



Situational Update

Issue No 14, 7 April 2022

EU+ countries address the protection 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. The update covers EU Member States bound by the Temporary Protection Directive, as well as Denmark, Iceland, Norway and Switzerland which have introduced similar provisions.

Based on official resources, Situational Update No 14 covers developments reported by national authorities, international organisations and civil society organisations for the period 24 March to 6 April 2022. Links to the official sources are provided. For developments covering the previous periods, please consult Situational Updates [No 9](#) (24 February - 3 March 2022), [No 10](#) (4-10 March 2022), [No 12](#) (11-17 March), and [No 13](#) (18-23 March).

The reporting 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.

For any feedback or questions please contact: ids@euaa.europa.eu

Key findings



Developments at the European and international levels

The European Commission has worked on making targeted information available to displaced people from Ukraine. The following online resources have been launched:

- [EU solidarity with Ukraine](#)
- [Information for people fleeing the war in Ukraine](#)
- [Commission Communication 'Welcoming those fleeing war in Ukraine: Readyng Europe to meet the needs](#)

Similarly, the European Union Agency for Asylum (EUAA) has introduced a dedicated web page on the [EUAA Response to the War in Ukraine](#), both in English and Ukrainian. The site



also provides links to EU Member State websites where information for Ukrainians is available.

On 28 March 2022, the EUAA and the Romanian Ministry of Internal Affairs signed an [operational plan](#) that foresees the gradual deployment of up to 120 EUAA personnel and interpreters to Romania. The deployment comes at the request of the Romanian authorities, whose national asylum system has come under disproportionate pressure in light of the war in Ukraine. The EUAA is now providing operational support to nine Member States.

UNHCR has shared additional Flash Updates on [24](#) and [30 March](#) and an [Operational Response Delivery Update](#) on 27 March. In addition, it has established a [Regional Cash Working Group](#) for the Ukraine Refugee Situation, co-led by UNHCR and the IFRC, which aims to promote coherence among actions taken at the country level through a regional perspective.

A note was also made available on the [Blue Dot concept](#), which are established to support government efforts and link directly to the national child protection architecture, to clearly outline the roles and responsibilities of UNHCR and UNICEF. UNHCR continues to share relevant information through the [Operational Data Portal](#). Similarly, the IOM shares updates through the dedicated [Global Crisis Response Platform](#).



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 implementing 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.

On 28 March 2022, the Italian government published the [Decree](#) activating temporary protection for people fleeing Ukraine. The legislative procedure is still ongoing in the [Netherlands](#), although registration is already in place. In [Poland](#), an Amendment to the law on assistance to Ukrainian citizens entered into force on 5 April 2022.

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



Information provision and counselling

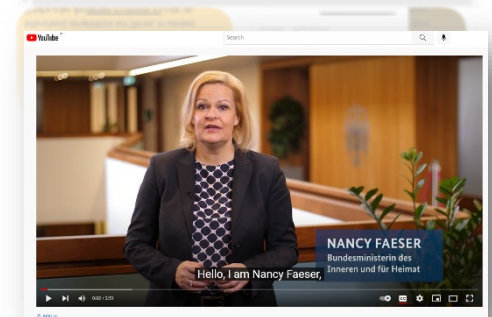
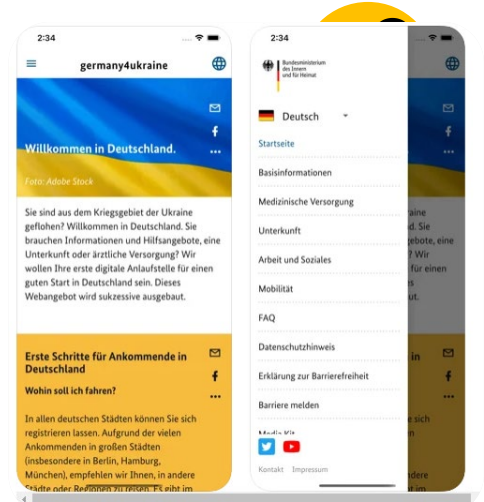
Information provision has been fundamental for displaced people to understand their rights, practicalities and procedures to be followed. Border and neighbouring countries provide information directly at border crossings or main points of arrival, such as train and airport stations. The majority of EU+ countries have launched new phone lines and websites, including dedicated areas for questions and answers (see *previous Situational Updates*). As of 24 March 2022, additional initiatives have been implemented.

- The Federal Ministry of the Interior's information portal [Germany4Ukraine](#) was made available as a mobile phone application. It can be downloaded for [Android](#) and [Apple IOS](#) devices. (Photo at the right)

In addition, a video message "We can and will help you" by the Federal Minister of the Interior was made available on [YouTube](#) to explain the support, reception and integration services which are available in Germany and to encourage smaller and medium-sized cities and even rural regions as options where access to all services and assistance are also available. (Photo at the right).

- In [Czechia](#), virtual assistant technology has been deployed on the helpline dedicated to Ukrainian refugees to answer questions. The voice bot, which speaks Ukrainian, can help with frequently asked questions and relieve staff at the Ministry of the Interior and volunteers who have been managing multiple inquiries on several topics, including stay in Czechia and accommodation options. The tool was provided to the Ministry of the Interior by a digital technology company for the duration of the refugee crisis or for 1 year, completely free of charge. If the voice bot cannot handle the caller's request, it will offer to switch to a live operator.
- In [France](#), a [new handbook](#) is now available in Ukrainian and French for displaced persons from Ukraine to provide them with essential information for their stay. The handbook includes information on:
 - Applying for temporary protection;
 - Their rights and information on housing, work, schooling, transport, bank accounts, pets, etc.;
 - Safety and emergency numbers; and
 - Useful links and contacts.

The handbook also has a section related to unaccompanied minors and situations of concern with instructions on reporting to receive support and protection.





- Solidarity platforms (see previous *Situational Updates*) have enabled private-public partnerships in support of people fleeing Ukraine. In this context, [Italy](#) launched a tool to merge all assistance offered by civil society organisations, citizens and companies. The objective of the platform is to create an agile tool to support emergency management and to respond in a timely and effective manner to the needs of Ukrainian citizens. This platform also allows to respond dynamically to various needs that may emerge over time in the context of an ever-changing emergency scenario.
- [Czechia](#) has published an overview of measures to help Ukrainians, particularly on medical and material assistance, assistance centres throughout the country, accelerated issuance of visas, accommodation coordination and information service.



Registration procedures

EU+ countries continued their efforts to structure registration procedures for temporary protection and increase processing capacity. To this end, online systems are developing to speed up registration for temporary protection.

- In [Sweden](#), applications are made online or by visiting the Swedish Migration Board in person. Currently, eight registration points are available in different cities. If accommodation is needed, the person must report to the office in person. Following the registration of the application, the [Swedish Migration Agency](#) checks whether the applicant is entitled to protection. This procedure takes a few days. Once a decision is made, a letter is sent to the postal address provided.
- [Greece](#) started to provide temporary protection to displaced persons from Ukraine at the Regional Asylum Offices (RAO) of Crete, Patras, Athens and Thessaloniki on 4 April 2022. The process is carried out exclusively by employees of the Asylum Service, the Ministry of Migration and Asylum in extended work hours and with the support of the EUAA.
- In [Austria](#), 95 additional registration equipment was made available, reaching a total of 225 registration desks. The number of locations and the frequency of recording at the current registration locations will also be increased. The registration process takes 5-10 minutes but may be longer for those without a passport or other identification document. About 80% of the registered displaced persons from Ukraine have identification documents.

In addition, a [new ID card](#), the so-called blue card, is given as a proof of legal residence, while serving as an identity document, a travel document and a document to access the labour market. The ID card is valid in the Schengen area. The Austrian State Printing Office is producing the ID card in close cooperation with the Federal Office for Immigration and Asylum (BFA). The card is protected with numerous security features and has a chip which stores biometric files similarly to passports and ID cards. Up to 3,000 cards can be produced daily. The ID cards are sent by post

One-stop service points

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

In Lithuania, a new temporary registration centre for refugees from Ukraine opened in Panevezys. Registration procedures for Ukrainians are carried out in the centre by the Migration Department everyday including weekends and public holidays, from 8 am to 10 pm. The centre is expected to employ about 30 migration professionals. The Panevėžys Registration Centre is also important for transit, as some Ukrainians fleeing the war will receive temporary asylum and assistance here and will continue to travel to relatives or acquaintances in neighbouring countries. Migration procedures, the provision of meals, and medical and psychological assistance are provided in the temporary registration centres. The activities of the centres are coordinated by the Ministry of the Interior with practical support from municipalities.

Refugees can stay up to 72 hours. From the centre, Ukrainians go to the premises offered by municipalities or to new temporary homes provided through the platform "Strong Together" by people of good will in Lithuania.

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 *previous Situational Updates*).

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 addition, countries are trying to ensure a fair geographical distribution of the arrivals in their territory (e.g. video message in Germany as described under 'Information Provision' above).

- The [Swedish Migration Agency](#) announced that as of 4 April 2022 it is able to provide places to those in urgent need of temporary housing, while the authority is continuing to expand its capacity to meet long-term needs. So far, about 4,500 places at municipal evacuation sites have been activated and made available to the authority. Because the situation has stabilised compared to the assessment made in early March 2022, the Swedish Migration Agency now sees a reduced need for evacuation sites. Instead of a total of 12,000 places, the need is now for 6,000 places. The County Administrative Boards recently presented an inventory of the municipalities' total number of housing places in the short, intermediate and long term. The inventory has been drawn up on behalf of the government and



shows that the municipalities can provide a total of about 74,000 housing places, both short-term evacuation sites and more long-term forms of accommodation.

- In [Denmark](#), political [agreement](#) on the accommodation and catering of displaced persons from Ukraine by municipalities was reached on 1 April 2022. Accordingly, by means of a temporary scheme, the municipalities can provide assistance with accommodation and meals to persons displaced from Ukraine.
- In [Norway](#), the UDI launched a separate scheme for Ukrainians who are eligible for temporary collective protection and live privately or elsewhere in municipalities until they become residents. A temporary alternative reception place means that a municipality assumes responsibility for providing the necessary financial support, establishing standard procedures for assisting and following up people who live privately in temporary housing solutions. Applicants will be able to receive money for living expenses and subsistence if they wish to live in such an alternative reception place.
- The [Finnish Immigration Service](#) prepared to establish new reception centres as the need for accommodation for those who have fled Ukraine has increased in Finland. The FIS will also continue to add places to existing reception centres.

In addition to reception centres, the FIS can set up private accommodation service points from which applicants for asylum or temporary protection who arrange their own accommodation receive reception services, such as social and health services and money. A large share of those who fled Ukraine have stayed in private accommodation.

The [FIS](#) informed that the Riihimäki reception centre accommodates applicants for temporary protection and asylum who have pets. At reception centres, pets receive treatment in accordance with the Finnish Food Safety Authority's health guidelines.

- In [Italy](#), the Department of the Civil Protection issued [Ordinance No 881](#). The new legislative instrument established new provisions for the support of people from Ukraine. More specifically, it details the new reception modality foreseen to overcome the Ukraine crisis. This new reception adds to the already-existing CAS and SAI facilities for a total of 15,000 places. The structures will be retrieved in cooperation with civil society organisations and religious entities. In replying to a question during the [press conference](#), the head of the Civil Protection Department anticipated that the daily allowance paid to the managing bodies of these accommodations is EUR 33 per capita.

To complement the framework of measures and procedures for the reception of Ukrainian refugees, a "[Plan for unaccompanied minors](#)" was drafted by the recently-appointed Commissioner for Unaccompanied Minors. The document consists of five chapters on objectives, bodies involved and definitions, the presence of unaccompanied minors on the national territory, methods of identification and census, reception and temporary foster care and guardianship.



- In [Slovakia](#), an additional large-capacity centre that can assist up to 2,500 displaced persons from Ukraine daily opened in Bratislava. Large-capacity centres already operate in Michalovce, Humenné and Nitra. In addition to food, they will also get all necessary information and have access to medical, legal, psychological and social assistance. There are also children's corners in the centres.
- In the context of health screening and vaccination of displaced persons, the [Bulgarian authorities](#) provided information on mandatory vaccinations particularly for children. Vaccines will be administered according to the National Immunization Calendar. A doctor from the regional health inspectorate in the area of residence or the general practitioner will prepare an individual immunisation plan by type of vaccine and number of doses.



Social assistance, medical care and integration support

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

- The Ministry of Health of [Poland](#) has launched the LikarPL application to facilitate the provision of medical advice to citizens of Ukraine. The application can quickly diagnose the patient's health and facilitate communication between the patient and a doctor who does not speak Ukrainian. The application is available at: <https://likar.mz.gov.pl>
- In [Lithuania](#), [Food Bank cards](#) worth EUR 115 have been distributed to Ukrainian people who have fled the war, with which they can buy food in stores belonging to one of the retail chains in the municipality of residence. A person wishing to receive a food card must have an ILTUS code issued by the Migration Department and fill in the Food Bank form: <http://inx.lv/hiFg>. NGOs have already provided assistance to more than 20,000 people: almost 12,000 humanitarian packages and more than 25,000 food packages have been distributed.
- In [Italy](#), following [Ordinance No 881](#) on the support of people from Ukraine, it is foreseen:
 - a monthly allowance of EUR 300 for those accommodated autonomously for a maximum of 3 months. In addition, EUR 150 will be paid for every dependent child under the age of 18. The payment will be granted in cash through a financial entity which needs to be identified in the near future. This wage can be paid for a maximum of 2 months if a person is employed.
 - the health services available to the beneficiaries of temporary protection, who are entitled of the same level of health care as Italian citizens. A Sanitary Card to access free health services will be issued by the competent authority, while



a reimbursement is granted by the government to each region for the services offered.

Further, the [Ministry of Education](#) announced the establishment of Regional Education and Language Teams for Ukraine. These Education and Language Teams will be hosted by the 16 regional education and training boards (ETBs) and will be staffed by existing, regionally-based education support personnel who work closely together to ensure coordination and alignment of support to Ukrainian children. The department will liaise with the teams to ensure all necessary support for the Ukrainian children is provided as quickly as possible.

- [Portugal](#) introduced educational and job integration measures for beneficiaries of temporary protection with [Decree Law No 28-B/2022 of 25 March, which](#) established measures on the recognition of professional qualifications of beneficiaries of temporary protection in the context of the armed conflict in Ukraine. Regarding higher education for Ukrainians in Portugal, [Order No 3597/2022](#) of 25 March creates exceptional measures in the context of social action in higher education for Ukrainian students who are beneficiaries from temporary protection.



Combatting trafficking

Following initiatives by [Slovakia](#), [Bulgaria](#), [Iceland](#), [Portugal](#) and [Switzerland](#), additional countries introduced communication tools to raise awareness of the risks of being a victim of trafficking in human beings (THB).

Accordingly, the [Finnish Immigration Service](#) made available information on the risk of abuse and advised persons arriving from Ukraine to check any offer they may receive from strangers related to jobs, accommodation or transportation. In addition, information is shared on the Victim Support System and the Victims of Trafficking Programme.

In [Germany](#), the IOM and the Violence against Women Support Hotline published a [leaflet](#) in German, Ukrainian, Russian and English with important safety information for displaced persons from Ukraine.



Understanding the needs of displaced persons

As registration of displaced persons continued, initiatives were also launched to gather information on the profiles of displaced persons in order to adapt the services provided.

- The [German Federal Ministry of the Interior](#) conducted a survey by interviewing a total of 1,936 Ukrainians in Berlin, Hamburg and Munich, and using an online survey on the different portals of the BMI, BAMF and Germany4Ukraine.de. The [results of the survey](#) provide the first reliable information on age groups, employment situation in Ukraine and educational background of displaced persons from Ukraine. For example, the survey showed that:



- Most persons arriving are women (84%), of whom 58% fled with their children. Only 17% came alone and the average age is 38 years.
- The majority of those questioned (92%) were either employed or in vocational training/higher education before leaving Ukraine.
- For 82%, Germany was their only possible destination, while Poland, Switzerland, Italy, Czechia and the Netherlands were also the most frequently mentioned final destinations.
- 42% currently reside in bigger cities, especially in Berlin, and survey respondents indicated that better employment opportunities and having friends and relatives living in the respective city were the motivation for them to choose bigger cities.

➤ A similar exercise was undertaken in [Bulgaria](#), where the authorities noted that nearly 70% of Ukrainians who fled the war and came to Bulgaria are ready to start working immediately, according to data from the Employment Agency. The Employment Agency's mobile teams had visited 238 places until the end of March 2022 where Ukrainians fleeing the war are housed and spoke with 3,279 Ukrainian citizens on the spot. 940 persons have filled in an online application form of the Employment Agency, which aims to study their readiness to start work.

According to the survey, 66% of Ukrainian citizens are ready to work immediately, 20% are ready to start work in 1 to 6 months, and 10% of people can start work if care is provided for their children. Around 66% of Ukrainians have higher education. Working as an office secretary is among the most desirable job (26% of respondents), followed by work in hotels and restaurants.

The majority of those wishing to start immediately are in big cities – Burgas, Varna, Plovdiv and Sofia. 42% of Ukrainian citizens have settled for short-term (up to 1 month) accommodation, almost one-half of respondents (49%) have long-term accommodation and 9% said they have no accommodation.



Solidarity

To alleviate the pressure on the EU's border countries and Moldova, countries made efforts to relocate displaced persons (*see previous Situational Updates*).

- [Germany](#) has agreed to take 2,500 Ukrainian refugees from Ukraine's smallest neighbouring country as a first step. In this context, the federal government is working closely with UNHCR and the IOM in Chisinau. On 4 April, 117 refugees arrived in Erfurt, and on [25 March](#) the first 134 refugees arrived at the Frankfurt International Airport.
- The [Norwegian government](#) will be transferring 2,500 Ukrainian refugees from Moldova with UNHCR support.



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. On 12 March 2022, 2,212 requests were registered.
- According to the German [Ministry of the Interior](#), 313,209 refugees from Ukraine have entered Germany based on the estimations of the police.
- [Italy](#) regularly publishes data on the number of arrivals from Ukraine. As of 4 March 2022, a total of 83,100 people fleeing the conflict in Ukraine have arrived in Italy. Specifically, there are 42,879 women, 31,670 minors and 8,551 men. The main cities of destination declared upon entry into Italy continue to be Milan, Rome, Naples and Bologna.
- The Swedish Migration Agency also shares daily [Statistics on applicants from Ukraine](#).
- In total, 269,111 persons have arrived in [Slovakia](#).
- Around 30,000 Ukrainians have entered [France](#) since 25 February 2022, according to police estimations. During his speech, the French Prime Minister also indicated that about 10,000 of them are in transit and plan to continue their journey to the UK, Spain or Portugal. 12,636 applications for temporary protection have been granted.
- A total of 35,000 displaced persons from Ukraine have been registered in [Austria](#) as of 27 March 2022.