

Ukraine-Krieg

Nützliche Ressourcen und Informationen für Betroffene (Quelle: IFRC)

Stand: 13mar22

ICRC Q&A: <https://www.icrc.org/en/where-we-work/europe-central-asia/ukraine/help-useful-information-affected-people>

Info as Aid packages (in Ukrainian & Russian): [Crisis Info-As-Aid - Google Drive](#). Includes information on e.g., how to contact the Red Cross, how to get medical help, what to pack if evacuating.

Information Lines and Online Resources for people in Ukraine and Neighbouring Countries



The IOM has **information lines** operating in (at least) the following countries:

Ukraine: 527 (free from mobile phones), 0800505501 (free from landline phones)

Poland: +48 22 490 20 44

Lithuania: +370 525 14352 is run by IOM's Migration Information Centre, also available through live chat on [this website](#)

Slovakia: from abroad 00421 5263 0023, locally 0850 211 478, Telegram/Signal: 00421 908 767 853 (voice only), <https://www.mic.iom.sk/en/>

These are complemented by **online support platforms** in:

- Ukraine: <https://www.527.org.ua/>
- Romania: <https://dopomoha.ro/uk> and <https://romania.iom.int/news/information-third-country-nationals-tcns-entering-romania-ukraine>
- Slovakia: Telegram/Signal and <https://www.mic.iom.sk/en>
- Other countries: Moldova, Hungary, Lithuania, Germany: <https://www.527.org.ua/>

These helplines and online support platforms provide information such as (below example is for entering Romania):

- What documents do I need to present at the border to enter Romania?
- Can I enter Romania without a passport?
- What documents do I need to enter Romania with children/minors?
- Are men allowed to enter Romania?
- Do I need a COVID-19 vaccination certificate?
- What should I do if I am fleeing Ukraine, but I am not a Ukrainian national?
- Are there any restrictions on Russian citizens entering Romania?
- How to find free housing in Romania?
- How can I travel to other countries in the EU?
- How do I apply for asylum, what are my rights as an asylum seeker?
- Can my children attend school in Romania?

Further details are available here: <https://www.iom.int/iom-hotlines-persons-affected-crisis-ukraine>

UNHCR has the following helplines and online resources available (including links to government helplines and resources):

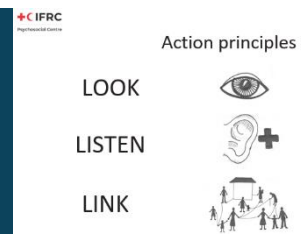
- **Ukraine:** <https://help.unhcr.org/ukraine/> and the IDP hotline **0-800-307-711**
- **Hungary:** <https://help.unhcr.org/hungary/>
- **Poland:** <https://help.unhcr.org/poland/> and the Polish government website for Ukrainians: <https://www.gov.pl/web/udsc/ukraina-en> (government hotline number: **+48477217575**)
- **Moldova:** hunbu@unhcr.org and **+373 22 271 853**. Government hotline for Ukrainians refugees **08000 1527**.
- **Romania:** <https://help.unhcr.org/romania/> Romanian National Council for Refugees: <https://www.cnrr.ro/index.php/ro/>
- **In Slovakia:** <https://help.unhcr.org/slovakia/>

IFRC Psychosocial Centre (PS Centre) resources

Guide: How do you talk to children about war? <https://pscentre.org/guide-how-do-you-talk-to-children-about-war/>

Common reactions to distressing situations and extreme stress:

<https://pscentre.org/?resource=common-reactions-to-distressing-situations-and-extreme-stress&selected=single-resource>



Orientation package: Psychological First Aid in times of conflict and uncertainty

The package consists of:

[Powerpoint presentation: Psychological First Aid in times of conflict and uncertainty](#)

Role play videos

[Psychological First Aid in Conflict: Look](#)

[Psychological First Aid in Conflict: Listen](#)

[Psychological First Aid in Conflict – Link](#)

[Role-play guide: PFA training in situations of conflict and uncertainty](#)