UKRAINE COVID-19 Response

Increasing the capacities of health facilities through Quick Impact Projects (QIPs) on both sides of the contact line in east Ukraine: In April, UNHCR has initiated nine COVID-19 related QIPs in eastern Ukraine to increase the capacities of local health care service providers on both sides of the contact line in conflict-affected areas in Donetska and Luhanska oblasts. Directly or jointly with its NGO partners, the QIPs include providing city hospitals and ambulance stations with personal protective equipment, mattresses, medical couches, and pillows. The QIPs also includes seven first-aid points in Luhansk GGA.

Increasing the connectivity of persons in ‘contact line’ locations to access information and medical services: Together with three communities in eastern Ukraine (Bakhmutka, Kodema and Zhovanka), UNHCR has installed amplifiers in order to strengthen the telephone connectivity of communities near the ‘contact line’. Thanks to the improved internet connection, villagers will be able to utilize online banking (thus avoiding crowded bank branches), access their pensions and receive relevant information on COVID-19. In one location, Pshennyche village where UNHCR also strengthened internet connectivity UNHCR’s NGO partner Proliska also facilitated lessons for elderly persons to learn how to use the internet.

Chat bot launched to provide legal assistance to refugees and asylum-seekers: UNHCR’s NGO partner the Right to Protection (R2P) launched a special chat bot on Facebook called the "Refugee Helper". This innovative tool is important during the quarantine when in-person consultations have been suspended because of the COVID-19 pandemic. The chat bot is available on Facebook 24/7. It simplifies access to legal information for refugees and asylum-seekers in Ukraine by automatically responding to questions related to applying for refugee status, COVID-19 restrictions and rules, housing and employment.

“Everything will be fine”: a refugee from Yemen joins Ukrainian language challenge and sends a message of optimism

Loay, a refugee from Yemen, recorded this video to participate in the online #StayHome #GoodTimeForStudy challenge organized by UNHCR’s NGO partner Rokada. Participants are encouraged to demonstrate their Ukrainian language skills improved thanks to online courses organized by Rokada for refugees and asylum-seekers in Ukraine during the COVID-19 lockdown. After fleeing Yemen, Loay received refugee status in Ukraine and is now studying at a university in Kyiv. In his motivational video, he encourages everyone to take advantage of the quarantine period for self-education and shares hopes that “everything will be fine in the future”.

UNHCR Ukraine, 1 May 2020
UNHCR's support to communities and health care service providers in east Ukraine

Community Support Initiatives:
1. Distribution of face masks to local community for residents of Slovyansk
2. Support medical and social staff at NV prevention center of the Luhansk Regional Society with PPE
3. Production of face masks by local community for the residents of Slovyansk
4. Production of face masks by local community in Petropavlivka village
5. Production of face masks by local community in Tskhiribynka village
6. Production of face masks by local community in Peremok village
7. Production of face masks by local community in Krymske village
8. Production of face masks by local community in Shcherbatsky city
9. Production of face masks by local community in Zolote city
10. Production of face masks by local community in Piharenchyn village
11. Increase access to internet in Piharenchyn village to access news, learning resources
12. Production of face masks by local community in Stanits'ya Luhanska
13. Distribution of sanitizing products to remote and isolated villages in Stanits'ya Luhanska and Novoazovsk districts
14. Installation of benches, sanitizing materials, distribution of water for persons who are unable to cross the line of contact at EEC in Stanits'ya Luhanska
15. Production of face masks by local community in Popasna city
16. Distribution of sanitizing products to remote and isolated villages of Popasna district
17. Installation of amplifier for stronger mobile coverage of Saints to call medical services, access pensions, banking services and information about COVID-19
18. Production of face masks by local community for the residents of Luhanske
19. Installation of amplifier for stronger mobile coverage of Saints to call medical services, access pensions, banking services and information about COVID-19
20. Installation of amplifier for stronger mobile coverage of Saints to call medical services, access pensions, banking services and information about COVID-19
21. Production of face masks by local community for the residents of Novoazovsk
22. Production of face masks for first aid points and targeted population in Lastochyne and localities in 5km zone from the contact line in Marinka rayon
23. Distribution of face masks
24. Production of face masks for first aid points, hospitals and targeted population in Mariinka and localities in 5km zone from the contact line in Mariinka rayon
25. Distribution of face masks
26. Distribution of face masks
27. Distribution of face masks
28. Production of face masks for first aid points and targeted population in Svetlovodsk and localities in 5km zone from the contact line in Volnovakha rayon
29. Distribution of face masks
30. Distribution of sanitizing products to local population of Staromariyska village
31. Production of face masks by local community in Myrne
32. Distribution of face masks in Chermalyk and Diviiske
33. Distribution of face masks
34. Distribution of face masks
35. Quick Impact Projects:
   - Provision of PPE for primary health care personnel
   - Provision of water tanks to ten boarding schools and six geriatric homes in Lyubash
   - Provision of hygiene equipment, consumables, as well as materials for replacing flooring of local community center
   - Provision of PPE from medical center Mariinka rayon hospital
   - Provision of PPEs and information about COVID-19 prevention in Mariinka district hospital
   - Provision of beds and fellow care beds for improving hospitalization capacity in Volnovakha rayon hospital
   - Provision of sanitizing and sanitizing products to the Primary Health Care Providers in Svetlovodsk

Peaceful Coexistence Projects:
1. Increasing capacities of medical facilities in isolated villages in response to COVID-19
2. Increasing capacities of medical facilities in isolated villages in response to COVID-19
3. Provision of licenses for local community for improvement of services for elderly persons

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