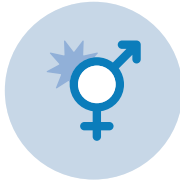


**Blue Dot**  
Safe Space, Protection  
and Support Hubs



*BLUE DOT HUBS ARE A SAFE SPACE WHERE ALL REFUGEES AND OTHER VULNERABLE PEOPLE ARE WELCOME WITHOUT DISCRIMINATION*

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Due to the war in Ukraine, large-scale refugee movements were recorded across Europe. Like all people driven from their homes by persecution, violence and war, refugees from Ukraine are at an increased risk of abuse, psychological trauma, gender-based violence and family separation.

UNHCR, the UN Refugee Agency, and UNICEF, the UN Children's Fund, are working alongside partners from local governments and the NGO community to assist and mobilize support for refugees fleeing to countries neighbouring Ukraine and beyond.



## WHAT ARE BLUE DOT HUBS?

Responding to the critical need of safety, stability, updated and accurate information and specialised protection services, UNHCR and UNICEF have jointly established the Blue Dot Safe Space, Protection and Support Hubs, spaces where refugees can find information, support and referrals for health care, education, psychosocial support and more, all under one roof. Services available at Blue Dot hubs aim to assist all refugees, with a specialised focus on children and those at greatest risk, people with disabilities, people who might have been trafficked, survivors of violence and refugees from the LGBTQI+ community.

## WHAT SERVICES DO BLUE DOTS PROVIDE?

At a minimum, UNHCR, UNICEF and partners provide mental health and psychosocial support, to quickly identify and assess people with specific needs or those who are particularly vulnerable, and refer them to specialized services. UNHCR, UNICEF and partners also provide legal aid, counselling and information on local services, and there are usually phone charging stations and free Wi-Fi access points.

Blue Dots may also provide medical first aid, hot meals, safe areas to sleep or rest for a short time, non-food items, play areas for children, emergency care for unaccompanied children, and transportation of vulnerable women and children and people with disabilities to reception centres or shelters.



## SERVICES AVAILABLE AT BLUE DOT HUBS



### Information and Advice Desks

Refugees can find information about the support and services available to them, including from host countries, humanitarian agencies, civil society organizations and other relevant partners.



### Child-and-Family Friendly Spaces

This space allows children and young refugees to rest and play, parents to nurse or feed their babies or change diapers, and support in tracing and reuniting with lost family members.



### Gender-Based Violence Mitigation and Response

Support to survivors of violence, which includes counseling, assessment, documentation and referral to appropriate providers as needed.



### Mental Health and Psycho-Social Support (MHPSS)

Counseling and psychosocial support for refugees who may be facing considerable stress from their experiences. Psychologists, social workers, and other trained professionals are on hand to identify children and other persons at heightened risk who might need further support



### Identification/Referral of Children and other Persons at Risk

Critical service for the identification, assessment, documentation, and referral of vulnerable and at-risk individuals, including, accompanied children with vulnerable or at-risk caregivers, unaccompanied and separated children, LGBTIQ+ people, older persons, persons living with disabilities or chronic illness.



### Legal aid and counseling

Counseling desks where refugees can receive advice of their rights about registration, documentation, birth registration, family reunification, and information on access to asylum procedures, including support to obtain documentation, the Temporary Protection Directive, and/or asylum procedures.



### Other services may include:

Support to access safe transportation, provision of safe sleep areas, hot meals and drinks, medical first and non-first-aid, parenting support training, referral to cash assistance programmes, connectivity, information about housing, information on school opportunities for your children, job orientation.

## WHERE CAN REFUGEES FIND BLUE DOTS?

Blue Dots are strategically set up along major crossing points and transit routes, including train stations, border points and cash assistance enrollment centres in countries neighbouring Ukraine and beyond. They can also be found at refugee accommodation centres and community centres in urban areas. To find a Blue Dot near you and know more about the services provided in a specific location, you can use the map at the Digital Blue Dot website: [bluedothub.org](http://bluedothub.org).

## DIGITAL BLUE DOT

To complement the physical Blue Dot Hubs, and for all refugees to be able to look up services or have access to up-to-date and localized information wherever they are and make informed choices, a digital platform, named “Digital Blue Dot”, can be accessed at [www.bluedothub.org](http://www.bluedothub.org). The Digital Blue Dot provides information on rights and entitlements, key social services, providers and how to access them, a series of protection tools on how to stay safe, and an interactive map of the Blue Dot locations across Europe. The website is mobile and tablet friendly, continuously updated, and available in key languages.

## HISTORY

We first set up Blue Dots in 2016 when women and children accounted for two thirds of those arriving in Europe hoping to seek asylum - making perilous, sometimes deadly journeys. The hubs were designed to play a key role in identifying children and adolescents travelling alone, to reunite them with families whenever possible, and providing the

protection they needed in an unfamiliar environment where they could be at risk. When the Ukraine emergency broke out, we built on and adapted this concept to provide support to people forced to flee the war in Ukraine and help them get the services, information and other things they need to stay safe.



### About UNHCR

UNHCR leads international action to protect people forced to flee their homes because of conflict and persecution. We deliver lifesaving assistance such as shelter, food and water, help safeguard fundamental human rights, and develop solutions that ensure people have a safe place to call home where they can build a better future. We also work to ensure that stateless people are granted a nationality. For more information about UNHCR's work in Europe, visit: [www.unhcr.org/europe](http://www.unhcr.org/europe)

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### About UNICEF

UNICEF works in over 190 countries and territories to save children's lives, to defend their rights, and to help them fulfil their potential, from early childhood through adolescence. And we never give up. For more information about UNICEF and its work for children in Europe and Central Asia, visit: [www.unicef.org/eca](http://www.unicef.org/eca)

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