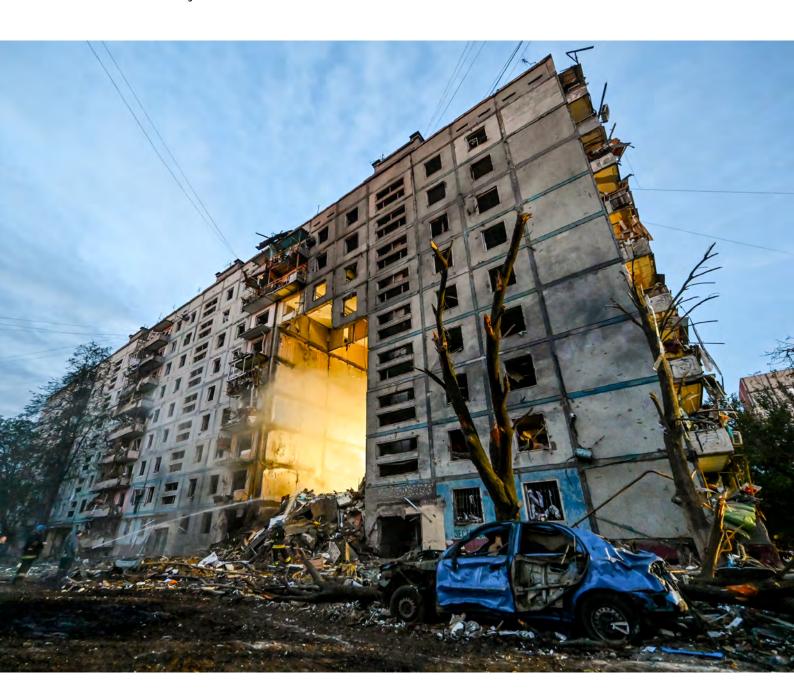# Communication, community engagement and accountability across the Ukraine response

An overview of key activities

Fourth edition. June 2023

CDAC NETWORK
communicating with disaster-affected communities

DISASTERS EMERGENCY COMMITTEE

Contents

Cover photo: Airstrikes and shelling on Zaporizhzhia, Ukraine left many civilians dead and injured and caused wide-scale destruction of residential buildings and civilian infrastructure. Credit: OCHA/Dmytro Smolienko

Introduction

This document, and accompanying interactive guide, outlines the current communication, community engagement and accountability (CCEA) activities led by international, national and local agencies in Ukraine and border countries. The information provided intends to give an overview of key activities and is not exhaustive, particularly on the full scope of activities being conducted at the national and local levels.

The information is accurate as of 8 June 2023.

Note: This report is a living document and will be updated regularly with the most recent CCEA initiatives by operational partners, and an ongoing assessment of gaps and areas for improvement.

If you would like to share a relevant update or suggest a revision, please contact:

- Katarzyna Blasinska, Regional Convener: katarzyna.blasinska@cdacnetwork.org
- Dmytrii Lavrinenko, Ukraine Convener: dmytrii.lavrinenko@cdacnetwork.org

CCEA needs assessments

Ukraine and cross-border

- **Emergency Telecommunications Cluster (ETC)** released the 18th iteration of the report concerning CCEA and the VHF radio network. The ETC Ukraine dashboard was updated in December.
- **REACH** has conducted several assessments:
  - Area-based assessments (displacement and/or conflict-affected oblasts)
  - Arrival and transit monitoring
  - Humanitarian situation monitoring
  - Cold spot risk assessment
  - Ukraine: collective site monitoring (CSM)
  - Preferred communication channels and information needs
  - Accountability to affected populations and information needs.
- **World Vision** conducted several rapid needs assessments, including on communication needs across eight oblasts and Chernivtsi.
- **United Nations Refugee Agency (UNHCR) camp coordination and camp management (CCCM)**, with technical assistance from protection (gender-based violence (GBV)), conducted safety audits in 47 internally displaced people (IDP) collective centres across 10 oblasts on 12–23 September 2022.
- **UNHCR and partners** in Belarus, Bulgaria, Hungary, Republic of Moldova, Poland, Romania and Slovakia have been implementing a protection profiling and monitoring exercise to regularly collect and analyse data about the profiles, needs and intentions of refugees from Ukraine and monitor changes over time.
- A **UNHCR protection** monitoring exercise gathers information on information needs and preferred channels of communication.
- **Joint Emergency Response in Ukraine (JERU)** – a joint mission consisting of Welthungerhilfe (WHH), Concern Worldwide and CESVI, as well as other partners such as Médecins du Monde (MdM), People in Need and Light of Hope – undertook a multi-sectoral needs assessment (MSNA) in Poltavska, Kirovohradska, Sumska, Dnipropetrovska and Kharkivska oblasts, which included assessments of access to information and humanitarian aid.
- **International Organization for Migration (IOM)** conducted the 11th round of a rapid representative assessment of the general population in Ukraine to gather insights into internal displacement and mobility flows, and to assess local needs.
- **International Federation of Red Cross and Red Crescent Societies (IFRC)** is conducting an internal mapping of the key information needs and their provision across affected countries.
- **Internews** conducted an assessment of COVID-19 misinformation trends influenced by the Ukraine crisis.
- **ETC** conducted an assessment of communication needs in March 2022.

Hungary

- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **The Inter-Agency Coordination Team** carried out a joint MSNA targeting the population displaced from Ukraine to Hungary.

Moldova

- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **Keystone Moldova** conducted a needs assessment on support to refugees with disabilities in Moldova. Contact Keystone Moldova for more information.
- **Moldova for Peace** publishes rumour tracking monthly bulletins that include analysis of sources, trending topics and localised misinformation. They liaise across sectors and partners to seek clarification and inform partners in accountability to affected people (AAP). In addition, they produce verified information for social media. Contact infounit@moldovapentrupace.md for more information.
- **Internews** has started to conduct an information ecosystem assessment focused on information access and preferences, information barriers and needs/gaps, as well as preferred feedback channels. The assessment is targeted at people displaced from their country of origin and Moldovan host families. The locations selected are Chisinau, Balti, Cahul and UTA Gagauzia.
- **HelpAge International** conducted a needs assessment of older refugees, including information needs.
- **Internews, International Rescue Committee (IRC) and ROMNI** (Roma women's platform) published Understanding the information ecosystem: Roma refugees in Moldova, which includes information needs, preferences and barriers for Roma refugees.
- **UNHCR** and **REACH** conducted an MSNA of refugee households in Moldova, including information on AAP and access to information.

Poland

- **UNHCR** publishes regular protection profiling updates which include an overview of refugees' information needs and preferred information channels.
- **UNHCR and REACH** undertook an MSNA for refugees from Ukraine in Poland. This exercise provides a comprehensive and country-wide picture.
- **The Protection Sector**, chaired by **UNHCR**, provides technical guidance and oversight to ensure effective, coherent and predictable interventions to support the Government of Poland in responding to the protection needs of all asylum seekers and refugees, stateless persons and other persons of concern fleeing Ukraine. It includes recommendations on access to information and feedback mechanisms.
- **Zentralrat Deutscher Sinti und Roma** (Central Council of German Sinti and Roma) published a report highlighting the situation in Poland of Roma refugees from Ukraine. From the beginning of March 2022 to the end of May 2022, the authors undertook research, intervention activities and intensive monitoring of mass media and social media.

- **Mapuj Pomoc** published the report Help map in Poland – trends & changes. The data presented follows a second comprehensive update conducted in August–November 2022. The update confirmed which assistance activities are ongoing and where.
- **IOM** conducted Poland: crossings to Ukraine surveys to assess the profiles, needs and intentions of refugees from Ukraine crossing from Poland back into Ukraine.
- **IOM** published an overview of key figures from the refugee needs assessments completed between 17 June and 10 December 2022.
- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **Narodowy Bank Polski (Polish National Bank)** conducted a survey on the living and economic situation of Ukrainian refugees in Poland, including refugees' opinions on expected forms of assistance.

Romania
- **UNHCR** conducted an area-based assessment on Constanta, including needs, available aid and access to information.
- **UNHCR** published results of the post-distribution monitoring of cash assistance in Romania.
- **UNHCR and REACH** conducted an MSNA of refugee households in Romania, including information on AAP and access to information.
- **Internews** conducted an information ecosystem assessment in partnership with the Centre for Independent Journalism. This includes information on the needs of refugees online and offline, barriers refugees face in accessing information, and a social media mapping.
- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **World Vision** conducted several rapid needs assessments, including on communication needs, in Iasi, Bucharest and Constanta.

Slovakia
- **UNHCR** has conducted protection profiling regularly since mid-May 2022 at border crossing points, transit locations, accommodation sites, humanitarian assistance distribution hubs and information points across Slovakia.
- **UNHCR** held focus group discussions with refugee communities, including with children, in June–September 2022. Many discussions revealed the precarious situation of Ukrainian refugees, especially single mothers with small children, older people and people with disabilities.
- **UNHCR and IOM**, in partnership with **REACH**, conducted the site monitoring and on-site needs assessment. The site monitoring assessment covers accommodation sites in Trnava, Prešov, Košice, Bratislava, Žillina, and Banská Bystrica, and provides information on the type, capacity and services at these sites. The needs assessment provides a snapshot of the needs and challenges of Ukrainian refugees accommodated at these sites, including access to health services, employment, education, housing and childcare.

- **UNHCR and REACH** conducted an MSNA. The report presents the overall needs of Ukrainian refugees in Slovakia. The analysis of the assessment data is presented across sectors, including AAP, for refugee households both in and outside of collective centres.
- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **VOICE and HIAS** have conducted an assessment on the needs of refugee women and girls, including critical information needs and safeguarding risks.

Information and messaging provision

Ukraine and cross-border

- **BBC Media Action** support includes the provision of security and safety training, tools and technical equipment for media outlets in Ukraine. Mentoring and production advice aims to support the creation of essential humanitarian content, as well as an expansion from the direct messaging approach to support audiences to share knowledge and experiences. The support will also facilitate the efficient flow of relevant information between humanitarian actors and **national media partners in Ukraine.**
- **CDAC Network** has compiled a Ukraine resource portal for responders.
- **CLEAR Global** is working with Oxfam on information and messaging provision in Ukraine, Poland, Romania and Moldova. It is developing an AI-powered tool, to be hosted on partners' websites, that will allow users to search its repository of vetted information sources in multiple languages.
- **ETC's** chatbot, under the name vBezpetsi_bot (вБезпеці in Ukrainian), which translates to 'safe spaces', is available on Telegram and Viber. The ETC team continues to engage with the Protection Cluster and other humanitarian partners, including Food and Agriculture Organization (FAO), UNHCR and the Cash Working Group, to expand the content disseminated by the clusters.
- **ETC** approved the request for a VHF radio license by the Ukrainian authorities on 2 December 2022. In collaboration with other UN agencies, the ETC is deploying the planned VHF network for humanitarians in an initial five locations. A VHF radio network is now operational in Odesa, Dnipro and Kyiv, and is further planned for Lviv and Mukachevo.
- The NGO **Right to Protection**, with the support of international partners, has developed an online legal guide for IDPs. The chatbot service is available free of charge 24/7 on various platforms (Telegram, Viber, Facebook Messenger).
- **Fondation Hirondelle** is working with local journalists to create specialised content, in Ukrainian and Russian, covering questions around international humanitarian law and justice. The content is broadcast/ published via local media and certain articles are available on the JusticeInfo website. Fondation Hirondelle will also seek to provide media content to support Ukrainian refugees in Europe, particularly focused on psychosocial and protection issues, and humanitarian media content for people within Ukraine.
- **The Government of Ukraine, United Nations Development Programme (UNDP) and the European Union** have launched a new website with a chatbot for affected people on the legal rules for crossing the border, procedures for obtaining IDP status, accessing humanitarian assistance and more. They have also launched a hotline to provide psychological assistance.
- **International Committee of the Red Cross (ICRC)** has provided information to affected people in various formats on a range of issues.
- **IFRC** reestablished its information centre in Lviv, providing information on available assistance, a hotline and feedback channels.
- **Internews** has been supporting media producers from Ukraine for 30 years, and is continuing to provide training, emergency assistance, support with combatting disinformation, and operational equipment.

- **IOM** has an existing national hotline on safe migration that has been expanded in terms of both capacity and diversity of information provided. It now caters to the needs of IDPs, third-country nationals and people looking to cross borders.
- **Red Cross Societies** have provided essential information via SMS, posters, info-cards and QR codes at border points.
- **United Nations Children's Fund (UNICEF) and UNHCR** have established Blue Dot centres to support refugees in transit, and reception areas in bordering countries. Digital Blue Dots are currently being established to provide information and services to people on the move. UNHCR has help pages for all border countries and Ukraine, as well as a hotline, social media updates and publicised email addresses for UNHCR contacts.
- **United for Ukraine**, with the support of the **International Rescue Committee (IRC)** and **Google**, established the International Emergency Relief Platform (ERF), which provides information on various topics important to refugees.
- **DW Akademie** launched the Telegram channel FirstmediaAid, which provides tips on first aid, psychological resilience and cybersecurity.
- The NGO **PRO.PRO.LAB** developed the chatbot Vobi2. The application, in game form, tests what children know about safety and teaches them how safe behaviours under the conditions of martial law.
- A peer-to-peer information-sharing platform for volunteers has been created with the support of the **Coordination Staff for Humanitarian and Social Issues of the Office of the President of Ukraine**.
- **Ukrainian Voluntary Service**, together with the IT company SoftServe, created an open database of organisations providing humanitarian and volunteer assistance throughout Ukraine.
- **The Ukrainian Ministry of Social Policy, Ministry of Digital Transformation and UNDP Ukraine** developed a platform that shows where to access various types of aid from the government and international organisations.
- **The Kharkiv Coordination Headquarters (RC)** has developed a portal for IDPs.
- **The State Emergency Service and UNICEF** launched an information campaign on 'Safety at home during war'.
- The famous **Ukrainian band TNMK**, with the support of **the Eastern Europe Foundation and the State Emergency Service of Ukraine**, released an animated video about mine safety called 'Look where you're going'. The video was developed within the framework of the 'Look under your feet!' programme, funded by DanChurchAid, and community programmes funded by the European Union.
- **The Protection Cluster** launched a service mapping platform that enables users to filter available humanitarian services by category, location (including collective sites) and organisation. Partners (including Camp Coordination & Camp Management and Shelter & NFI Cluster partners) can upload information about their services.
- **Nonviolent Peaceforce Ukraine** developed a handbook for IDPs in the form of the chatbot @dovidnykVPObot. The handbook provides the most relevant and up-to-date information on available humanitarian aid from the state, volunteers, and local and international organisations.

Hungary

- **Hungarian Helsinki Committee** provides information on legal assistance in Hungarian, English, Ukrainian and Russian.
- **Hungarian Interchurch Aid** has established refugee support points and a support centre for Ukrainian refugees in Budapest that provide refugees with information.
- **Six charitable organisations** operate a transit hub in Budapest with information on services.

- **UNHCR Hungary** provides information through the help page for refugees. **UNHCR and IOM** also run the Budapest Helps! information and community centre in Hungarian, Ukrainian, English and Russian, where refugees can access information on legal counselling, education and school enrolment, healthcare, employment and administrative issues.
- **UNHCR** established a Telegram channel for one-way communication with Ukrainian refugees in Hungary. It allows refugees to access important updates and information on a platform that is widely used by Ukrainians.
- **Romaversitas** works to strengthen access to education and information provision.
- **The National Federation of Organizations of People with a Physical Disability (MEOSZ)** offers information, translation and interpretation related to the complex disability assessment that is mandatory for accessing disability-related social support in Hungary.
- **The Shelter Foundation** runs a 24/7 hotline that has been expanded to respond to the Ukrainian emergency situation. The Foundation has become a regional focal point for the coordination of accommodation for refugees and provides advice to other social service providers and volunteers assisting refugees.

Moldova

- **The Government of Moldova** operates the Dopomoga Moldova information site for refugees, including hotlines for asylum/migration assistance, people with disabilities, anti-trafficking, GBV and legal assistance.
- **Moldova for Peace and Dopomoha** operate the Dopomoha Moldova site, which allows refugees to send in questions and state their needs. These are then brought to the attention of the relevant organisations.
- **UNHCR Moldova** provides information through the help page for refugees in multiple languages and hotlines for refugee and host communities.
- **IOM** expanded access to their call centre, which is now reachable through Facebook, Viber and Telegram in addition to the toll-free number.
- **The Bureau of Migration and Asylum** provides information to refugees and has a 24/7 hotline.
- **The Joint Assessment Group** (INTERSOS Moldova, People in Need, Norwegian Refugee Council, IRC, We World, World Vision, Medical Teams International, Project Hope and Libraries Without Borders) are conducting an assessment to understand the current needs of refugees in Moldova in order to improve current/planned projects and services and develop future projects to serve those needs. One of its aims is to provide guidance on information gaps (including from previous assessments).
- **GENDERDOC-M** created a 24/7 hotline and opened a shelter for LGBTIQ+ refugees.
- **Keystone Moldova** directly assists people with disabilities and has extended its hotline service to refugees with disabilities, referring cases to other service providers.
- **La Strada Moldova**, in partnership with IOM, developed information materials that are distributed at the border and in accommodation centres. It has also created a video on the prevention of sexual violence and abuse for refugees.
- **The Law Centre of Advocates (CDA)** provides legal assistance for refugees.
- **The National Congress of Ukrainians of Moldova** provides information and career counselling. It also has a programme on national TV aimed at Ukrainians.

Poland

- **CultureLab** has established Mapuj Pomoc: a map of humanitarian services available across Poland.
- **The Government of Poland** has a dedicated website for refugees, in Ukrainian, Polish, Russian and English. The site also aims to help humanitarian organisations to better coordinate with other NGOs, local government and private sector companies working in the response.
- **LAMBDA Warsaw** provides information and anti-discrimination support for members of the LGBTIQ+ community.
- **Ocalenie Foundation** provides free legal advice, psychosocial assistance and information on integration and accommodation.
- **Polish Migration Forum** provides information for refugees and has emergency and general hotlines in Ukrainian and Russian.
- **Social Science in Humanitarian Action Platform** has developed a brief and key messages on strategic and practical considerations to inform the design of interventions to create demand for routine immunisation among Ukrainian refugees in Poland
- **Télécoms Sans Frontières**, in collaboration with UNHCR and UNICEF, will install information screens across two Blue Dots and one Protection Hub in Warsaw, Gdynia and Rzeszow. The screens will feature information on administrative procedures, legal assistance and mental health support.
- **Ukrainian House** provides information on accommodation, legal advice and humanitarian assistance with an infoline that is open daily.
- **UNHCR Poland** has an established a help website for refugees in multiple languages and hotlines for refugee and host communities.
- **UNHCR** established six community centres and, together with partners, has four mobile community outreach teams that are used to reach refugees in rural areas or refugees with certain vulnerabilities or specific needs who are unable to access services through the Blue Dots and community centres.
- **UNICEF** is operating Spilno, a digital platform with up-to-date information for refugees in Poland. The platform includes hotlines for education, humanitarian aid and psychological help.
- **UNICEF in partnership with the Ministry of Education and Polish Center for International Aid** has established an education hotline.
- **Migam.org** provides 24/7 interpretation into sign language for people from Ukraine.
- **Stowarzyszenie Interwencji Prawnej** (Legal Intervention Association) established a legal portal for people fleeing Ukraine, including FAQs, legal trainings for people providing aid, and legal advice for organisations and informal groups.
- **Migrant.info.pl** established a portal of legal aid information for people fleeing Ukraine, including third-country nationals, and infolines in Poland and Ukraine.
- **Halina Niec Legal Aid Center** runs additional legal aid stations where people from Ukraine can access information in Ukrainian and Russian. They also offer legal assistance to people arriving from Ukraine who do not have Ukrainian citizenship (stateless people and third-country nationals). They run a helpline for refugees from Ukraine and additional infoline for legal aid in cases of children from Ukraine.
- **Helsinki Foundation for Human Rights** provides legal aid and information for people from Ukraine in Ukrainian and Russian language.
- **Fundacja Ukraina** (Ukraine Foundation) provides the Infopoint information-sharing service for migrants, including refugees from Ukraine. The service is available online and in-person.

Romania

- **Code for Romania** has established the Dopomoha Romania website with information for refugees. Dopomoha was created in partnership with the Department for Emergency Situations (DSU), UNHCR, IOM and the National Romanian Council for Refugees (CNRR).
- **The Government of Romania** has a website for refugees, in Romanian, English and Ukrainian. There are also hotlines for: general information for refugees in Ukrainian; reporting domestic violence, human trafficking and gender discrimination; and children's emergencies.
- **UNHCR Romania** provides information through its help page. **UNHCR and the Romanian National Council for Refugees** provide in-person and hotline support to refugees. Romanian content is being integrated into the UNHCR Ukraine chatbot.
- **Autism Voice** provides specialised assistance and support to refugees from Ukraine with psychosocial needs.
- **HEKS/EPER Romania** provides information and support for vulnerable groups of affected people.
- **ACCEPT Association** promotes and defends the rights of LGBTIQ+ people, as well as supporting LGBTQI+ refugees through legal and psychological counselling.

Slovakia

- **Human Rights League and Mareena** operate the website Ukraine Slovakia, providing legal advice and integration assistance to refugees.
- **The Government of Slovakia** has a website for refugees, in Ukrainian, Slovak and English.
- **Help Ukraine** website provides information for refugees.
- **IOM** has a website with information for refugees.
- **UNHCR Slovakia** provides information through a help page and an official Telegram channel. Materials are being developed to share through UNHCR's channels and platforms, in collaboration with partners who will deliver this information face-to-face.
- **Slovak Humanitarian Council (SHC)** provides legal advice.
- **Human Rights League (HRL)** provides legal assistance as well as interpretation services for Ukrainian refugees, related to their registration for temporary protection and access to rights, services and information.

Feedback systems

Ukraine and cross-border

- **ICRC** has an integrated feedback mechanism, including phone, email and face-to-face communication, from before the current crisis, which has since been reinforced.
- **IFRC/Red Cross** systems are being established for cash and voucher programmes, but also for Red Cross activities more generally in Poland, Slovakia, Romania and Ukraine. These systems use a combination of methods for information and feedback on cash and wider programmes of assistance, including chatbots, call centres and in-person assistance centres.
- **IOM** manages a national hotline to share information on referral mechanisms. There is also a transparency hotline that receives complaints, feedback and allegations of sexual exploitation and abuse. Hotline numbers are widely disseminated through implementing partners and during provision of assistance. IOM's implementing partners are expected to share and display information on protection from sexual exploitation and abuse (PSEA) and safe reporting channels, including IOM's own platform, 'We are all in'.
- **The Interagency PSEA Task Force** develops visibility packages and reporting mechanisms, such as the community-based complaint mechanism that includes hotlines operational in Ukraine.
- **Loop** provides an independent and accessible outlet where users can share stories and request help via Facebook Messenger, WhatsApp, email and the charity's website.
- **UNHCR** operates a hotline and inter-agency email for allegations of sexual exploitation and abuse.
- **World Vision** has a QR code that can be scanned to fill out and submit a feedback and complaints form. Additional channels, such as face-to-face, hotline and WhatsApp, will also be activated based on the targeted communities' preferences.

Hungary

- A mapping is underway of feedback response mechanisms in order to develop an inter-agency standard operating procedure (SOP) for receipt of and response to feedback, including safe and adequate referral of sexual exploitation and abuse reports.
- **UNHCR Hungary** has an online form, email, hotline number and Facebook Messenger contact for feedback, complaints and allegations of sexual exploitation and abuse.

Moldova

- **Moldova for Peace** is conducting calls for feedback from people who have contacted them for information.
- **The Government of Moldova**, in partnership with **UNHCR**, provides information on rights and services through the Refugee Green Line (0800 800 11) to displaced people and the host community, available seven days a week in four languages. Operators are being trained in recording feedback and supervisors will be trained to handle sensitive complaints, including sexual exploitation and abuse reports.

- **UNHCR** also receives feedback and complaints through kobo forms, email and the Green Line.
- There are **inter-agency** discussions on agreeing a common taxonomy for common feedback mechanisms, and discussions between **UNICEF and UNHCR** to establish a feedback mechanism in the Blue Dots.
- **The PSEA Network** in Moldova developed posters and cards in Ukrainian, Russian and Romanian with information on PSEA and how to report cases.

Poland

- **IFRC** has a chatbot and feedback mechanisms that operate through multiple channels, including in-person, email, websites, Facebook and other social media.
- **Loop** provides an independent and accessible outlet where users can share stories and request help via Facebook Messenger, WhatsApp, email and the charity's website.
- Work is underway to set up a complaints and feedback working group to harmonise/coordinate between response partners.
- **UNHCR** launched a counselling line in July to strengthen contact with communities on feedback regarding service provision and complaints. UNHCR continues to manage several complaints and feedback mechanisms, including a QR code system and thematic mailboxes.

Romania

- **UNICEF** developed 'micro hubs' on its official website to share relevant information on immunisation, nutrition and mental health, and also to ask for feedback.
- **UNHCR** is conducting a mapping of feedback response mechanisms. A mapping of PSEA response has been finalised.
- **UNHCR and UNICEF** have accepted a common feedback and complaints form that is now in its final validation stage. This form exists in long version, to be used by organisations, and short version (self-service), to be used directly by refugees.

Slovakia

- **IOM** operates the Migration Information Centre, including an infoline, email and Telegram/Signal.
- **The Ministry of Interior** has hotlines for Ukrainian speakers.
- **Slovak Crisis Centre Dotyk** operates a national 24/7 helpline for victims of trafficking.
- **UNHCR and Slovak Humanitarian Council and Human Rights League** operate information points and provide social counselling and legal assistance.

Language and translation

Ukraine and cross-border
- **CLEAR Global** published the Oxfam protection and accountability glossary and multilingual PSEA glossary.
- **CLEAR Global** published a factsheet about Romani language in the Ukraine response.
- **CLEAR Global** is providing translation support to partners in the response. They are updating and validating a language map for Ukraine and have translated the Humanitarian guide to interpreting into Hungarian, Polish, Romanian, Russian, Slovak and Ukrainian. They are offering free translation support to qualifying local organisations, community groups and individuals.
- **CDAC Network** has a Ukraine media landscape guide, available in Ukrainian and English, providing a snapshot on the media and communication environment in the country as of January 2022.

Hungary
- **REACH** is including questions on language preferences in the MSNA.
- All CCEA materials are being translated into Ukrainian, and most into Hungarian and Russian as well. Some coordination meetings, trainings and other events are providing simultaneous interpretation into Hungarian.

Moldova
- Communication with communities (CwC) materials and information are produced in Ukrainian, Russian and Romanian.
- Simultaneous interpretation in Russian and Romanian is provided in coordination spaces, including local coordination meetings.

Poland
- **CLEAR Global** is planning to conduct research on gaps around language and how local language service providers work with responders.
- **IRC** is developing an SOP for sign-language interpreters.
- **Migam.org** is providing interpretation support in Ukrainian Sign Language.
- **Tłumacze dla Ukrainy**, a grasssroots initiative of interpreters, has made its services available for organisations working for refugees.

Romania

- **CNRR** published a glossary on asylum and temporary protection terminology, available in English, Romanian, Ukrainian and Russian.
- **UNCHR** CwC forms and materials are being translated into Ukrainian and Russian, and questions about language preference have been integrated into focus group discussions with refugees.

Slovakia

- **REACH** is including questions on language preferences in the MSNA, in addition to questions on information and communication needs and preferences for the tools used for border monitoring.
- Simultaneous interpretation into Slovak is provided for coordination meetings, and some events provide interpretation into Ukrainian.

Safeguarding

Ukraine and cross-border

- **CLEAR Global, CDAC Network, CHS Alliance, IOM, UNICEF and other Inter-Agency Standing Committee (IASC) members** have developed the PSEA glossary in Ukrainian, Russian and more than 100 other languages.
- **ICRC** has multiple channels to report any safeguarding concerns.
- **IOM** has created the mobile app SAFE Travel and Work Abroad to provide key information about human trafficking, safe travelling principles, advice on seeking employment abroad and a list of emergency contacts. It is available for Ukraine, Poland, Hungary and Slovakia.
- **Eastern Europe Resource and Support Hub (RSH)** published the Safeguarding essentials package for Eastern Europe for local civil society organisations. It comprises 1–2-page guiding documents on terminology, policies and codes of conduct, prevention, reporting and response to safeguarding.

Hungary

- **UNHCR Hungary** has provided guidance on GBV referral pathways.

Moldova

- PSEA trainings have been provided to more than 500 humanitarian workers, in addition to a Training of Trainers (ToT).
- Inter-agency sub-working groups have provided guidance on GBV and child protection referral pathways.
- PSEA capacity assessments are in progress.

Romania

- **AMURTEL, UNICEF and the Scouts of Romania** have conducted PSEA trainings.
- **The PSEA Network** organised a ToT on PSEA, co-facilitated by **UNICEF, UNHCR and AMURTEL**.

Slovakia

- **VOICE and HIAS** have conducted an assessment on the needs of refugee women and girls, including GBV, trafficking and safeguarding risks.

Capacity bridging

Ukraine and cross-border

- **BBC Media Action** is conducting Lifeline communication training for national media and humanitarians. The purpose of the training is to enable media and humanitarians to work together to create Lifeline programming, and provide humanitarians an opportunity to work with the national broadcaster, Suspilne, to strengthen information as aid.
- **CLEAR Global** is conducting humanitarian interpretation training targeted at volunteers who are bilingual but may not have experience with interpreting, as well as a Communication in Emergencies training focused on multicultural communication for volunteers.
- **CLEAR Global** offers a free online training course on humanitarian translation and interpretation for people engaged in the response.
- **Disaster Ready** has a range of trainings available in Polish, Russian and Ukrainian, and a dedicated Ukraine response page.
- **DW Akademie** offers podcast trainings for local media to support the production of on-demand public service information. DW Akademie provides trainings in physical, digital and psychological safety for journalists and citizen journalists. DW Akademie also supports 20 local media outlets financially, as well as two media centres in Czernowitz and Lviv.
- **Response Learning Hub** is an inter-agency initiative to provide centralised learning resources tailored to support country offices and partners across the response, with resources being translated into Polish, Romanian and Ukrainian.
- **Save the Children Humanitarian Leadership Academy**, in partnership with **Simon Western and Eco-Leadership Institute**, is implementing a leadership development process for leaders in Ukraine.
- **The Ukrainian Volunteer Service**, together with the online education studio EdEra and with the support of the United States Agency for International Development (USAID), developed an online course on the safety of volunteers during war.
- **UN Women** presented its guidance on gender-responsive and inclusive programming for community-based consultations.
- **The Prometheus platform** launched courses on psychological assistance for people affected by the war. Registration is currently open for the following courses:
  – How to combat war-related sexual violence and provide professional assistance to victims: a guide for professionals
  – Combating war-related sexual violence and assisting victims: what everyone needs to know
  – Traumatic experience and post-traumatic stress disorder (PTSD): a toolkit for psychotherapists
  – How to adapt in a new place? A course on psychological reintegration of IDPs.

Hungary

- **Hungarian Red Cross** and community engagement and accountability (CEA) surge delegates have prepared induction and training materials for volunteers on CEA principles, child protection, and mental health and psychosocial support.
- **NANE** provides capacity-building for frontline staff and volunteers – notably interpreters and health staff – as well as development and circulation of information materials focusing on GBV and prevention.

Moldova

- **CDAC Network**, in partnership with **UNHCR** and **AAP Task Force**, organised a community engagement and accountability workshop for organisations in the Ukraine response in Moldova.

Poland

- **Capacity Strengthening Task Force**, an inter-agency group including Save the Children, Mercy Corps and Plan International, shares good practices and information to support individuals and organisations responding to the crisis in Poland.
- **IFRC** is creating a webpage for registering new beneficiaries and is adding topics to its volunteer trainings, such as complaints management and feedback collection, as well as a perception survey for volunteers as part of IFRC cash voucher assistance activities.
- **Plan International** supports strengthening the capacity of civil society organisations and national institutions to respond to the needs of refugees and host communities.

Romania

- **The Inter-Agency Coordination Team** facilitates a local refugee support coordination network meeting in Suceava, in partnership with the Suceava county prefecture. The network provides a space for local actors to hear from local authorities on coordination arrangements and agree on the steps needed to enhance coordination between humanitarian actors in Suceava county.
- **UNHCR** has developed a capacity-building package for government, NGOs and volunteers, including awareness on AAP and CwC. UNHCR is also integrating awareness-building on two-way mechanisms and accountability through focus group discussions with refugees. This package has been piloted in Suceava and Maramures county.

Slovakia

- Capacity building on AAP is being mainstreamed in trainings for other sectors, while a standalone workshop on AAP for local partners and government was held on 10 May 2022.
- **UNHCR** published dos and don'ts for volunteers supporting refugees in a responsible and ethical manner.

Cash and CCEA

Ukraine and cross-border

- **The Cash Working Group** has developed key AAP messaging on multi-purpose cash assistance and compiled information and contacts for inter-agency cash assistance programmes. Member agencies maintain individual hotlines and other response mechanisms.
- **IFRC** started its winterisation cash and voucher assistance programme in November 2022, targeting vulnerable refugees and host community members with unconditional and unrestricted cash to cover winter necessities. The programme covers Ukraine, Moldova, Poland and Romania.

Moldova

- Three country-wide programmes have been developed: Cash Programme for Refugees, under the **UNHCR** umbrella (with support from **UNICEF** and **UNFPA**); Cash Programme for Moldovan families hosting refugees, under the **World Food Programme (WFP)** umbrella; and the Response Programme to Poverty, developed and implemented by the **Ministry of Labour and Social Protection**.
- **UNHCR** provides the Cash Assistance Helpline.
- **WFP** coordinates cash assistance together with international NGO partners: **Catholic Relief Services, People in Need and World Vision**, under the guidance and supervision of the Ministry of Labour and Social Protection. Registrations are done through the ministry web portal UA Help.

Poland

- **IRC** has hotlines for cash assistance and an integrated ticketing system for hotline case management.
- **Polish Humanitarian Action** leads on the Cash Working Group to enhance collaboration across organisations providing cash assistance and develop common guidelines and SOPs.
- **Polish Red Cross** CEA team developed a CEA system to support the first cash and voucher assistance distribution process. A chatbot and feedback mechanism on a Telegram channel was developed. The CEA team has also provided training on CCE skills to volunteers who support cash and voucher assistance, and an information line has been set up.

Romania

- Cash assistance is provided by **World Vision** and **IOM**.
- **UNHCR**'s deduplication tool is used by agencies offering cash assistance. The mechanism is used to identify people who benefit from similar assistance through different agencies.
- **UNHCR** conducted post-distribution monitoring of its cash assistance in Romania.

- **IFRC** tested a self-registration app with the community in advance of its use in the Romania cash and vouchers programme. Assistance sites have been set up to help people who are not able or prefer not to use the self-registration app for the programme, or who have other questions about the programme or information requests.

Slovakia

- **IOM Slovakia** has information specific to cash assistance for carers of adult refugees with disabilities and specific needs, as well as infoline numbers.
- **UNHCR Slovakia** has information on cash assistance, a Telegram channel and dedicated helpline.

Community perception work

Ukraine and cross-border

- **CLEAR Global** are working closely with **Oxfam**'s community perception tracker team.
- **Ground Truth Solutions** has been conducting perception tracking across Ukraine and published the second round of findings in its study Call for communication, collaboration, and cash: perceptions of aid in Ukraine.

Moldova

- **Refugee Coordination Forum** held local consultations across Moldova as part of the refugee response planning process. Key findings include challenges identified regarding access to information, as well as solutions proposed by communities.

Poland

- **Save the Children** is conducting children's consultations in Poland and Romania.
- **UNHCR** and 18 partners are conducting a participatory assessment involving focus group discussions with refugees across various locations in Poland.

Romania

- **Save the Children** is conducting children's consultations in Poland and Romania.

CDAC is a network of more than 35 of the largest humanitarian, media development and social innovation actors – including UN agencies, RCRC, NGOs, media and communications actors – working together to shift the dial on humanitarian and development decision-making – moving from global to local.

CDAC Network
Sayer Vincent–Invicta House
108–114 Golden Lane
London EC1V 8BR
United Kingdom

🔗 cdacnetwork.org
🐦 @CDACN
ⓕ @CDACN
in CDAC Network
▶ CDAC Network