

SECOND REPORT
on the implementation of the Memorandum of Understanding
between the FPU and NEXUS ER, AUSER ER, CGIL
CUPE94F22000080002 - 100% RER

Project: “Solidarnist: Emergency and Solidarity with the Ukrainian Population”

Implementing partner: Federation of Trade Unions of Ukraine

Reporting period: 16 September – 12 December 2022

Main Outputs:

- ***245 internally displaced persons received free accommodation, meals and psychosocial support during 14 days at five trade union facilities***

Main Outcome: trade union shelters in Kharkiv, Kyiv, Poltava and Ivano-Frankivsk regions were able to meet the needs of internally displaced persons staying there

Background

On 11 July 2022 Federation of Trade Unions of Ukraine signed the Memorandum of Understanding with the NEXUS ER, AUSER ER and CGIL to implement the project “Solidarnist: Emergency and Solidarity with the Ukrainian Population”. The project is aimed to support internally displaced persons staying in trade union facilities turned into shelters for IDPs.

The first phase of the project was implemented in August 2022 at two trade union facilities. The direct beneficiaries were 215 IDPs who stayed at the boarding house “Shatski Oзера” in Volyn region and sanatorium “Berezivski Mineralni Vody” in Kharkiv region.

Following successful implementation of the first phase, the FPU received second tranche to continue providing services to IDPs.

In October-December 2022, military activities continued in the East and South of Ukraine. Ukrainian Army liberated almost whole Kharkiv region and districts of Mykolaiv and Kherson regions situated on the right bank of the Dnipro river. Russian army was slowly advancing in Donetsk region where the combat activities were the fiercest. Luhansk region, Crimea, significant part of Kherson, Donetsk and Zaporizhzhia regions remained under temporary occupation. Such large cities as Kharkiv, Kherson, Mykolaiv and numerous smaller towns and settlements in these regions were shelled by Russian troops every day. Military attacks led to numerous casualties among the civil population, including children, destruction of residential houses, medical facilities, schools and kindergartens, infrastructure, enterprises and jobs in these regions. Besides, the danger of long-range missile attacks and attacks by kamikaze drones was very high throughout Ukraine: air-raid alarms were sounding 2-3 times per day. The enemy mainly targeted critical infrastructure objects – power generating and distributing facilities, thermal power stations, water supply structures. Massive missile strikes took place on 10 October, 31 October, 15 November, as a result of which the power grid of Ukraine was severely damaged, and blackouts

intensified. On 23.11.2022, the Russian invaders again launched a massive missile strike (70 missiles) targeting critical energy infrastructure, as a result of which almost the entire country was temporarily left without electricity. Due to significant damage to power system blackouts were applied throughout Ukraine, both scheduled to save energy and emergency to deal with inflicted damages. There was no electricity available in households throughout Ukraine in average 12-16 hours a day during November and December, after massive strikes there were power outages for a couple of days. All this happened in conditions of below zero outside temperature.

Attacks on critical infrastructure worsened the humanitarian situation. A strict electricity saving regime was introduced throughout Ukraine. It worth to note that during the blackouts not only electricity was not available for the residents, but also heating, tap water (as pumps were not working), lifts were not working in multistoried buildings, no possibility to cook or to heat food for those who had electric stoves installed. All the shops, pharmacies, cafés, etc were also closed in the beginning – it means no possibility to buy food or medicines. Subsequently some small business adapted and, having got electricity generators, were able to continue working during blackouts.

It is estimated that more than 14 million Ukrainians were forced to leave their homes since the beginning of the war due to constant bombing of their communities or occupation. Half of them crossed the border seeking the refuge in the EU, however half of them remained in Ukraine and needed temporary shelter in relatively safer areas. Attacks on critical infrastructure and worsened humanitarian situation did not allow people to return to their homes, vice versa, they contributed to a new wave of displacement.

Map of military activities in Ukraine as of 30 November 2022



Red area – temporary occupied territories

Grey area – liberated territories

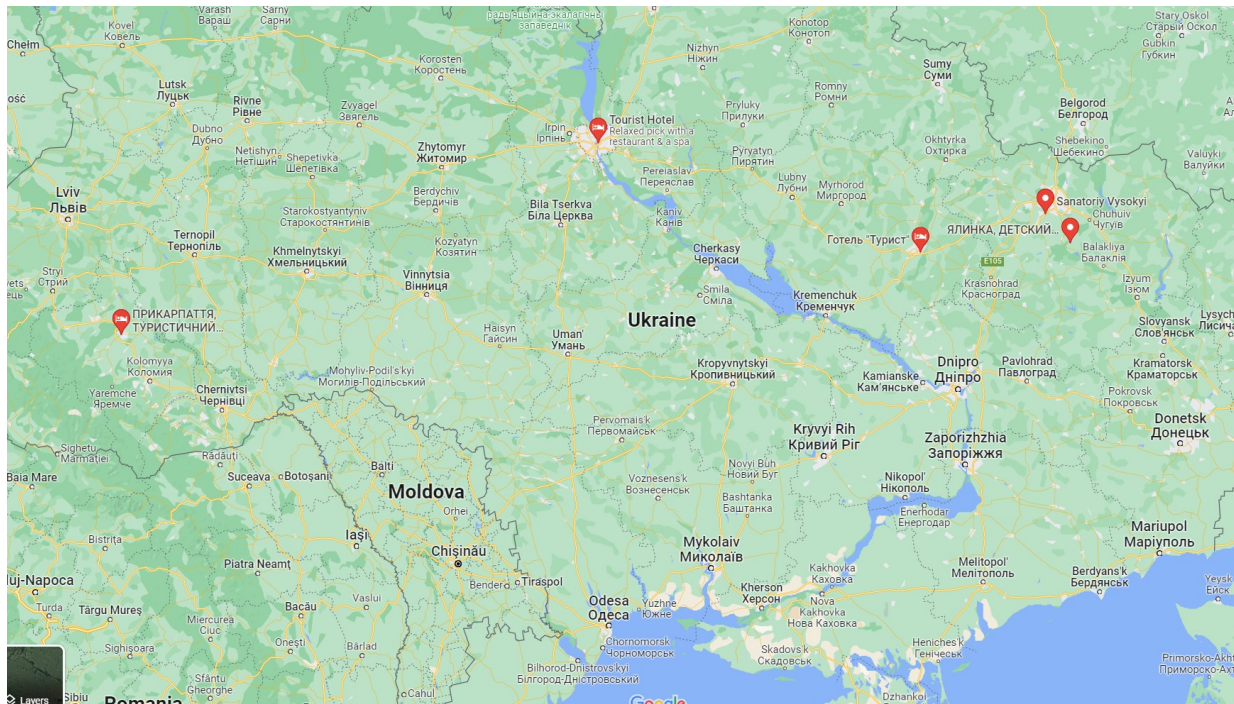
Blue circles - air and missile alerts

Red circles – bombing and shelling by Russians

In this situation of missile threats, energy saving regime, blackouts and approaching winter trade union facilities continued to provide services to IDPs depending on the concrete local situation.

Taking into account the situation at different facilities the FPU proposed to implement the second phase of the project “Solidarnist” at sanatoriums “Vysoky” and “Yalynka” in Kharkiv region and "Prykarpattia" hotel in Ivano-Frankivsk, “Turyst” hotel in Kyiv and “Turyst” hotel in Poltava. After confirmation of this change by Italian partners the FPU Humanitarian Board approved the contracts with these facilities on the provision of services to IDPs.

Location of the facilities involved in the second phase of the project implementation



As provided in the MoU, the FPU assigned its two employees to perform the tasks of operators for coordination with institutions and psycho-social assistance as follows:

- to facilitate the implementation of foreseen activities of assistance to IDPs;
- to ensure continuous communication and coordination with the main partner - Nexus Emilia Romagna;
- to maintain permanent contacts with the facilities involved in the project concerning all issues of project implementation;
- to facilitate the provision of psycho-social services to IDPs in these facilities;
- to assist these facilities in establishing and maintaining contacts with local offices of the State Employment Service, health and social services in order to ensure the provision of appropriate services to IDPs in these facilities;
- to collect information on IDPs needs;
- to prepare interim and final reports on the activities.

Description of Activities

“VYSOKY”

The sanatorium “Vysoky” is located among the picturesque forest, 18 km southwest from Kharkiv. The main focus of the sanatorium was the rehabilitation and treatment of pregnant women. The capacity of the sanatorium is 100 beds. When the front approaches Kharkiv, regional authorities and volunteers were evacuating people from occupied territories and settlements on the frontline to this sanatorium, that’s why it has been overcrowded since the end of February. The management of the sanatorium attracted funds from sponsors and volunteers to purchase heating boilers and water heaters to ensure stable heating and supply of hot water in winter period.

Currently 114 IDPs stay there, 66 females and 48 males. All the costs related to their stay from 17 to 30 November were covered under the “Solidarnist: Emergency and Solidarity with the Ukrainian Population” project according to the contract concluded with the FPU.

These 114 IDPs during two weeks (14 days) received completely free accommodation and three hot meals per day.

People were accommodated in double rooms and enjoyed free Internet, water supply, electricity, hot water. Microwave ovens and electric kettles were available to heat food if necessary. The removal of solid household waste was organized.

Three hot meals a day were organised: breakfasts included snacks, salads, hot drinks; lunches - first course, second course - with meat and vegetables, juices, fruits; dinners - light snacks, hot dish, yogurt, sweets. Baby food was provided to small children.

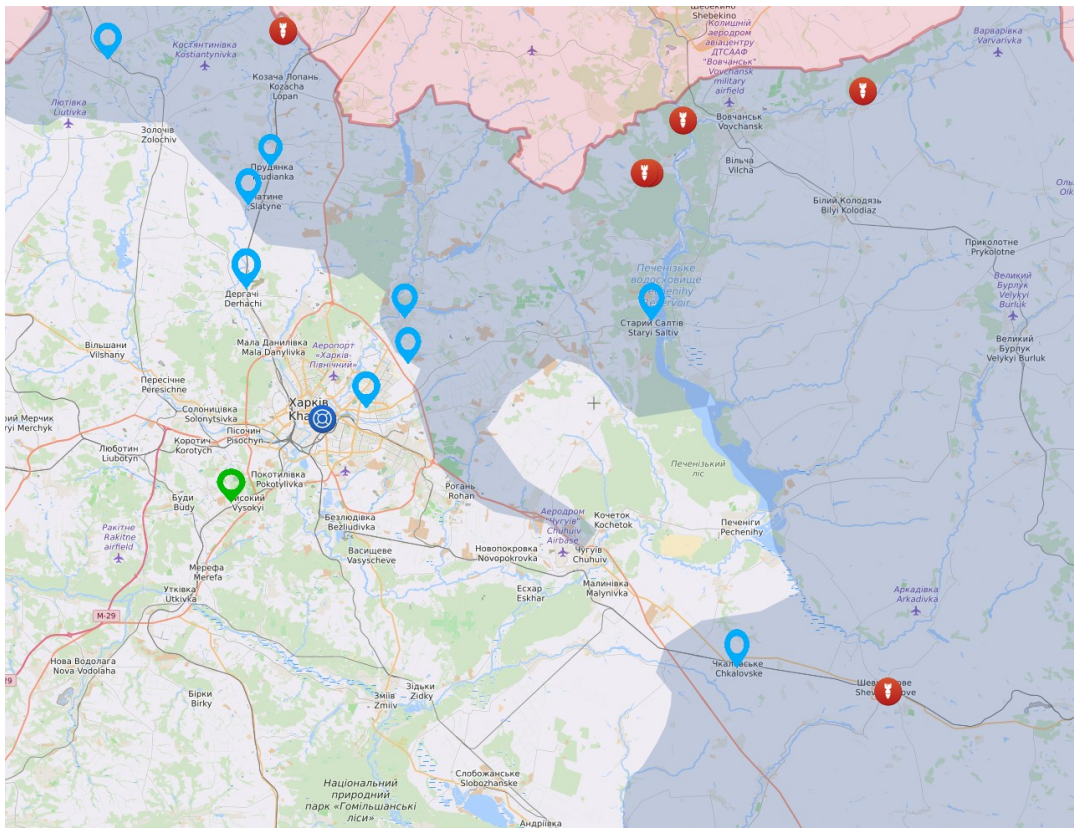
Among the beneficiaries there was a large family. The mother is a heroine who gave birth and raised ten children.

Also, there were 42 pensioners, 3 disabled people and 9 people with limited mobility, moving only with the help of appropriate means. Among the residents of the sanatorium, there is a woman, 70 years old. She has no one left, except for the dog that came with her.

IDPs came from places of constant shelling and bombing: the northern part of the city of Kharkiv, Dergachi, occupied territories that were liberated in September-October by the Ukrainian army, but it is still dangerous to return there: Prudyanka, Cherkaski Tyshky, Chkalovske, Odnorobivka, Stary Saltiv, Tsirkuny, Slatino.

Map of places where IDPs came from (in blue) and location of the sanatorium “Vysoky” (in green)

Grey area – liberated territories



Talks with IDPs revealed that upon arrival, people were terrified. Nervous, some even unbalanced.

The story of one woman: after the de-occupation of the territory of her residence, the intensity of shelling intensified with renewed vigour. Together with her neighbours she spent 18 days in the basement. Sometimes there was not enough food, there were problems with drinking water. People learned the time intervals needed for reloading and used these splits to go to the surface to use the toilet, bring water and ventilate the basement.

Another story: all the neighbours left at the beginning of the war. The family remained almost alone on the street. The occupiers came to their house after they had taken all the neighbours' grain by Kamaz (big truck). From the families' house they loot the microwave oven, first having asked how to open it.

Another family where the mother is paralyzed and cannot take care of herself and move without assistance. The husband went to the neighbours to help with wood. At that time there was an explosion and he was wounded. Thank God, an ambulance arrived, the man was hospitalized and survived. Now they are staying in the sanatorium together with the daughter.

All these people are reluctant to share their experiences, it hurts them to remember those hard times, to relive the horrors. But, feeling care and concern in the sanatorium, they began to calm down to some extent, returning confidence and trust.

In sanatorium people enjoy the silence and measured life. They are satisfied with the living and food conditions, the organization of their everyday life and the attitude of responsible persons, employees and management.

However, after the damage of infrastructure facilities by the occupiers, emergency and scheduled power outages, people once again got worried.

A psychologist is working individually with many IDPs to help them overcome the stress. To engage the IDPs in relaxing activities the sanatorium organised guided tours for them to local places of interest. IDPs were invited to take part in public works like cleaning the surrounding area, repairing the sewerage system, installing heating boilers. This also united people, gave the sense of safety, living in a commune. Able-bodied persons were also able to get temporary jobs thanks to the contacts of the employment centre, personal connections of the sanatorium staff.

Special attention was paid to children. There were 13 children among IDPs who study remotely. To meet this need, the sanatorium provided free Internet connection, school supplies for children, furniture and other attributes for a comfortable learning process. Besides a tutor is available for pre-school children.

There are playrooms for children and special activities, like drawing contests were organised for them.

When needed the sanatorium management organises consultations by professional doctors, free medicines were provided to people with chronic diseases. The bedridden were provided with diapers and waterproof sheets.

Now the sanatorium with IDPS entered the winter and the problems that remained: how ensure stable electricity, water supply and heating, there is a need for warm clothes and blankets.

“YALYNKA”

Sanatorium "Yalynka" is surrounded by coniferous forest. It is located 60 km from Kharkiv, in a picturesque forest park area. It specialises in the rehabilitation of patients with respiratory diseases of non-tuberculous nature.

People are evacuated to the sanatorium from the combat zones by volunteers, or personal transport or by buses provided by local commune.

IDPs include adults with children, elderly people, people with disabilities. The last group came to the sanatorium from the de-occupied territories of Kharkiv region - Kupiansk, Kivsharivka and Senkove village of Kupiansk district.

Most IDPs have their houses destroyed, they arrived without personal hygiene items, with minimum clothes. Employees of the sanatorium are trying to provide them with everything they need, with the help of volunteers and local commune.

During the reporting period, from 17 through 30 December accommodation and meals of 51 IDPs was covered. Among the IDPs: 12 children, 23 adult women, 16 adult men; 4 people with disabilities, 9 people over 65 years old.

They came from such settlements: Kharkiv, Korobochkino, Chuhuiv, Barvinkove, Oskil, Stary Saltiv, Blagodatne, Kupiansk, Senkove, Izium, Borova, Kivsharivka, Kislivka.

Below are the stories of some IDPs heard during the conversations with them.

"My name is Svitlana Brusentsova, I used to live with my husband and three daughters in Kharkiv. My eldest daughter Yulia is 17 years old, middle daughter Tetiana is 14 years old and youngest daughter Tamara is only 6 years old. My husband and I were happy that the children were growing up in love and harmony. Tamara received a little more attention because unfortunately she has a serious illness (amino acid metabolism disorder and autistic disorder); she needs special dietary nutrition and developmental programs. The whole family visited parks, zoo and ecopark, etc. We dreamed how the eldest would finish school and continue her studies. It was interesting what professions Tetiana and Yulia dream of in the future. Unfortunately, February 24, 2022 is the day when we had to leave our home not of our own free will. With the beginning of Russian aggression of Ukraine, my husband went to army to defend our country. I remained with three children and my elderly mother. From the first day of the war there were shelling and explosions in Kharkiv. Tamara was very scared of these loud sounds, became tearful and irritable. We were forced to move from the area of active hostilities. We were lucky and got to the sanatorium "Yalynka", which is located in Kharkiv region. Here the staff greeted us warmly and tried to help us in everything. They organized dietary food for my younger daughter, put us in a warm room with all amenities. They helped in obtaining certificates of internally displaced persons and humanitarian aid. Tamara began to talk a little bit with other children, she regained interest in the environment. I want to express my gratitude to the staff of the sanatorium for their indifference, courtesy and professionalism. I hope that together we will overcome all difficulties. Peaceful sky to all!"

"My name is Zinaida Chobotok, 77 years old. I want to tell you about myself. I lived in the village of Korobochkino, Chuguevsky district, Kharkiv region. I had my own house, a garden, my sons lived nearby with their families. I was engaged in farming, dreamed about the future of my family. I was very happy when my great-granddaughter Sofia, who is 3 years old, came to visit. There was a feeling of true happiness. February 24, 2022 turned my whole life upside down. The aggressor's attack on Ukraine, constant explosions of shells and shelling of our village. There was no light, water, heat. From such events, my blood pressure rose, my general condition worsened, but I failed to complete the full course of treatment. It was not possible to live at home - the house was destroyed. Together with my grandson and his family, we left our native village to the sanatorium "Yalynka", where there were already internally displaced people from different settlements of Kharkiv region. I was well received, placed in a room with a separate

bathroom. For the first time in so long I slept on clean bed linen and was able to get a hot bath. I started eating three times a day. I was examined by a medical worker, began to control my blood pressure and take the necessary medications. The staff of the institution helped to obtain a certificate of IDP and to accelerate the receipt of financial assistance for IDPs. The staff of the sanatorium are very responsive, trying not only to help with things, but also to support with a kind word. I feel almost like at home. I feel a little calmer now, but I worry about the life and future of my family. I would like to express my gratitude to the entire staff of the sanatorium “Yalynka” and wish that they could continue to receive people who found themselves in a difficult situation and became IDPs. Victory to all of us and peace!”

“I am Oleksandr Paputsya, 48 years old. I was evacuated from the de-occupied village of Senkove, Kupyansk district. For several months it was under occupation and it was not possible to go to a safe place. At first I hid in the basement from the bombing. Then I had to stay in the forest because my house was destroyed during one of the shelling. I ran out into the woods in nothing but rubber slippers. My fellow villagers and I kept together and helped each other. Then we were taken from under the shelling by volunteers to the sanatorium “Yalynka”. They placed us in a room with all amenities. For the first time in several months I was able to wash in warm water and sleep. I am also satisfied with the food - tasty and enough. The doctor examined me and gave me some medicines, because after staying in the forest I got sick. Employees of the sanatorium and carers helped me with clothes. Now I have the necessary things for autumn and winter. They also provided humanitarian aid – personal hygiene kit, food. I have already received a certificate of internally displaced person, a bank card. Although not at home, but I feel calm and comfortable in the sanatorium. I am very grateful to the volunteers and workers of the sanatorium for their care, sensitivity and help. I wish you all peace and health!”

Living conditions for internally displaced persons in the sanatorium are satisfactory, there are all utilities available (water supply, own heating (electric), electricity, each room has a bathroom, hot and cold tap water, laundry, etc.). To make staying more comfortable some rooms had been renovated, heating elements in water heaters were replaced, shower heads and taps were replaced, the water supply and sewerage system was checked and broken parts were repaired, the lighting system was checked and non-working devices, sockets, light switches were replaced. Each room was equipped with bed linen sets, chairs, beds, bedside tables, wardrobes. Meals are served in the dining room, dietary meals are provided according to indications, taking into account the available products.

Besides accommodation and meals, for internally displaced persons medical supervision and first aid medicines were organized in the sanatorium. An agreement was reached that, if necessary, additional medical care would be provided by the local clinic, located 17 km from the sanatorium, where consultations of family doctors, specialists (endocrinologist,

neurologist, surgeon, etc.) and the program "Affordable medicines" were available. Contacts with the hospitals in Slobozhanske village and Zmiiv Central District Hospital on hospitalization of patients had been established. A patient who had his lower limb amputated during the war was assisted in obtaining a conclusion of the medical commission regarding disability.

In order to relieve stressful conditions, individual assistance of a professional psychologist was provided, consultations of the International Organization "Doctors without Borders" were held. For a more comfortable stay of internally displaced persons, TV sets were installed in the rooms, a library is working.

Each of those arriving to the sanatorium was provided with assistance in obtaining a certificate of internally displaced person, registration in the bank with the issuance of a bank card, receiving social assistance.

Regarding the possibility of temporary employment of IDPs staying in the sanatorium, the management cooperates with the employment center of the nearby city of Zmiiv, Chuguev district, Kharkiv region. Specialists of the employment center conducted field lectures regarding their services providing all the interested persons with the lists of vacancies and contact numbers.

The unsolved problem is ensuring stable electricity and water supply, heating of the rooms. During the last blackout which lasted for 2 days it was a big problem because all the equipment (water pumps, heating boilers, cooking equipment) are electric. Local residents helped to prepare food for the IDPs - they provided a gas stove, gas cylinders, heated water and brought it in thermoses. Warm clothes and blankets were available. They also made fires to warm up.

Due to frequent power cuts, the sanatorium needs power generators for uninterrupted provision of food and accommodation services. The sanatorium also needs more sets of bed linen, dishes (plates, cups, pots, kettles, etc.), detergents and disinfectants.

"TURYST" KYIV

Hotel "Turyst" of the PJSC "UKRPROFTUR" is a three-star hotel in Kyiv. It has 368 comfortable rooms of different categories (economy, standard, superior, junior suites, suites), 6 conference halls. The hotel hospitably welcomes visitors of international exhibitions, employees sent on business trips, sports teams, companies holding corporate events, as well as guests of the Ukrainian capital.

Due to the war, the hotel "Turyst", like most hotels in Ukraine, found itself in a difficult financial situation. The main problem for the hotel industry is the absence of tourists and the general security situation. In its turn, the management is doing everything possible for the safe and comfortable stay of guests - the hotel has a large shelter with the necessary supply of water, food and essential medicines.

The building of the hotel "Turyst" is powered by two power main lines, which allows to reduce the periods of power outage, or even avoid them. There are water tanks on the

roof as a reserve source of water. The first floor of the hotel has a backup power supply, so hotel guests can use the Internet and recharge their gadgets if necessary.

Since the beginning of Russia's full-scale invasion of Ukraine, the hotel has been providing accommodation services for internally displaced persons, volunteers. Currently, guests with the status of internally displaced persons also receive three hot meals a day.

According to the contract concluded on November 28, 2022, 20 people with the status of internally displaced persons stayed in the hotel "Turyst" during the period from November 28 to December 11, 2022. Guests were accommodated in comfortable rooms of the "Standard" category. Each room is equipped with air conditioning, TV and mini-fridge. The bathroom is located in the room. In order to secure preparation of meals regardless of the availability of electricity gas stoves and gas cylinders were bought.

20 internally displaced persons served under the contract included 10 women, 3 men and 7 children aged 8 to 15 years. The vast majority of them came from the territory of Luhansk region - 11 persons (Lysychansk, Stanytsia Luhanska, Khrustalny), from Donetsk region - 7 persons (Ukrainsk, Mariupol) and 2 persons from the territory of Zaporizhzhya region (Enerгодар).

All these cities are currently under temporary occupation and people cannot return to their homes. Due to the war, economic and humanitarian situation, they were forced to leave their places of permanent residence and seek shelter for themselves and their families.

The meeting with hotel management was organised to determine the needs of IDPs. Children were able to use free internet access to study online. Some IDPs also were able to work online. Different sorts of reference information were available at the reception, including on employment opportunities, city tours, volunteers, social services, etc.

All the persons when checking in had already been registered as IDPs and had received state support.

Communicating with the IDPs, we received positive feedback on the quality of services, in particular, they noted the hospitality of the staff, the quality of food, the comfort of the rooms.

After the end of the project "Solidarnist" all the IDPs continue their staying in the hotel. It is now looking for other sources of compensation of all expenses connected with their stay.

"TURYST" POLTAVA

Hotel "Turyst" (Poltava) has been actively working on the market of hotel, tourist and related services in Poltava region for more than 40 years.

There are 90 rooms of different categories with all amenities in the hotel. On the territory of the tourist complex there is a cafe with two halls, there are also two conference rooms for various events.

Usual categories of guest: employees on business trips, participants in sports competitions, visitors to exhibitions, conferences, seminars, participants in corporate events, organized tourist groups and individual tourists.

During the period of Russian aggression, accommodation and meals were systematically provided to IDPs.

Also, the hotel staff organized the provision of humanitarian assistance for temporarily displaced persons and families with children who lived in the hotel "Turyst".

In total, since February 2022, services have been provided to more than 10,000 people who arrived from the temporarily occupied territories and combat zones.

Under the Memorandum of Understanding concluded between the FPU and the Italian organizations NEXUS ER, AUSER ER and CGIL, accommodation and catering services were provided to 40 temporarily displaced persons, including families with children, in the period from November 28 to December 11, 2022.

The IDPs stayed in comfortable double rooms with all amenities. Despite the difficult situation in the country, the rooms had constant heating and hot water supply, as the hotel "Turyst" has its own modern modular boiler room.

In addition, temporarily displaced persons received three meals a day.

The group of IDPs included families with children - 5, children - 5 (from 5 to 9 years old), men - 14, women - 26, elderly people - 4.

They came from Kharkiv region (Kupyansk, Vovchansk, Kharkiv, Barvinkove), Donetsk region (Kramatorsk, Donetsk) and Luhansk region (Lysychansk).

Feedbacks from IDPs:

We settled in the hotel, we came from Donetsk region. We are very satisfied with the provided accommodation and meals. The hotel is very cozy and warm. Rooms and common areas are constantly wet cleaned. Great delight from visiting the Interactive Museum of Folk Gastronomy, where Ms. Larysa plunged us into the wonderful world of ancient Ukrainian rituals. We learned how to make Poltava dumplings during a master class, even learned a secret recipe. The hotel staff was very responsive, helped with solving various household problems: washing, ironing, etc. We felt real Poltava hospitality here!

Igor: We (me, my wife and mother-in-law) were fleeing from the war, came to Poltava from Lysychansk. We were greeted at the hotel very warmly, immediately accommodated, and had very tasty food in the hotel cafe. They helped to buy medicine for my mother-in-law, she is 75 years old and has high blood pressure. Also, as a bonus to the cozy and calm atmosphere, we visited a party "Poltava Evenings" in the museum, which works directly in the hotel. It is very convenient. We felt like in the XIX century, tried on clothes that our ancestors wore then. We were also introduced to the possibility of employment and

registration for assistance. They told us about the institutions that provide assistance to IDPs in Poltava. We were impressed by the fantastic atmosphere. I want to say that we, Ukrainians, are incredible! Glory to Ukraine!

Lilianna: We stayed at the hotel with a child, we came from Kharkiv region. Very comfortable living conditions, delicious food. Pleasantly surprised by the hospitable reception. Interestingly, my child, who barely calmed down after the constant shelling, was very difficult to contact with strangers. After participating in a master class on making dumplings, she even started to smile... We also participated in a group on psychological techniques, learned auto-training and self-calming. It is very useful. It is as cozy and tasty in the hotel as at home!

The issue of psychosocial support for IDPs was in the focus of attention. Such support was carried out in several directions, namely conversations, excursions, leisure activities, work with children, informal communication.

To reduce the stress, the hotel actively used the Interactive Museum of Folk Gastronomy, which had been operating in the hotel since 2018 (the museum's exposition has the following rooms: rural interior, interior of a bourgeois and nobleman of the XIX century, household and kitchen utensils), where in addition to excursions, gastronomic quests for children and adults, various master classes on making dumplings, etc. were held.

In total, 5 master classes, 6 excursions, 4 talks were held, which involved all 40 internally displaced persons.

During 6 interactive excursions IDPs were provided with information about the peculiarities of folk gastronomy. Quizzes on the history of Ukraine were conducted. The winners of the quiz were awarded with gifts.

Also, a meeting with Vitaliy Pavlov, Head of the Department of Tourism of Poltava City Council, was held, who informed the IDPs about the activities for this category, which are held on a volunteer basis in museums of Poltava.

There was also a discussion of directions and opportunities for starting own business in Poltava under the current political and economic conditions.

Business representatives were invited to meet with IDPs and to present their offers for employment for internally displaced persons in Poltava and the region. The discussion was held in the format of informal communication.

As a result of contacts with the employment centre IDPs were provided with lists of vacancies in the city and region.

The possibilities of social benefits, housing, food, job search, business organization (transfer of business), medical care, organization of education of children in educational institutions of Poltava, transport, communications, etc. were discussed with the IDPs.

IDPs were acquainted with the work of various funds in Poltava, which provide assistance to IDPs. In particular, the NGO "Poltava Battalion of the indifferent" at the Holy Assumption Cathedral, "Warm sweater", the centre of humanitarian aid distribution in the cinema-concert hall "Lystopad", the Regional Puppet Theater, the Regional Scientific Universal Library named after I.P.Kotlyarevsky and others, where IDPs can get food and household items and clothes.

The lists of medical institutions of the city where one can get medical care were provided. 3 persons used the services of the 3rd city clinical hospital, which is the closest to the hotel.

A meeting was held with O. Nosenko, Head of the Department of Social Protection of the Poltava District Military Administration, who told about the IDP status and the services provided to IDPs.

IDPs were also informed about the reorganization of the Social Insurance Fund and its merger with the Pension Fund.

Summing up, the IDPs have many problems and need attention of the state and society. The primary need is a roof over their heads and livelihood. There is a need for clothes, food, hygiene products, medicines. They also need psychological assistance, adaptation to society.

But everyone awaits Victory and dreams of returning and rebuilding their destroyed homes on the Ukrainian free land.

"PRYKARPATTYA"

Hotel "Prykarpattya" is located in the city park, on the shore of the lake in Ivano-Frankivsk. The hotel building has 5 floors. It offers comfortable rooms of different classes. The total capacity of the hotel is 86 people. All rooms have Wi-Fi. There is a sauna, a conference room, the possibility to provide 3 meals a day.

Under the project 20 IDPs received services during the period from November 14 to November 27, 2022.

The hotel provided accommodation to 20 people, including 5 men, 10 women and 5 children. People came from Mykolaiv, Zaporizhzhia, Kramatorsk (Donetsk region), Starobilsk (Luhansk region).

Children are the most vulnerable in this situation. Having arrived to the hotel, they were quite closed, often crying.

There was a family from Zaporizhzhia: a mother and 2 girls, 12 and 10 years old. 12-year-old Sofia completely refused to talk and eat in the beginning, but during the stay and thanks to psychosocial support Sofia began to eat all dishes, smile, learn rhymes. While communicating with the girl, it turned out that she loves to draw, and when the staff asked her to draw the hotel, they were amazed by her talent.



Also, there was a grandmother with her grandson Oleksiy from Mykolaiv. The boy was a very closed child, as his parents are doctors and remained in Mykolaiv due to their work. But the friendly and warm atmosphere in the hotel brought back his joy and he gave the staff his smile and recited a poem.

In order to provide psychosocial support to IDPs, the hotel staff held informal conversations with them, organized leisure activities:

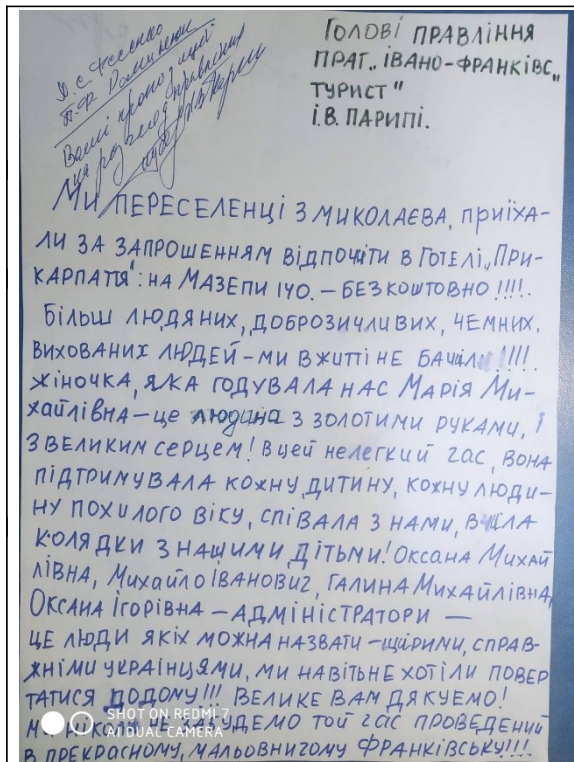
- a master class on making dumplings,
- a Sunday visit to a church,
- a meeting with a priest,
- a meeting with military who were fighting on the East and returned home for holidays



The staff taught IDP children and adults traditional Christmas carols and patriotic songs.

Regarding the possibility of employment of IDPs, the hotel provided all the contacts of the employment centre in Ivano-Frankivsk, the centre of administrative services for registration of IDP status, as well as helped IDPs with finding housing after the project.

Feedback from Inna Melnychenko with words of gratitude



We, IDPs from Mykolaiv, came to stay in a hotel Prykarpattya - for free!

We have never seen more humane, friendly, polite people.

The woman who cooked meals for us, Maria Mikhaylivna, is a person with golden hands and a big heart. In this difficult time, she supported every child, every elderly person, sang with us, taught carols to our children.

Administrators Oksana, Mikhaylo, Galyna, these are people who can be called real Ukrainians, we did not even want to return home. Thank you very much! We will never forget the time spent in beautiful picturesque Frankivsk!