



Rapid response by EU+ countries to address the needs of displaced people from Ukraine

The EUAA Situational Updates provide key information on immediate measures which are being implemented to accommodate the arrival of displaced people from Ukraine.

Based on official resources, Situational Update No 13 covers relevant developments as reported by national authorities, international organisations and civil society organisations for the period 18-24 March 2022. Links to the official sources are provided. For developments covering the previous periods, please consult Situational Updates [No 9](#) (24 February to 3 March 2022), [No 10](#) (4-10 March 2022), [No 12](#) (11-17 March).

The reporting of developments does not mean an endorsement of practices or opinions on the part of the EUAA. Due to the rapidly- changing situation, information may have been revised or updated. Please consult the original sources.

Key findings

Developments at the European and international levels

Based on the questions raised by Member States on the implementation of the [Council Implementing Decision](#) and Directive 2001/55/EC (the [Temporary Protection Directive](#)), the European Commission issued a [Communication](#) (21 March) on operational guidelines to assist Member States in applying the relevant framework while a [Communication](#) was addressed the European institutions (23 March) on 'Welcoming those fleeing war in Ukraine: Ready Europe to meet the needs'. They complement the Commission [Communication](#) published on 4 March 2022 which provides operational guidelines for external border management to facilitate border crossings at the EU-Ukraine borders.

The EUAA has developed a [dedicated public web page](#) with information on and for people fleeing Ukraine. A restricted platform accessible to experts in national authorities is updated daily with information on the application of the temporary protection directive, including the rights it offers and for how long, who is entitled to request temporary protection, and how to apply. Information [leaflets](#) have been prepared for adults and children.



EUAA information leaflets on temporary protection

Due to the mass influx of displaced persons and the increased risks in crowded settings like collective accommodation, the ECDC issued on 18 March [Guidance for the prevention and control of COVID-19 in temporary reception centres in the context of the large numbers of people fleeing Ukraine](#).

EU Member States with the support of UNHCR and the IOM have started [transfers](#) of displaced persons who fled Ukraine into the territory of Moldova. In this context, UNHCR is providing information and identifying vulnerable persons from Ukraine currently in Moldova, while the IOM is managing pre-departure orientation, pre-embarkation briefings, distribution of personal protective equipment (PPEs), baggage handling, land transfers and airport assistance. In this context, [leaflets](#) on free transportation by plane directly from Moldova to selected EU+ countries have been shared by UNHCR. Austria volunteered to start with a pilot project within the framework of the Solidarity Platform and pledged to admit 2,000 refugees with specific protection needs.

[UNHCR](#) warned of rising needs in Ukraine and neighbouring countries and continued [Flash Updates](#) on the situation and its operational response in Ukraine and border countries. UNHCR and UNICEF will roll out 26 [Blue Dots](#) in 6 countries (Czechia, Hungary, Moldova, Poland, Romania and Slovakia) which provide a minimum set of protection services for children, families and others with specific needs, such as rest area, food, hygiene supplies, mental health and psychosocial support, basic legal counselling, early education kits (with toys, puzzles and games to keep young children engaged), referrals to local services and other information.

The Council of Europe bodies have raised concerns and actions needed on various topics. In this regard, the Group of Experts on Action against Trafficking in Human Beings ([GRETA](#)) has warned of the dangers of people fleeing the armed conflict in Ukraine falling victim to human trafficking and exploitation, amid the fast-growing refugee flow in Europe. During its 36th plenary meeting, the Lanzarote Committee solemnly issued a [Statement on protecting children from sexual exploitation and sexual abuse resulting from the military aggression of the Russian Federation against Ukraine](#), while the Steering Committee for Education ([CDEDU](#)) called on Council of Europe members and observer states to provide support to the Ukrainian people and all displaced and refugee persons by this conflict without discrimination, and to



enable those enrolled in school and higher education to have access to education, training and higher education.



Activation of temporary protection at the national level

The Temporary Protection Directive applies in all EU Member States, except Denmark and non-Schengen states (Iceland, Liechtenstein, Norway and Switzerland). The countries which are not bound by the directive may apply similar national provisions. Following the Council decision of 4 March 2022, EU Member States have been enacting legislative measures to enable the activation of temporary protection at the national level and ensure immediate support to Ukrainian civilians.

The legislative procedures are still ongoing in the [Netherlands](#) and Italy,¹ where registration is already available awaiting the approval of the decree.

While not bound by the EU temporary protection framework, [Denmark](#), [Iceland](#), [Norway](#) and [Switzerland](#) have introduced similar provisions.

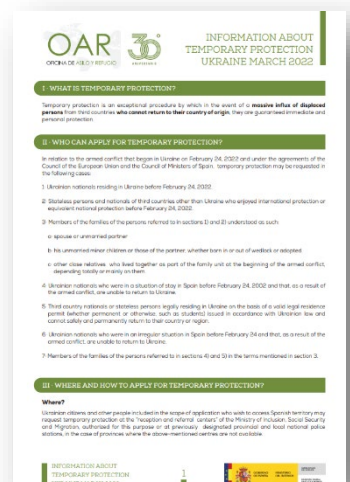


Information provision and counselling

Information provision has been fundamental for displaced people to understand their rights, practicalities and procedures to be followed. Border and neighbouring countries provide information directly at border crossings or main points of arrival, such as train and airport stations, while the majority of EU+ countries have launched new phone lines and websites, including dedicated areas for questions and answers (see [Situational Updates No 9, 10 and 12](#)). As of 17 March 2022, additional initiatives have been implemented.



- The Office for Asylum in Spain shared new information material on temporary protection, including procedural aspects, rights and obligations, and access to reception.
- The Croatian Ministry of the Interior launched a website for displaced persons from Ukraine, called "[Croatia for Ukraine](#)". The website contains information on the asylum procedure, legislation, reception and services that are available for Ukrainian citizens. The website also provides statistical information about Ukrainians arriving in Croatia. Displaced people from Ukraine can directly contact authorities through a

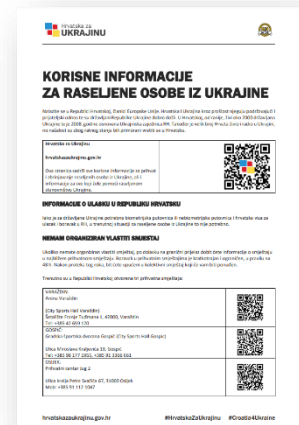


¹ The Decree of the President of the Council of Ministers ([DPCM](#)) will regulate in detail temporary protection and other extraordinary reception measures, following the EU Council Decision.



dedicated, free phone line and an email address which are available on the website. In addition, the Ministry developed a [leaflet](#) with QR codes to address specific information needs of Ukrainians and a [leaflet](#) with important numbers and websites. Leaflets with basic information are also shared by border police upon arrival at the borders.

- [Bulgarian authorities](#) shared updated information on the first steps upon arrival to the territory and the temporary protection framework.
- The Ministry of the Interior in Germany created an [overview of all available information and services](#) for refugees coming from Ukraine with links to the relevant portals and websites of government agencies and civil society organisations.



In addition, it launched the portal "[Germany 4 Ukraine](#)" with information for Ukrainians, available in Ukrainian, English, German and Russian. The portal gives information about accommodation, including the Federal Ministry's cooperation with AirBnB, work permits, residency, access to schools and university, and medical care.

- In [Latvia](#), an information point operates in the Congress House as of 21 March 2022 to provide information about the municipality and other services provided to refugees.



Registration procedures

EU+ countries continued their efforts to structure registration procedures for temporary protection and increase processing capacity. To this end, innovative solutions have been developed, for example online systems and mobile applications.

- The [Bulgarian authorities](#) are operating 20 registration points where registration cards are issued for temporary protection. Registration takes place at two border checkpoints and the railway station in Sofia. The [map of new locations](#) is constantly updated online.
- In [Finland](#), the processing time for an application for temporary protection is currently estimated at 2 weeks. Once the decision has been made, the Finnish Immigration Service will order a residence permit card, which will require about 2 weeks to obtain.
- In [Cyprus](#), registration of displaced persons from Ukraine is done under a simplified procedure to grant protection. The registration takes place at the local Immigration Department or the Asylum Service premises at Nicosia. Applications for temporary protection can also be submitted online through the website of the Asylum Service www.moi.gov.cy/asylum. Applicants are expected to receive approval on the permission to remain in the territory within the same day. Approval will be granted by the Ministry of the Interior. Then registration and submission of biometric data will take place at the district offices of the Civil Registry and Migration Department of the Aliens Unit of the Police in order to receive the protection card which is valid up to 1 year. With this protection card, beneficiaries will have access to the labour market, medical care, social allowances and benefits, as well as housing.
- The SEM in Switzerland informed that federal centres for asylum seekers can register more than 1,000 people every day, 7 days a week. To avoid waiting times in the centres, refugees can submit an application on site or electronically and thus obtain an appointment from the SEM. The SEM is also working on an online tool that would allow the form to be completed and submitted directly through a mobile phone.
- The registration for the Universal Electronic System for Registration of the Population (PESEL) number begun [in Poland](#) on 16 March 2022. On average, the local government - commune - provides almost 16,000 numbers in one working day. The first mobile mass registration point for refugees from Ukraine opened in Krakow, while a mass registration point was set up in [Warsaw](#) at the National Stadium with about 100 places for individual registration. This point will be open from 8.00-16.00.



Upon registration, a Trusted Account / Trusted Profile is created while the electronic version of the identity document is available through the Obywatel mobile application. Information leaflets on PESEL registration were shared.



One-stop service points

In an effort to streamline and coordinate first reception and registration services, various countries have initiated one-stop service centres where registration, information provision and referral to accommodation takes place (see *previous Situational Updates*).

- Estonia opened a [reception point in Pärnu](#) on 18 March 2022, where the following services are offered: information provision, first aid, if necessary, issuance of the Estonian personal identification code and a temporary residence permit. After that, displaced persons from Ukraine will be referred to temporary accommodation all over Estonia. In an effort to readjust its capacities, [the reception centre of Rakvere](#) was closed on 22 March 2022. Given the fact that persons arrive mainly through the Ikla or Valga border checkpoints, initial procedures, including health checks and applications for temporary protection, will take place at the nearest checkpoint in Pärnu or Tartu.
- [Spain](#) opened four new Reception, Care and Referral centres (CREADE) in Madrid, Barcelona, Alicante and Malaga, to provide support to the Ukraine nationals and centralise first support in a single place facilitating their reception. Centres will have three main functions:
 - Reception of Ukraine nationals and provision of initial information.
 - Support with the procedures to obtain work and residence permits within 24 hours.
 - Case-by-case evaluation, including in-depth interview and referral of vulnerable applicants to most suitable places.

On the basis of a new foster care programme, accommodation will be also provided through the granular network of resources throughout the national territory.

- [Latvia](#) established the Riga Support Centre on 21 March 2022. The support centre provides both state and municipal services and is open every working day from 9.00 to 18.00. Registration, provision of information and counselling on social benefits, social care services, housing, job opportunities, medical care and education are provided by the competent authorities (e.g. municipal social services, municipal education specialists, State Border Guard, the OCMA, the State Employment Agency, the National Health Service and NGOs). In-kind support is also provided.



- [Bulgaria](#) announced that registrations will take place in person at the nearest Regional Directorate of the Ministry of Interior (ODMVR), Sofia Directorate of Interior (SDVR) - for the city of Sofia or in one of the following Registration and Reception Centers (ROC):
 - Registration and Reception Centre Sofia
 - Registration and reception centre in the village of Banya
 - Registration and reception centre - Harmanli



Reception and accommodation



Establishing reception points and emergency structures has been critical for border and neighbouring countries facing mass arrivals of displaced people from Ukraine. EU+ countries are enhancing capacity for long-term accommodation. [Austria](#), [Bulgaria](#), [Belgium](#), [Croatia](#) [Czechia](#), [Finland](#), [Denmark](#), [Estonia](#), [Greece](#), Ireland, [Italy](#), [Latvia](#) [Lithuania](#), [Netherlands](#), [Norway](#), [Poland](#), [Romania](#), [Slovakia](#), [Slovenia](#) and [Sweden](#) have already announced such efforts (see [Situational Updates No 9](#) and [No 10](#)). Additional initiatives were implemented in the period under review, while efforts were made to adapt the relevant processes in order to meet the continuously changing needs.

- In Norway, the [UDI](#) entered into agreements on emergency accommodation with several providers across the country due to the uncertainty of the flows of displaced persons. Competitions will also be launched on additional emergency accommodation places, as well as ordinary reception and reception for unaccompanied minors.
- [Slovakia](#) opened the third large-capacity centre for persons seeking temporary protection in Nitra on 21 March 2022. The centre will be open 24 hours a day.
- In [Czechia](#), the Ministry of the Interior clarified that state compensation for housing Ukrainians will not be paid to private owners but to regional authorities. According to the decision, regional authorities will then be responsible for choosing the facilities, contracting the services, and making the payments to private owners.
- In Italy, [the Council of Ministries](#) approved a Law Decree on the reception measures for Ukrainians refugees in an effort to enhance synergies with local authorities and the private sector.
- In [Cyprus](#), the Ministry of Tourism made approximately 3,000 rooms available for the accommodation of displaced persons.



Combatting trafficking

The Ministry of the Interior in Slovakia in early March 2022 warned about the risk of trafficking in human beings and published information leaflets in Slovak and Ukrainian (see [Situational](#)



[Update No 9](#)). Similar initiatives were introduced by [Bulgaria](#) and [Iceland](#) (see [Situational Update No 12](#)).

In [Portugal](#), an information guide to raise awareness about trafficking in human beings is in production to be distributed to displaced persons from Ukraine at arrival.

In [Switzerland](#), media raised concerns about the exploitation of people hosted by private individuals. To reduce this risk, the SEM gives refugees, upon registration, a leaflet containing useful information and addresses on the subject. The CDAS published on the website www.aide-aux-victimes.ch, which it manages jointly with the Confederation, information in Ukrainian and Russian, as well as the contact details of all the shelters and counselling centres for assistance to victims in Switzerland.



Social assistance, medical care and integration support

As registration of displaced persons continued, EU+ countries began to attach more weight on the provision of rights and integration support, for example access to labour, health care, education and social assistance.

- [Czechia](#) decided to expand support for integration activities for Ukrainians in different regions by increasing capacity and funding for the centres which support the integration of foreigners. The Minister of the Interior highlighted the importance of cities, municipalities and the non-profit sector in activities relevant to the orientation of beneficiaries in practical areas, such as education, employment and the health care system.
- The [German Federal Ministry of Health](#) shared information that all displaced persons from Ukraine have access to health care, including COVID-19 vaccinations and testing.
- In [Slovakia](#), following a meeting of the Central Crisis Staff working group, the Minister of the Interior announced that a new working group will address specifically the long-term integration of refugees. Furthermore, the Ministry of Transport announced that they will select specific railway stations where they will further coordinate with municipalities the transfer of refugees to their final accommodation facility.
- The Finnish authorities published guidelines on the status, rights and benefits of those who have fled Ukraine. The guidelines are primarily intended to help the authorities. The [memorandum](#) will be updated as more detailed guidance is completed in cooperation among different authorities. The discussion on the needs of the guidelines will continue in the coordination group set up by the Ministry of the Interior. The participating authorities will provide information on updates and additional guidance to their stakeholders. Also, the Ministry of the Interior published [Instructions for municipalities on the reception of those who have fled Ukraine](#).



- In [Switzerland](#), the Confederation and the cantons offer support to Ukrainian refugees for integration and access to the labour market. The support will include pre-training and language training for holders of S status.



Solidarity

The [Icelandic government](#) approved the proposal of the Minister of Social Affairs and Labour to task the Refugee Committee with the implementation of the reception of groups of vulnerable refugees from Ukraine and neighbouring countries. The government highlights the need to consider groups that are in a particularly vulnerable position and also to consider relocating refugees from countries neighbouring Ukraine, which are experiencing high flows.



The trends in numbers

The following incoming flows were reported by national authorities. With the evolving situation, the data are continuously being updated. Please consult official sources.

- NDGAP ([Hungary](#)) shares daily information on the number of persons applying for temporary protection.
- According to the German [Ministry of the Interior](#), 238,932 refugees from Ukraine have entered Germany based on police estimations. Most of them are women, children and elderly people.
- According to the [SEM](#) in Switzerland, 11,876 persons have registered in federal reception centres and 'S' protection status has been granted to 4,518 beneficiaries as of 22 March 2022.
- As of 22 March 2022, 61,493 people fleeing the conflict in Ukraine have reached [Italy](#). Of these, 31 502 are women, 24,591 are minors and 5,400 are men. The main declared cities of destination are Milan, Rome, Naples and Bologna.
- The [Austrian Federal Ministry of the Interior](#) informed that as of 20 March 2022 14,500 displaced persons from Ukraine have been registered.
- In [Spain](#), a total of 5,830 persons received temporary protection status as of 17 March 2022, out of which 2,416 applications were made and processed in the reception facility of Pozuelo de Alarcón (near Madrid). The other 3,414 applications were registered with national police offices in other parts of Spain. All beneficiaries of temporary protection have residency and access to the labour market.