BACKGROUND

The Russian Federation launched a military offensive against Ukraine on 24 February 2022. More than a quarter of the population of Ukraine have been forced to flee their homes. As of today, more than 4.3 million refugees have fled Ukraine, making this the fastest growing refugee crisis since World War II. A further 71 million people have been displaced internally within Ukraine.

Some 13 million people are estimated to be stranded in affected areas or unable to leave due to heightened security risks, destruction of bridges and roads, as well as lack of resources or information on where to find safety and accommodation.

Many people who are trapped are unable to meet their basic needs including food, water and medicines. The delivery of life-saving aid remains challenging, with a lack of safe humanitarian access. We continue striving to reach hard-hit areas with life-saving assistance as part of inter-agency humanitarian convoys.

UNHCR continues to call for the protection of civilians and civilian infrastructure, respect for international humanitarian law, and for neighbouring countries to continue keeping their borders open to those fleeing.
UKRAINE SITUATION UPDATE

• On 4 April, following images and reports of horrifying violence in Bucha, Irpin and Hostomel near Kyiv and in other parts of Ukraine, the UN Resident and Humanitarian Coordinator issued a statement calling for an immediate ceasefire and an independent investigation leading to effective accountability. This was echoed by the UN High Commissioner for Human Rights (OHCHR).

• Shelling and hostilities continue in Lysychansk, Hirske hromada, Popasna, Rubizhne and Sievierodonetsk in Eastern Ukraine, where it is reported that over the weekend, more than 140 people were killed in the Luhansk region. Despite the ongoing hostilities, between 30 March and 3 April, more than 5,000 people were evacuated from the region.

• In Donetsk, there are an estimated 90,000 households without electricity. Water supply also remains an alarming issue with local authorities having decided to make water available for two hours within a 48-hour period, and in other cities within a 72-hour period.

• Efforts to facilitate safe passage for civilians out of Mariupol on 1 April were unsuccessful. ICRC issued a press release, informing that its team had been on the way to Mariupol to facilitate safe passage of civilians but conditions made it impossible to proceed. However, it is reported that some civilians were able to leave the city on 2 April in private vehicles.

• On 31 March, the third UN-organized humanitarian convoy in the past two weeks delivered life-saving supplies for thousands of people in the hard-hit city of Sumy. The basic household items provided by UNHCR will support 1,500 people. Following this convoy, on 3 April, it was reported that a bridge on the road leading from Putyvl city to Sumy city was blown up.

Key figures - UKRAINE

- 154,232 people reached with essential food and non-food items, winter clothes and shelter materials
- 36,009 people received protection assistance at border crossing points, transit and reception centres and through hotlines
- 33,706 people enrolled for multipurpose cash assistance. 4,700 already received first payment.
- 15,600 people received assistance through humanitarian convoys delivered to hard hit areas
- 60 buildings assessed with local authorities and 12 already being refurbished and supported to increase accommodation capacity
- 73 reception and collective centres equipped with essential items to increase capacity

TARGETS

- 1.1 million people will receive protection assistance and information
- 550,000 NFIs to be delivered
- 200 reception and collective centres will be equipped with essential items
- 360,000 people will receive multipurpose cash assistance
UNHCR RESPONSE IN UKRAINE

Multipurpose Cash Assistance

- Enrolment in UNHCR’s multipurpose cash assistance programme began in Lviv on 17 March. It has now been rolled out in six more oblasts, including Dnipropetrovska, Khmelnitsky, Mukachevo, Uzhhorod, Vinnytsia and Zakarpattia oblasts.

- To date, 33,706 people have been enrolled, while some 4,700 people have already received their first payments. UNHCR is rapidly increasing enrolment and expanding the programme, with the aim of reaching 360,000 people with multipurpose cash assistance in the first three months.

- The Ukraine Cash Working Group, which consists of 15 humanitarian partners, published its first dashboard on the rollout of the multipurpose cash assistance programme as of 31 March.

Protection

- More than 36,000 people have received targeted protection assistance. Providing protection counselling and services, including psychosocial support and legal aid, at border crossing points, online and in locations where people have fled is a key priority for UNHCR.

- This includes more than 11,000 people who received information and counselling through hotlines; over 9,600 people who received protection support or counselling; over 5,600 who received in-person protection information; almost 3,700 people who received psychosocial support or psychological first aid; more than 2,300 people who received legal counselling or assistance; over 5,600 who received in-person protection information; almost 3,700 people who received psychosocial support or psychological first aid; more than 2,300 people who received legal counselling or assistance; more than 2,200 people who received social support; some 1,000 people who received support for transport; in addition to almost 370 protection monitoring missions.

- UNHCR continues to carry out needs assessments in transit and reception centres to provide targeted support to increase the reception capacity for internally displaced persons (IDPs). Some 60 assessments have been carried out with local authorities, while 12 centres are currently being refurbished. This is in addition to 73 other centres which have been equipped with NFIs to increase hosting capacity.

- UNHCR is coordinating closely with national and local authorities to reduce the potential risks of gender-based violence (GBV), strengthening prevention and response activities in areas with a high number of IDPs, in collaboration with the social services.

- The Protection Cluster established a national coordination office in Lviv and plans to establish sub-national offices in Chernivtys, Dnipro Lviv, Uzhhorod and Vinnytsia. The Child Protection Sub-Cluster will also adopt a phased approach, with Lviv as the main office and two sub-national offices in Dnipro and Vinnytsia. The GBV Sub-Cluster established a national coordination office in Lviv and plans to establish sub-national offices in Dnipro, Lviv, Uzhhorod and Vinnytsia.

Core Relief Items

- To date, more than 154,232 people have benefitted from core relief items and food assistance across eastern, central and western Ukraine.

- This includes almost 62,000 people who have received core relief items including household items, blankets, hygiene kits, winter clothes, kitchen sets, mattresses and more.

- Some 13,000 people have received emergency shelter kits or shelter repairs to strengthen their homes affected by shelling, where people continue to live in precarious conditions.

- A further 21,500 have received food assistance, including more than 5,000 people who received ready to consume food, and almost 16,500 people who received food packs.

- Access to the hardest hit areas remains challenging with continuing security risks, both for affected civilians as well as humanitarian actors. Despite this, UNHCR, as part of interagency humanitarian convoys, has reached 15,600 people in the hardest hit areas with life-saving assistance. The latest convoy reached Sumy on 31 March.
**HUgebeny**

**Protection**

- UNHCR is maintaining a daily presence at Zalhony train station and piloting the information provision, guidance and identification/referral components of the UNHCR-UNICEF Blue Dot initiative at this location. This will allow for persons, including children and persons with specific needs, to be identified and referred and that accurate information on Temporary Protection is provided.

- On 1 April, UNHCR visited the “Help Points” at Beregsurény and Tiszabecs, as well as 3 temporary shelters outside Budapest, and provided information to several families on Temporary Protection and how to access it. UNHCR is advocating with authorities to reinforce delivery of information and improve screening and monitoring of those with vulnerabilities. UNHCR and partners are working to ensure people arriving from Ukraine have access to information through preferred channels and are able to participate in all stages of the response.

- In Hungary, UNHCR is working with partner Hungarian Helsinki Committee to ensure access to legal counselling and representation, as well as community empowerment and sensitization on Temporary Protection. These services are being expanded to include protection and reception monitoring at border areas and facilities to accommodate refugees, as well as capacity-building for organizations involved in the refugee response.

- UNHCR partner Menedék continues to provide assistance and information to refugees at accommodation facilities, including on housing, access to employment, education and health care. A new mobile team will be established to provide psychosocial support and reception monitoring.

- Additional integration support is being provided by UNHCR’s partner Next Step, which will be expanded to include the provision of core relief items to newly arriving refugees, as well as support with short-term accommodation. UNHCR is also developing new partnerships with multiple NGOs, charity council organizations as well as Ukrainian refugee-led initiatives.

- UNHCR met with third country national (TCN) medical students who fled Ukraine, some of whom expressed a desire to remain in Hungary to complete their studies. UNHCR is following up with local partners to inform on available legal options to regularize their stay.

- UNHCR, in coordination with local authorities, is working to develop referral pathways to ensure unaccompanied and separated children have access to appropriate services. UNHCR advocated for inclusion in the identification procedure for UASC and is following up with relevant government counterparts. UNHCR is also following up with national authorities to ensure local child protection services are able to maintain a presence at border crossings and Help Points.

**Republic of Moldova**

**Protection**

- In the context of the European Union (EU) Solidarity Platform, eight EU Member States including Austria, France, Germany, Ireland, Latvia, Lithuania, the Netherlands and Spain, as well as Liechtenstein, Norway and Switzerland have pledged to welcome 15,520 people transiting Moldova so far.

- On 1 and 2 April, two more flights departed from Moldova to Austria and Germany bringing the total number of people transferred to date to 586. UNHCR provided support to the vulnerability screening process and collaborated with IOM on assistance to the organization of departure procedures, including through counselling refugees and providing luggage and pet carriers.

- UNHCR is also focusing on capacity development to improve prevention of and response to GBV. 126 frontline responders have been trained on GBV and related topics. UNHCR conducted training for 54 persons on GBV, while the GBV Sub-Working Group in Moldova, co-chaired by UNHCR and UNFPA, trained another 72 people on GBV, prevention of sexual exploitation and abuse (PSEA) and trafficking.

- UNICEF and UNHCR continue operating three Blue Dot at the Otaci and Palanca border crossing points, as well as at the MoldExpo reception centre in Chisinau. So far, some 5,000 children and caregivers have been supported.

- UNHCR and UNICEF in Moldova and Romania hosted a joint meeting with Romanian and Moldovan border police to discuss cooperation on the Blue Dot. The decision was made to implement a mobile Blue Dot and to install a Blue Dot at the Leuseni border crossing point.

**Key figures - REPUBLIC OF MOLDOVA**

- 5,720 people have received multipurpose cash assistance so far
- 586 refugees departed to Austria, Germany and Lithuania as part of the EU Solidarity Platform
- 34,800 people supported with safe onwards transport from Moldova
UNHCR continues to support bus transfers from Palanca border crossing point to Romania in support to the Moldovan and Romanian authorities as well as through partner ACTED, and in coordination with IOM, in order to reduce the pressure in border areas in Moldova. To date, some 34,800 refugees were supported with safe onwards transport from Moldova.

Internet connectivity for refugees is also a key priority. UNHCR and partner ACTED are coordinating installation of Internet access at Refugee Accommodation Centres (RACs) in need. Ericsson’s IT team installed Internet coverage at the MoldExpo RAC and extended Internet coverage to outside areas at Otaci border crossing point. Internet installation at Palanca should be completed next week. A total of 14 partners are now connected thanks to UNHCR Emergency Telecommunications.

UNHCR is working with partners to install equipment at RACs to improve their accessibility for people with disabilities and nursing mothers.

UNHCR and partners maintain 24-hour presence at border crossing points, accommodation centres and transportation hubs around the country. More than 30,000 refugees have received support and information through UNHCR’s partner LCA.

UNHCR Moldova has launched a 5W dashboard to track who is carrying out what activity per location. So far, 611 activities by 77 partners have been recorded.

**Multipurpose Cash Assistance**

So far, 5,720 refugees have received multipurpose cash assistance in Moldova. This number continues to increase rapidly while the programme will be scaled up to reach some 150,000 people, in collaboration with the Government of Moldova and WFP. The UNHCR Moldova HELP website’s Cash Assistance page is now live, where refugees can schedule an appointment online.

**Core Relief Items**

UNHCR currently has a stockpile in Moldova of: 33,456 high thermal blankets, 4,852 sleeping bags, 3,322 family tents, 3,000 winterization kits, 1,536 solar lamps, 1,000 kitchen sets, 1,000 plastic tarpaulins, and 21 heavy duty light vehicles imported for onward donation to the authorities.
POLAND

Protection

- The first Blue Dot hub was established in Warsaw with UNICEF. UNHCR is currently mapping services in Krakow in preparation for opening of another Blue Dot hub. UNHCR also set up a tent at the Medyka border crossing point to provide information and self-referral information to refugees. This will also serve as a ‘Light’ Blue Dot. UNHCR and UNICEF continue assessment missions to identify locations, partners, visibility and resources for Blue Dot.

- Mental health and psychosocial support (MHPSS) is being integrated in protection services provided at the Blue Dot Center in Warsaw. The mental health concerns include access to specialized health and social services for adults and children with pre-existing mental health conditions; family separation; grief and loss of loved ones. The Blue Dot team provides basic psychological aid, referrals to mental health care service-providers and links those in need with the public health care system.

- Terms of Reference for the recently established PSEA Network, under the leadership of UNHCR, are complete. A rapid risk assessment tool has been developed and will be rolled out to map risks and capacities to prevent and respond to sexual exploitation and abuse (SEA). The network is in the process of mapping existing reporting pathways to identify available SEA reporting channels.

- Translated information materials on PSEA have been disseminated widely, including at border crossings, reception centres, Blue Dot and cash enrolment points, and online. A simplified training on PSEA is being developed for delivery with local NGOs and volunteers.

- The UNHCR Help Poland page, a centralized source of key information and resources for refugees fleeing to Poland, has exceeded 425,000 visits and over 1 million page views, making it the second most visited page globally.

Multipurpose Cash Assistance

- On 21 March, UNHCR and partners began the roll-out of the multipurpose cash assistance programme in Warsaw. From 21 March to 4 April, 9,488 people (4,076 families) were enrolled. The programme is currently planned to reach some 450,000 people. Preparations to open an Enrolment Centre in Krakow and a second centre in Warsaw are ongoing.

Core Relief Items

- Seventy-one trucks have travelled from Poland to Ukraine to dispatch hundreds of thousands of core relief items (CRIs), including high thermal blankets, kitchen sets, solar lamps, winter jackets, sleeping bags, mattresses, towels, clothes and other items to warehouses in Dnipro, Lviv and Uzhhorod for distribution to the increasing numbers of IDPs in need within Ukraine (see Key figures).

- UNHCR is also working on distributing CRIs including winter clothing for men, women and children to the cities of Warsaw and Krakow.

Key figures - POLAND

9,488 refugees enrolled for multipurpose cash assistance as of 4 April

Core relief items dispatched to warehouses in Ukraine to benefit more than 250,000* people including:

- 112,000* high thermal blankets
- 29,240 regular blankets
- 17,200 sheets of tarpaulin to repair shelters
- 10,000 solar lamps
- 10,000 sleeping bags
- 7,200 jerry cans
- 6,084 kitchen sets
- 5,720 pillows
- 4,511 winter jackets
- 4,424 mattresses
- 1,700 boxes of winter clothes
- 1,500 quilts
- 10 Rubb halls

*Figures revised following first publication

ROMANIA

Protection

- The third Blue Dot was established in Isaccea border crossing point (in addition to those at Sighet and Siret) by UNHCR and UNICEF. The operationalization of the site is ongoing, with a gradual increase in involvement of

Key figures - ROMANIA

- Over 5,400 refugees received in-person counselling and assistance
- Some 6,300 refugees provided with information and counselling over the phone
- 3 Blue Dot hubs established, so far
- 3 permanent UNHCR Field Offices established
all service-providers. Separate information points and a child-friendly area have been established. UNHCR and its partner will provide counselling and information, with a focus on access to rights and services in Romania.

• The first Child Protection Sub Working Group meeting is scheduled for 7 April. Furthermore, UNHCR attended the third meeting to discuss the Government’s response action plan for children and youth on 4 April. UNHCR and UNICEF have been specifically requested to provide support with capacity-building initiatives and specialized trainings (case management, psychological first aid) to help address current gaps and to facilitate roll-out of the response plan.

• Following the second PSEA meeting on 30 March, a rapid risk assessment is taking place to inform the initial action plan of the network. A joint training with UNICEF for PSEA focal points is scheduled for the beginning of April. UNHCR is committed to working with authorities to prevent, address and respond to PSEA risks.

• UNHCR continues to provide in-person protection information and counselling as well as through hotlines. To date, over 5,400 people have received protection support and information in person, and more than 6,300 have received information and counselling through helplines.

• The Ministry of Regional Development and Public Works pre-positioned 202 newly built and unfurnished social housing units for the accommodation of Ukrainian refugees across the country. UNHCR successfully advocated with IKEA to furnish all housing units, expected to commence this week.

SLOVAKIA

Protection

• A lack of comprehensive procedures for identifying persons with specific needs is resulting in significant protection risks. UNHCR is following up on this with local authorities to ensure comprehensive procedures for identifying persons with specific needs, including unaccompanied and separated children arriving from Ukraine, are in place. There is a need for more psychological counsellors at border crossing points.

• A mapping of GBV services, and of the quality of services available, is currently underway, as is an assessment of risks and vulnerabilities. This will inform priority actions to be put in place for GBV prevention, mitigation and response programming. PSEA trainings are starting this week for UNHCR staff, and materials are being prioritized for translation.

• UNHCR visited the Michalovce registration centre on 2 April to follow up on roll-out of the Blue Dot. The site hosts a wide range of actors providing services from registration, psychosocial support, health and immediate needs. Volunteers require further training on safe disclosures and referrals. Further follow-up is underway.

• From 1 to 3 April, UNHCR continued monitoring visits to border crossing points and Hot Spots in Uľa and Vyšné Nemecke, as well as temporary transit facilities to monitor arrivals and capacity. In light of the drop in temperature, UNHCR observed a need for blankets for infants and small children. UNHCR is working with partners to ensure delivery of these and other core relief items for those with vulnerabilities.

• On 31 March, UNHCR met with Bratislava municipal authorities and NGO Human Rights League (HRL) to discuss the situation at the new service centre hub at Bratislava’s former bus station. Significant gaps in access to information and interpreters were identified. UNHCR will use the information to focus its advocacy strategy as well as capacity-building activities.

Multipurpose Cash Assistance

• On 1 April, the Cash Working Group held its first meeting, chaired by the Ministry of Labour, Social Welfare and Family and UNHCR. More than 30 humanitarian colleagues attended to discuss assisting the Government with the budget for the response and aligning humanitarian programmes with national social aid programmes.
COORDINATION

Ukraine

UNHCR leads the Protection and Shelter Clusters. As of 1 March, the Camp Coordination Camp Management (CCCM) Cluster was activated in Ukraine. In addition, as co-lead of the Logistics Working Group in Ukraine, UNHCR is facilitating the movement of humanitarian convoys in coordination with OCHA.

The UNHCR-led Protection Cluster has established a national coordination office in Lviv and plans to establish sub-national offices in Chernivtsi, Dnipro, Lviv, Uzhhorod and Vinnytsia. Both the Child Protection and GBV Sub-Clusters are similarly expanding their presence.

Regional Refugee Response

UNHCR has facilitated the establishment of coordination structures in line with the Refugee Coordination Model, in order to support the overall coordination of the relevant governments. The Regional Refugee Response Plan is currently under revision and is being adjusted to the current context and the increased needs. Over 100 organizations will contribute for a ten-month period through the end of the year.

Inter-agency Refugee Coordination Forums (RCFs), led by UNHCR, and specific sectoral groups, have been established at country level in Belarus, Hungary, the Republic of Moldova, Poland, Romania and Slovakia, to support the efforts of the concerned governments. The structures are meant to be agile and shall be adjusted as the situation evolves.

In Hungary, on 2 April, UNHCR held its regular inter-agency coordination meeting. On 24 March, UNHCR organized the first Protection Working Group meeting, led by UNHCR. This was followed on 25 March by the first PSEA Task Force meeting with partners.

In Slovakia, on 1 April, the Cash Working Group held its first meeting, co-chaired by UNHCR and the Ministry of Labour, Social Welfare and Family. It was attended by more than 30 humanitarian actors.

In Romania, UNHCR has set up the Refugee Coordination Model structure with several sector Working Groups co-led by UNHCR and other UN agencies, government counterparts and NGOs. The leads will report to the Inter-Sector Coordination group led by UNHCR and the Government. At the same time, working group co-leads, together with national NGOs will participate in the Government-led working
groups on Health, Education, Labour, Housing, the Vulnerable and Children to ensure coordination and harmonization with the assistance of humanitarian and Government actors. The first Protection Working Group meeting was held on 28 March. The first Child Protection Sub-Working Group is scheduled for 7 April.

In Moldova, an Inter-Agency Coordination Group has been established with more than 100 participating members. Separate Sectoral Working Group meetings have also begun, including Protection, Child Protection and Gender-based Violence (GBV), Education, PSEA, Gender Task Force, Accommodation, Health and Nutrition, Logistics and Supply, Durable Solutions and Resilience, and Information Management. The Government of Moldova has established a Single Emergency Management Centre under the Prime Minister’s Office, where UNHCR represents the Inter-Agency Coordination Group, ensuring coordination between the two.

In Poland, UNHCR has established a Refugee Coordination Forum that includes local and international actors across eight sectors and working groups. Specifically, UNHCR is currently leading the Protection Sector, GBV Sub-Sector, Technical Cash Working Group, Basic Needs Sector and the Logistics Sector. The Accountability to Affected Populations (AAP) Working Group, chaired by UNHCR, held its first meeting on 18 March.

**FINANCIAL NEEDS**

Links
- Ukraine Situation: Regional Refugee Response Plan
- UN: Ukraine Flash Appeal
- UNHCR: Supplementary Appeal

**UKRAINE REFUGEE SITUATION**

- **4,319,494** Refugees fleeing Ukraine
- **71 million** Internally displaced persons
- **12.65 million** people directly affected by war

Data as of 6 April 2022

Disclaimer: The boundaries and names used on this map do not imply official endorsement or acceptance by the United Nations.