

# Operational Update

November 2018

**Winterization:** Winters in Ukraine are harsh, with temperatures dropping as low as minus 30 °C, with severe impact on the civilian population, especially the most vulnerable people living near the 'contact line' where gas supplies are frequently interrupted because of the conflict. For this reason, as a part of its wider protection response, UNHCR launched its [winterization activities](#). For more information, refer to pages 2 and 6.

**SGBV:** With support from UNFPA and UN Women, on 28 November 2018, UNHCR organised an "Orange the World" awareness raising event in Kharkiv. The event gathered students of V.N. Karazin Kharkiv National University, Yaroslav Mudryi National Law University, Kharkiv National University of Radio Electronics, National Politechnical University and displaced Luhansk National Agricultural University.

**Statelessness:** November marked four years since the launch of UNHCR's global campaign to eradicate statelessness. In Ukraine, where UNHCR estimates 35,000 people are stateless, an event was organized entitled "Eradicating Statelessness in Ukraine: Achievements and Challenges" gathering a wide range of governmental and NGO representatives to discuss statelessness determination procedures.

## KEY INDICATORS

**17,850**

Internally displaced (IDP) and other conflict-affected persons have received legal assistance from UNHCR partners in 2018.

**2,863**

Internally displaced and other conflict affected persons have been selected to receive cash through the individual protection assistance programme (IPA) in 2018.

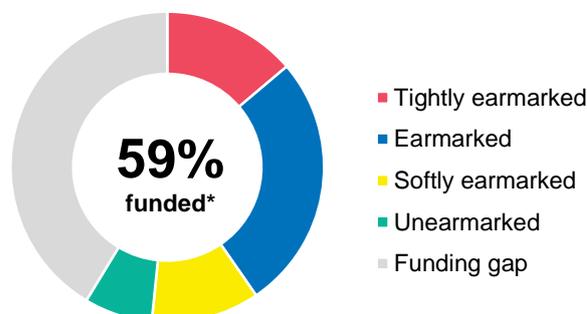
**1,440**

Households in eastern Ukraine have benefited from UNHCR shelter assistance in 2018.

## FUNDING (AS OF 05 NOVEMBER)

**USD 31.1 million**

UNHCR's financial requirements 2018

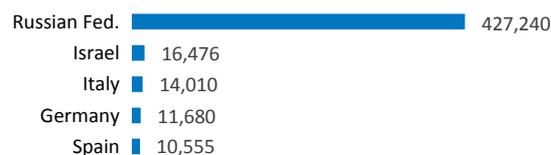


\* Including indicative allocation of softly earmarked and unearmarked contributions.

## INTERNALLY DISPLACED PERSONS (IDP)\* AND CONFLICT-AFFECTED PERSONS\*\*

**1.8 million**\*\*\*

### ASYLUM SEEKERS FROM UKRAINE\*\*\*\*



\*Residing more permanently in government-controlled areas (GCA).  
 \*\* Estimated number of conflict-affected persons living along the line of contact in GCAs and non-government controlled areas (NGCA).  
 \*\*\* Source: 2018 Humanitarian Response Plan (HRP).  
 \*\*\*\* Source (external displacement): Russian Federation (as of December 2016), Israel (as of July 2018): respective government authorities, UNHCR. EU Countries: EUROSTAT (as of November 2018).  
 External displacement data refers to the total number of asylum applications by Ukrainians (first time applications) in the top five receiving countries since the beginning of the Ukraine situation in January 2014.



## Operational Highlights

In November, the [OSCE's Special Monitoring Mission to Ukraine \(SMM\)](#) recorded approximately 30,000 ceasefire violations, slightly less than the previous month. The SMM also recorded one civilian killed and five injured. The reporting period was marked by tension when on 25 November, a Russian Navy ship seized three Ukrainian naval vessels, arresting 26 servicemen for trying to cross the Kerch Strait. In response, Ukraine introduced a 30-day martial law regime starting on 28 November 2018, valid in ten regions bordering Russia, including Donetsk and Luhansk where UNHCR have sub-offices and field offices, respectively. Although civil society, NGOs and UN agencies are concerned that this situation could expose civilians, including NGOs to risks of arbitrary decisions or extrajudicial actions by military and security forces, so far, UNHCR field offices have not recorded any concrete changes. In this context, UNHCR and its partners conducted [617 protection monitoring visits](#) in November. Most of the visits focused on conflict-affected populations in settlements located on the 'contact line'. In November, UNHCR's NGO legal partner, *Right to Protection (R2P)*, conducted [83 protection monitoring visits](#) at five entry/exit checkpoints (EECP), where they surveyed and counselled [2,533 persons](#) crossing the 'contact line'. Sixty-three percent of respondents were over the age of 60. This information can also be visualized in UNHCR and R2P's [Online Checkpoint Monitoring Dashboard](#).

UNHCR continued protection monitoring visits in [Khutir Vilnyi](#) of Zolote-4, which saw the escalation of military activities at the end of September 2018. Between 5 and 16 November, six shelters were damaged and one destroyed by shelling in this settlement. UNHCR, through its NGO partner Proliska, provided the affected households with emergency shelter kits. As of 30 November, [nine families \(18 persons\) have been displaced](#). UNHCR continues supporting the displaced families through, *inter alia*, individual protection assistance in the form of cash, winterization support and distribution of various non-food items, including shelter emergency kits.



**Winterization:** UNHCR's 2018/2019 Winterization Assistance Plan will target 3,505 of the most vulnerable displaced and other conflict-affected households in areas near the 'contact line' in eastern Ukraine. UNHCR will work with its partners to deliver assistance in the form of coal for heating or cash grants to meet winter expenses. In Donetsk region, UNHCR will provide [7,455 metric tonnes \(MT\)](#) of coal to [2,485 households](#) (3 MT per household). The distribution of coal in eastern Ukraine for the 2018/2019 winter is ***exclusively supported and funded by EU's Civil Protection and Humanitarian Aid Operations (ECHO)***.

UNHCR has selected elderly at-risk and persons with disabilities living near the 'contact line'. For its cash programme, UNHCR will target 1,020 households according to four vulnerability criteria. For more information, please read UNHCR's new [Thematic Update on Winterization 2018/2019](#).

**#IBelong Campaign to End Statelessness by 2024:** 4 November 2018 marked four years since the launch of UNHCR's global campaign to eradicate statelessness. In Ukraine, UNHCR organized the event [Eradicating Statelessness in Ukraine: Achievements and Challenges](#) on 5 November, gathering representatives of the Ukrainian Government, Members of Parliament, partner NGOs, civil society activists and Embassies. The highlight of the conference was discussion of a draft law that foresees establishing a Stateless Determination Procedure for Ukraine (draft law #9123). The law was registered in September 2018 in Parliament as a result of continuous advocacy efforts of UNHCR and its legal partner, the NGO R2P. Also, birth registration was discussed, as a large number of unregistered new-borns in NGCA are at risk of statelessness. The date was also commemorated in Kharkiv, Ukraine's second largest city, at Yaroslav Mudryi National Law University. The event brought together State Migration Service, Ministry of Justice, national NGOs, academics and law students.

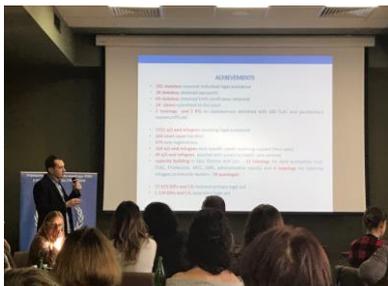


**Mission of Austrian Ambassador:**


On 6 November, UNHCR facilitated the visit of the Austrian Ambassador, H.E. Ms. Hermine Poppeller, to eastern Ukraine. During her visit, the Ambassador visited Maiorsk entry-exit checkpoint (EECP) as well as the nearby village. The Ambassador saw the positive impact of UNHCR's material support at the EECPs and the results of advocacy efforts aimed at improving conditions for civilians crossing the 'contact line'. UNHCR provides technical assistance to Ukrainian State Border Guard and State Emergency Services to improve conditions at EECPs and shorten crossing time.

**UNHCR Annual meeting with partners:**

On 28 November, UNHCR held an annual "Partners Meeting" with 13 NGO partner working in Ukraine. The meeting included: *Right to Protection* (R2P), Proliska, *People in Need* (PiN), *Norwegian Refugee Council* (NRC), NEEKA, *Crimea SOS*, *Tenth of April*, *Rokada*, *Slavic Heart*, *Most*, *Mira*, *DDC* and *Caritas Ukraine*. The "Partners Meeting" received positive feedback from NGO partners who thanked UNHCR for the "participatory" style of this year's meeting. During the meeting, UNHCR conducted a refresher course on Age, Gender and Diversity Mainstreaming (AGDM) as well as Accountability to Affected Populations (AAP), presented an overview of project implementation in 2018 as well as programmatic plans for 2019. UNHCR also offered a thematic presentation on the importance of information management and reporting. NGO partners took the opportunity to present their achievements and challenges.



UNHCR legal partner R2P provides legal assistance to internally displaced persons and conflict-affected people.



UNHCR NGO partner NEEKA supports refugees and persons at the risk of statelessness, namely Roma communities in Zakarpattia region.



UNHCR NGO partner 'Proliska' has ten hubs along the 'contact line' and is always the first to provide emergency support to conflict-affected population.

**Mass Media Training:**

On 16 November, on International #ToleranceDay, UNHCR Ukraine held a mass media training for Ukrainian journalists in order to explain UNHCR's protection mandate as well as the challenges faced by those affected by forced displacement in Ukraine. The objective of the training was to inform and raise awareness among journalists of both challenges and potential of displaced persons and refugees in Ukraine so that they report objectively and prepare compelling human stories about Ukraine's complex humanitarian situation and displacement.


**MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS**
**Protection of Refugees and Asylum Seekers**

- On 27 November 2018, UNHCR facilitated a Round Table on the [Development of Airport Asylum Procedures in Ukraine](#). For the occasion, German and Austrian specialists were invited to share their experiences and procedures with staff of the State Migration Service (SMS) of Ukraine. Participants discussed the role of the State Border Guard Services (SBGS) in airports/ports of entry, application for asylum from airports/ports

(based on German and Austrian case studies), as well as key legal considerations on state responsibilities for persons seeking international protection in transit or “international” zones at airports.

- During the reporting period, UNHCR and its legal NGO partner R2P reviewed 50 asylum cases from the Kyiv Regional Migration Service (KRMS) Office’s backlog to help speed up processing by SMS staff. From 1 to 14 November 2018, KRMS registered some 40 new asylum-seekers.
- From 5 to 9 November 2018, two judges from Lviv and Uzhgorod took part in a four-day “training of trainers” (ToT) workshop organised by the UNHCR Regional Bureau for Europe under the “Asylum Systems Quality Initiative in Eastern Europe and South Caucasus” (QIEE) cooperation framework. The workshop “Evidence Assessment in asylum cases” was based on the European Asylum Support Office (EASO) training methodology, translated into Russian.
- From 14 to 15 November 2018, UNHCR organized a national training on assessment of SSOGI (Sex, Sexual Orientation and Gender Identity) claims in asylum procedures for 12 staff from regional SMS offices and four NGO lawyers. The training was facilitated by two staff from the central SMS, who had completed the ToT on this topic organized by UNHCR’s Regional Protection Support Unit (RPSU), based in Tbilisi, at the regional level at the end of 2017.

# 1,246

legal consultations were provided to refugees and asylum seekers in Kyiv, Odesa and Zakarpattya regions in November

# 859

social consultations were provided to refugees and asylum seekers in Kyiv, Odesa and Zakarpattya regions in November

# 47

refugees and asylum seekers were assisted with employment in November

# 5

refugees found employment with support from UNHCR in November

## Livelihood interventions for Refugees and Asylum Seekers

# 52

refugees were counselled on opportunities to receive self-reliance grants from UNHCR and its NGO partners in November

# 28

refugees have started their own businesses with UNHCR self-reliance grants this year



*Amel\*, one of the 28 refugees who has received a self-reliance grant to start her own business in 2018. Amel fled Somalia in 2011 and applied for asylum in Ukraine. With her six children she found home in Odesa in a Temporary Accommodation Center for refugees, where they learned Ukrainian and how to successfully adapt to a new community. To provide living for a big family, Amel came up with an idea of doing what she knew best – cooking. The self-reliance grant she received from UNHCR allowed her to start her own business producing traditional spicy Somali sauces. Now the family is already supplying several small shops in Odesa.*

## Assistance to Stateless Persons and Persons at Risk of Statelessness

- On 29 November, UNHCR contributed to the training conducted by its partner R2P for the State Criminal Execution Service of Ukraine (SCESU) and its five facilities in Kyiv city and region, FLACs (Free Legal Aid Centres) and SMS (State Migration Service) on *“Legal Protection of Stateless Persons. Acquisition of Citizenship of Ukraine by Birth and Territorial Origin”*. The event provided practical information to employees of facilities about obtaining identity documents for stateless persons and those at risk of statelessness among convicts. As per the SCESU, the most significant factors that impede the process of obtaining passports by convicts are lack of necessary documents and lack of funds to pay the passport fee.

# 163

stateless persons (or at risk of) were identified and provided with legal aid in Kyiv, Odesa and Zakarpattia regions in November

# 18

persons received passports in November thanks to UNHCR and partner’s support

# 22

persons received duplicates of birth certificates in November thanks to UNHCR and partner’s support

# 6

persons obtained their birth certificates for the first time in November thanks to UNHCR and partner’s support



*Olena\*, 27, an IDP from Sloviansk. Pregnant, she had to flee her home with her mother on a night in 2014, when their house was shelled and a mine landed inside. Having neither money nor documents, they took a train to Kyiv, where they had to live in tents for some time. Mariana gave birth to her son Roman\* in the tent. With the assistance of UNHCR legal partner R2P, Olena received her passport in 2018. This finally gave her an opportunity to apply for a birth certificate for her son, which will eliminate obstacles of attending kindergarten and school.*



### PROTECTION TO INTERNALLY DISPLACED AND OTHER CONFLICT AFFECTED PERSONS

#### Protection Cluster

- According to the Protection Cluster’s input to the Humanitarian Response Plan (HRP), there are 5.4 million people affected by conflict and 3.1 million people in need of at least one type of protection intervention. The Protection Cluster reviewed 33 projects with 1.3 million people targeted through 2019-20 approved HRP projects.
- Related to the introduction of Martial Law on 26 November in 10 regions of Ukraine, the Protection Cluster circulated legal analysis outlining the implications of Martial Law.
- The Protection Cluster participated in the United Nations Partnership Framework joint planning workshop, where protection issues such as psychosocial support, non-discriminatory access to services, and mine action featured prominently as areas of focus for humanitarian and development actors moving forward.
- During a mine-action sub cluster meeting in Sievierodonetsk, officials from Luhansk *oblast’s* Department of Civil Protection expressed the importance and need for psychosocial support (PSS) interventions to mitigate the consequences of mine incidents as well as other incidents related to the conflict.
- The Age and Disability Technical Working Group (ADTWG), with the support of the Geneva Academy and OHCHR, organized a one-day workshop on the “Rights of Persons with Disabilities in Conflict”. The workshop focused on raising awareness of International Humanitarian Law with a focus on people

with disabilities and related provisions of the Convention on the Rights of Persons with Disabilities (CRPD). The workshop was attended by technical staff of the Government of Ukraine, representatives of international and national organizations, civil society and conflict-affected people with disabilities.

## Legal Assistance and Protection Counselling

# 1,614

internally displaced and other conflict-affected persons received legal assistance from UNHCR and its partners in November

# 5,137

persons benefitting from individual protection counselling in November

# 101

Group consultations on protection-related issues were provided to people along the 'Contact line' in November

## Winterization

*Anton\* and his wife live in close proximity to the 'contact line'. As a result of artillery fire, the elderly man lost a lower limb and lost his ability to speak and hear properly. His wife suffered contusions. As both suffered from trauma and subsequent depression, they have struggled to make ends meet. The shelling destroyed all the outbuildings, damaged the roof and windows of their house. Although the roof has been repaired, the windows have only been covered with plastic which does not provide protection from the cold. UNHCR provided this vulnerable family with cash winterization assistance (UAH 8,000) to help them survive the winter.*



## Social Accompaniment



*Oleksandr\*, 66. He had worked at a mine for 30 years. During the break out of the conflict he suffered from a serious disease which led to disability. Due to regular shelling, his house has been seriously damaged and is absolutely unsuitable as a winter shelter. UNHCR NGO partner Proliska has moved Oleksandr to a private hospice, where he will receive proper care and have a decent, dignified life.*

## Individual Protection Assistance (IPA)

**\$ 1,581**  
 IPA cash  
 beneficiaries  
 selected in  
 2018

UNHCR continues identifying and providing vulnerable conflict-affected individuals in eastern Ukraine with IPA in the form of cash. Since the start of the programme in June 2018, **1,581 vulnerable individuals** have received cash transfers thanks to a partnership with **UkrPoshta**. 374 new beneficiaries were selected during the month of November.

**1009 conflict-affected persons** residing in NGCA have been selected for IPA-in-kind assistance from UNHCR in 2018. By the end of the reporting period, **565 beneficiaries** have received assistance. This support primarily includes special equipment for people with disabilities.



Meet Maksim\*, 31. His disability was caused by a car accident that happened in 2011, the day after his wedding. After his mother died at the beginning of the conflict, Maksim has lived alone in Avdiivka, the ‘contact line’. In 2015 his house was shelled and Maksim became trapped under the ruins. Fortunately, he had his cell phone with him and managed to call a rescuing brigade. As his house was completely destroyed, he moved to a rented flat in the same town. Maksim has always been trying his best not to be brought down by life circumstances. With the cash assistance provided by UNHCR, Maksim bought an anti-decubitus pillow. In addition, UNHCR partner, Proliska, accompanied Maksim to the hospital in another town where he has undergone medical examination and treatment.

## Peaceful Coexistence Projects (PCP)



**62**  
Projects  
in 2018

Since the beginning of the year, 58 PCPs have been approved for implementation in eastern Ukraine. The majority of these projects are currently in progress in Luhansk and Donetsk regions, on both sides of the ‘contact line.’ In November, **six** PCPs were completed.



One of the PCPs completed in November is a Multifunctional Community Center in Bakhmut, a home to 15,000 local and displaced residents. The center provides services to residents of a distant district of the town called “Tsvetmet”. The idea was generated by a group of local activists. Local administration has appointed staff to the community center to provide social counseling and accompaniment, access to social payments, administrative services, etc. Now with the center in place, vulnerable residents of “Tsvetmet” can enjoy services without travelling long hours to the downtown and waiting in long queues. The center is also a platform for brainstorming ideas and organization of communal activities involving some of the community’s most vulnerable members. Information exchange and generation of valuable ideas increase awareness of the rights of people as citizens as well as contributes to establishment of community-based protection.

## Community Support Initiatives (CSI)

In 2018, UNHCR has been focusing on empowering communities of refugees and internally displaced and other conflict affected persons in east Ukraine. CSIs includes a range of activities designed to mobilize and empower communities, building on the education, skills, and capacities of affected populations in order to strengthen their abilities to organize emergency response, protect themselves and identify solutions. In 2018, UNHCR implemented 86 CSIs for both refugee and internally displaced communities.



### SHELTER/NON-FOOD ITEMS AND HOUSING

#### Shelter and NFI Achievements, Impact, and Identified Needs

- During the month of November, UNHCR completed repairs of **393 households** of vulnerable families in eastern Ukraine.



One of the CSIs implemented in November was an art exhibition, hosted by UNHCR during the last ten days of the month. The paintings were made by displaced women and women from the local community in Sviatohirsk (Donetsk region). The exhibition followed a workshop conducted by UNHCR partner 'Slavic Heart' to encourage women's self-confidence.



## 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 Temporarily Occupied Territories and Internally Displaced Persons](#). UNHCR works together with [15 NGO partners](#). UNHCR leads the Protection Cluster and Shelter/Non-food Items (NFI), Cluster, the latter being co-chaired together with [People in Need](#). UNHCR also leads the logistics working group that is mainly responsible for humanitarian convoys to eastern Ukraine.

## Financial Information

UNHCR is grateful for the critical financial support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with broadly earmarked and un-earmarked funds.

The indicative level of funding for the operation is **US \$18 million**. This figure is based on contributions earmarked to Ukraine, the indicative allocation of flexible funds, and adjustments.

### EARMARKED CONTRIBUTIONS TO UKRAINE | USD

United States of America \$5.9 million | European Union \$2.1 million | Sweden \$1.3 million | CERF \$0.8 million | Japan \$0.7 million | Canada \$0.6 million | Russian Federation \$0.2 million | Estonia \$0.2 million | Private donors

### BROADLY EARMARKED CONTRIBUTIONS | USD

Major donors of broadly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation, or to the region or sub-region.

United States of America \$55 million | Private donors Australia \$9.7 million | Private donors Rep. of Korea \$2 million

### UNEARMARKED CONTRIBUTIONS | USD

Major donors of unearmarked contributions.

Sweden \$98.2 million | Private donors Spain \$58.7 million | United Kingdom \$45.3 million | Norway \$42.5 million | Netherlands \$39.1 million | Private donors Republic of Korea \$28.5 million | Japan \$26.5 million | Denmark \$25.5 million | Private donors Japan \$16.1 million | Switzerland \$15.8 million | Private donors Italy \$15.1 million | France \$14 million | Germany \$13.7 million | Private donors Sweden \$12.2 million | Italy \$11.2 million

## CONTACTS

E-mail: [ukrkom@unhcr.org](mailto:ukrkom@unhcr.org), Tel: +38 044 288-9710

## LINKS

UNHCR Ukraine: [www.unhcr.org/ua](http://www.unhcr.org/ua) - Twitter: [www.twitter.com/UNHCRUkraine](https://www.twitter.com/UNHCRUkraine)

Facebook: [www.facebook.com/UNHCRKyiv](https://www.facebook.com/UNHCRKyiv) - Flickr: [www.flickr.com/photos/unhcr\\_ukraine](https://www.flickr.com/photos/unhcr_ukraine)

Please note that this report attempts to highlight the main activities implemented by UNHCR and its NGO partners within the selected reporting period. Therefore, please note that it is by no means exhaustive. For additional details on our work, do not hesitate to check [www.unhcr.org/ua](http://www.unhcr.org/ua) or, to contact us directly [ukrkom@unhcr.org](mailto:ukrkom@unhcr.org)

\*Please note that the names of the persons that appear in this report have been changed for protection reasons.