crescent point immediately when losing contact with family members. If you are looking for a family member, please contact (familylinks.icrc.org)

### Evacuations and humanitarian access

- Please contact the emergency service or local authorities in your current location for information on scheduled evacuations by the local authorities.
- The Ministry of Reintegration of Temporarily Occupied Territories makes regular announcements on scheduled government evacuations. Information on evacuation trains and safe corridors, scheduled times and routes can be found here: <https://www.facebook.com/MReintegration>. Please consult these websites regularly to help you decide a safe transport and evacuation route for you and your relatives.
- Humanitarian corridors for the safe evacuation of civilians have not been agreed upon by both parties. The [ICRC](#) remains in dialogue with parties to establish humanitarian corridors for the safe passage of civilians, with satisfactory security guarantees.
- The UN inside Ukraine continues to call for safe passage for all civilians fleeing, and for humanitarian aid to get in; and is actively working with all parties on a humanitarian notification system – as the UN does with neutrally and impartially in all such crises.

### IDP Registration

- The centralized IDP registration system in place since 2014 is currently not being applied due to high numbers of new IDP arrivals.
- Registration arrangements are available at the Oblast level and vary in each regional administration. Please check registration procedures and rules in your location in order to access assistance;
- Registration procedures are implemented by local authorities in reception centers to identify and respond to the needs of the most vulnerable and carry out referrals to relevant service providers
- Ivano-Frankivsk, Lviv, Chernivtsi, Vinnytsia Oblasts, Ternopil, Khmelnytskyi, Kropivnytskyi introduced registration for persons forced to leave their homes and in need of emergency assistance;
- In Ivano-Frankivsk, you will need to complete a registration form in order to receive a Temporary IDP Certificate in order to access temporary accommodation and food products



## Where to find assistance in Ukraine

- All services provided by humanitarian organizations are free of charge. If someone says they will give you assistance or help you depart Ukraine if you pay them money, these individuals do not represent humanitarian or State organizations. Be alert to possible fraud or human trafficking networks
- Services announced by State authorities (including operative response teams, availability of shelters, etc.) in connection to current affected areas are compiled and available [here](#) for the Western regions; and also [here](#) for other regions.
- Daily information on the services provided by the authorities in Vinnitsa can be found [here](#)
- You can contact the following hotline to seek advice and assistance: Donbass SOS – 800309110 -Working hours: 9:00 - 21:00. Please refer to a consolidated list of hotlines operational on the territory of Ukraine [here](#).
- *(for internal reference of partners making referrals)* Protection Service Mapping is ongoing – the current list of available services is available [here](#) and will continue to be constantly updated.
- For advice on how to provide emotional support to children during these difficult times, see pages such as [this](#).

## Seeking Asylum

- Every human being has the right to seek asylum after crossing an international border. You cannot apply for refugee protection while still physically present in Ukraine. You have the right to seek asylum in land border entry points, seaports and airports.
- If you or your relatives are travelling to or are in one of the following countries, please consult:
  - In **Poland**: Please see the UNHCR HELP page for Poland: [UNHCR Poland – Help for refugees and asylum-seekers](#) and the Polish government website for Ukrainians: [Help for Ukrainian citizens – Urząd do Spraw Cudzoziemców – Portal Gov.pl \(www.gov.pl\)](#) (scroll down for additional languages and note their hotline at: +48477217575). UNHCR can be contacted by email [polwa@unhcr.org](mailto:polwa@unhcr.org) and at +48 22 628 6930
  - In **Romania**: Please see the UNHCR HELP page for Romania: [UNHCR Romania – Help for refugees and asylum-seekers](#) and the website of our partner, the National Council for Refugees: [CNRR – Acasa](#) UNHCR can be contacted by phone: +40 723 653 651 (available 24/7) and email: [rombu@unhcr.org](mailto:rombu@unhcr.org) Centralized information platform (FAQ, entry, asylum, rights, transport etc.) can be accessed here: <https://dopomoha.ro/ro>
  - Romanian National Anti-Trafficking: [for those who experienced or would like to report signs of or actual abuse, exploitation, coercion, false promises, please consult Romanian National Anti-trafficking Helpline: 0 800 800 678/ +40 213 133 100](#)
  - In **Slovakia**: Please see the UNHCR HELP page for Slovakia here: [UNHCR Slovakia – Help for refugees and asylum-seekers](#) and the Slovak government website for Ukrainians at: [Information for Ukrainians entering Slovak republic](#).



[gov.sk](http://gov.sk) UNHCR can be contacted at [hunbu@unhcr.org](mailto:hunbu@unhcr.org) or by phone +36 1 336 3060.

- In **Hungary**: Please see the UNHCR HELP page for Hungary: [UNHCR Hungary – Help for refugees and asylum-seekers](#) and the page of the Hungarian Helsinki Committee: [Information for people fleeing from Ukraine – Hungarian Helsinki Committee](#) UNHCR can be contacted at [hunbu@unhcr.org](mailto:hunbu@unhcr.org) or by phone +36 1 336 3060.
- In **Moldova**: Please see the page of the asylum authorities: [ВАЖЛИВО! | Biroul Migrație și Azil \(gov.md\)](#) Please feel free to contact the Law Centre for Advocates for legal aid: [Home – CDA](#) and the Charity Centre for social aid: [Home – Charity Centre for Refugees in Moldova \(ccr.md\)](#). There is also a webpage with other service providers here: [DOPOMOGA \(gov.md\)](#) UNHCR can be contacted at: [mdach@unhcr.org](mailto:mdach@unhcr.org) or by phone +373 22 271 853.
- In the **Czech Republic**: Please see the UNHCR HELP page: [UNHCR Czech Republic – Help for refugees and asylum-seekers](#) and the government webpage page : [Informace pro občany Ukrajiny – Ministerstvo vnitra České republiky \(mvcr.cz\)](#) (hotline number +420 974 801 802). UNHCR can be contacted at [czepr@unhcr.org](mailto:czepr@unhcr.org) or by phone +420 776 437 775.
- In **Bulgaria**: Please see the page of the Bulgarian asylum authorities here: <https://gov.bg/bg/ukraine/news/5657> UNHCR can be contacted at: [bulso@unhcr.org](mailto:bulso@unhcr.org) or by phone number: +359 2 98 02 453.
- In all other countries: Please see the **UNHCR HELP page** <https://help.unhcr.org/> and select the relevant country.

### Foreigners/Migrants in Ukraine (non-Ukrainians)

- If you are a non-Ukrainian national decide it is not safe for you to stay in Ukraine, you should prioritize your safety when looking at your options of where to go
- Foreign nationals in Ukraine should contact their diplomatic missions first to make a request and to be registered. They should also inform IOM about their evacuation needs at [iomkievcomm@iom.int](mailto:iomkievcomm@iom.int). While in other conflict contexts IOM was able to ensure humanitarian returns to stranded migrants, at the moment the security situation is extremely volatile and evacuation by land routes is not possible. Updated information on border points, documentation, exit and entry requirements, as well as a potential assistance on the other side of Ukraine's border, can be accessed from within Ukraine at free hotlines; (free from mobile phones), 0800 505 501 (free from landline phones). The lines are opened daily from 8:00HR to 20:00HRS.
- Potential discrimination as well as particular difficulties in crossing the border for foreign nationals and migrants can also be reported at the hotline at [iomkievcomm@iom.int](mailto:iomkievcomm@iom.int).
- The website of IOM Migration Info Centre can be found [here](#)
- IOM Helplines for persons in Poland, Romania, Lithuania and Slovakia can be found [here](#)