



# Ukraine Humanitarian Response

February-December 2022

## Executive Summary

### Situation Overview

The war for Ukraine’s sovereignty began in 2014 when the Russian Federation forcibly occupied Crimea and supported insurrection in the eastern regions of Donetsk and Luhansk. At the outset of 2022, the United Nations estimated that nearly three million Ukrainians were in need of humanitarian assistance as a result of the eight years of conflict. As the Russian military began to concentrate its forces along the eastern border of Ukraine in the beginning of 2022, the threat of an expanding war became a present reality. On February 24, 2022, the Russian Federation launched an all-out invasion of Ukraine which, through the course of the year, has resulted in massive displacement of civilian populations, the rise of a refugee population in Europe of over eight million, devastation to Ukraine’s infrastructure and economy, and the loss of over 7,000 civilian lives, including over 400 children.

Russian attacks have increasingly targeted civilian infrastructure, including over 700 verified attacks on health facilities in 2022. Industry across the country has been badly compromised or completely destroyed while supply chains and the country’s power grid have been under direct attack. Ukrainians are facing innumerable challenges, including displacement, loss of homes and livelihoods, physical and mental trauma, and separation of families. Moreover, from a demographic perspective, Ukrainians make up one of the oldest populations affected by humanitarian crisis in the world. With access to chronic medications and basic health care badly disrupted and natural support networks destroyed, this has compounded the suffering of a particularly vulnerable cohort and complicated the emergency response efforts.

Project HOPE began preparations for a response in early February as the threat of invasion grew. It initiated contingency planning with the Health Cluster in Kyiv, under the chairmanship of the World Health Organization (WHO). Project HOPE also reached out to partner organizations and medical facilities in Ukraine in the weeks leading up to the invasion, while simultaneously putting emergency medical supplies on standby for immediate shipment.

### Project HOPE's Response

In the days following the invasion, Project HOPE deployed emergency response teams to Ukraine and to the refugee reception countries of Poland, Romania, and Moldova. From those earliest moments in the response, marked by chaotic scenes along the borders, confusion and uncertainty amongst all actors, and security threats throughout all regions of Ukraine, Project HOPE has stood up a humanitarian response effort with the urgency required to provide immediate assistance to the most vulnerable and in need. In this report, Project HOPE's activities and deliverables in Ukraine and in the refugee hosting countries are described in detail. It includes the **medical resupply** for health facilities in Ukraine and deployment of **mobile medical units** required to ensure access to health care. **Trainings for front line health workers** and first responders, **rehabilitating damaged healthcare infrastructure**, providing for the **mental health and psychosocial needs** of the affected population, supporting access to clean drinking water and ensuring effective hygiene control through **water, sanitation and hygiene** (WASH) activities, and launching a **winterization campaign** to mitigate the impact that weather conditions, combined with lack of power and widespread displacement, have had on Ukrainians, are also described and quantified in this report.

### Guiding Strategies

Project HOPE's response is closely adherent to the humanitarian principles, namely that the aid provided is based on need and is provided with respect to neutrality, impartiality, and independence. Moreover, Project HOPE's response, which has evolved over the course of 2022, has adhered to four core strategies. During the initial stages of the response, Project HOPE was focused on **meeting the immediate and most urgent needs of the affected populations** in Ukraine as well as the growing refugee populations in Poland, Romania, and Moldova. In Ukraine this has meant continuously pressing for access to communities in the east most exposed to or at risk of violence. In the refugee hosting countries, it has meant targeting programming to the most vulnerable among the refugees, including the elderly, children, and female-headed households.

In all targeted areas of the response, Project HOPE has endeavored to **promote the localization of aid** through collaboration, partnership and capacity strengthening of local non-governmental organizations. This approach was essential to the delivery of aid during the earliest and most acute phase of the crisis and is one that Project HOPE remains committed to in order to support sustainable solutions and promote more resilient communities.

Another hallmark of Project HOPE's response has been its **flexibility and nimbleness**, which will continue to be an essential element of its strategy in the foreseeable future. With the war showing no signs of abating, Project HOPE maintains a readiness to shift activities and attention to where the needs are the greatest. In close collaboration with health, WASH and protection clusters, the respective ministries of health, and local and international partners, Project HOPE will be continuously assessing the evolving needs of affected populations and ensure that gaps in service and support are addressed with the immediacy they require.

As the conflict has evolved, so too has Project HOPE's strategic approach. Recognizing that the war will not have a quick resolution, and that the impact already realized will be felt by Ukrainian society for years and decades to come, Project HOPE is integrating **early recovery** approaches even as it continues to respond to immediate and developing needs. This includes a focus on the health care worker and health system strengthening in Ukraine and **building resilience and promoting sustainable solutions** amongst refugees and their host communities.

The achievements described in this report were only made possible thanks to the courage and commitment of Project HOPE's Ukrainian colleagues and partners, the amazing capabilities of our Polish, Romanian and Moldovan partners, and our global network of humanitarian-minded partners, friends, and donors. We are deeply grateful to all who have offered their time, energy, and resources to collaborate with Project HOPE with the goal of relieving the suffering of the Ukrainian people during their darkest hour. We remain committed to standing with those most in need throughout this conflict and in the years of recovery that lie ahead.

## Project HOPE's Response in Ukraine

### Distribution of medicines, medical supplies, and equipment

Project HOPE's first measure of aid to Ukraine following the full-scale invasion in February was to meet the immediate needs of health facilities for urgently required medicines, medical supplies and equipment. Public health facilities had seen their supply chains fully disrupted and their reserve stocks commandeered by the government for use along the eastern front. When asked in early March 2022 if foreign medical volunteers were required, the hospital administrator of the largest hospital complex in Lviv told Project HOPE "what would I do with them if I have no equipment, supplies or pharmaceuticals for them to use. I have doctors and nurses. What I need are supplies." Since that time, Project HOPE has successfully provided support and delivered critical medical aid to over **127 healthcare facilities in 23 regions in Ukraine, two centers for internally displaced people (IDP) centers** (Shevchenkivsky and Dniprovsky IDP centers in Kyiv), as well as to welfare and protection-focused organizations assisting IDPs, and host communities throughout Ukraine. From March to December 2022, Project HOPE has delivered hundreds of pallets of gravely needed medicines, medical equipment, and medical supplies, including trauma supplies, insulin, and other consumables. Our supplies have helped to ensure medical care continuity despite an overall disruption of the medical logistics pathways, the increase in patients, and a shortage of hospital personnel.



Medical personnel on the railway platform ready to receive injured patients from Donetsk region, who will then be transported to the hospital by vehicles donated by Project HOPE. Photo by Lviv Medical Union staff, May 2022.

#### Highlights of Project HOPE's work:

- First batch of supplies was received by Ukrainian hospitals on March 4<sup>th</sup>, 2022
- 82 WHO standardized health kits of medicines and medical supplies (IEHK, NCD, TESK, PED/SAM) and 72 essential health packs delivered
- High-demand diabetes and cancer medications were delivered to specialized hospitals when it was near impossible to find otherwise at the time
- Project HOPE delivered a neurosurgical microscope (worth \$115,000) to the Multidisciplinary Hospital in Kharkiv (North-Eastern region, borders Russia)
- To support lifesaving efforts for local populations, Project HOPE donated seven vehicles to five health care facilities in the Dnipro, Zaporizhzhia and Lviv oblasts



Dr. Ivan Shvaiher with patients at Cherkasy Regional Hospital in Ukraine. Photo by Project HOPE staff, 2022.

- Mobility equipment including wheelchairs and walking frames (88 total) was provided to a local organization in Lviv (the Dzherelo Children's Rehabilitation Centre) that works with children with disabilities

*“Thanks to the organizations such as Project HOPE and their support, only the doctors knew how close the hospital was to a complete lack of medicine at some points, but the patients did not feel it.” – Dr. Ivan Shvaiher, Surgeon, Thoracic Surgery department, Cherkasy Regional Hospital, Ukraine.*

## Mobile Medical Units

When health infrastructure has been damaged, mobile medical units (MMUs) become a critical tool to provide health care to people who need it urgently. Based on Project HOPE's own needs assessment, the MMU approach was identified as the most effective way to support both rural communities and communities hosting a large number of IDPs in Ukraine back in spring of 2022. By December of the same year, Project HOPE supported the establishment and operation of **11 Mobile Medical Units** within the Ukraine Health system, in cooperation with the Ministry of Health, to improve access to healthcare services for populations affected by war. This support not only provides Ukrainians with access to free-of-charge primary care, including testing and vaccination, pharmaceuticals, and psychological assistance, but it also supports social inclusion of the most vulnerable and disadvantaged population, including single mothers, elderly, and people with disabilities.



*Yuri, 82, tears up talking about his grandson who died in the war, and his other son who is still fighting. He was able to receive medical care at a mobile ambulatory operated by Project HOPE. Photo by James Buck for Project HOPE, July 2022.*

**In June 2022, Project HOPE launched the first four MMUs.** One Mobile Ambulatory Unit was launched and operated by Project HOPE's partner Infection Control in Ukraine in the Chernihiv and Dnipropetrovsk oblasts. Two MMUs in the Zaporizhzhia region and one MMU in Dnipro were launched and operated by Project HOPE team in close coordination with local primary health care facilities.

With the Ukrainian Government regaining control over most of the eastern Kharkiv oblast in September and the northern Kherson oblast in November, there was also increasing concern for the needs of the people living in these newly accessible territories and how best to support them. The population had been under occupation for over six months without stable access to medical care or medicines. Project HOPE conducted rapid assessments in the days immediately following the liberation of these regions, speaking with dozens of community members, and holding a series of key informant interviews. Women had been largely without access to sexual or reproductive health care, and in some cases, were victims of domestic violence, which has been exacerbated by the ongoing war. The majority of the population in the formerly occupied territories were those who could not evacuate: the elderly, people with movement disabilities, and the families who couldn't leave them. This demographic is most likely to suffer from chronic diseases, which often reached acute stages after over six months without proper care. Almost every visited hospital reported looting by the Russian army, which took away equipment, mattresses and vehicles, making it impossible for health facilities to access rural areas. In response, Project HOPE **launched seven more MMUs in October 2022**, including three MMUs in Odesa and Mykolaiv, with the support of the Bureau of Humanitarian Assistance USAID, and four MMUs in the Kharkiv oblast - to provide urgently required medical consultations and care.



*Locals await MMU doctors at a primary health care facility in Petropilia, Shevchenkovo hromada, Kharkiv region. Photo by Project HOPE staff, October 2022.*

In 2022, the MMUs provided **40,893 medical consultations** for **28,898 patients** (41% M, 58% F, 1% Other; 52% being IDPs) in the Zaporizhzhia, Dnipro, Chernihiv, Odesa, Mykolaiv, and Kharkiv regions of Ukraine.

## Trainings for Healthcare Workers & Responders

Since the very start of the response, Project HOPE's medical team has provided a diverse series of high-quality training for anesthesiologists, trauma surgeons, pediatricians and other medical professionals in Ukraine in order to strengthen their capacity to respond to the challenges that emerged. Typically trainings provided by Project HOPE took place in the healthcare facility where most of the participants are employed to ensure convenience and availability for medical professionals and to minimize disruption of service provision from this frontline health workforce.

In 2022, Project HOPE provided the following **certified medical trainings**, recommended by WHO for the circumstances:

- Trauma Care in War Settings (162 health care professionals participated)
- Trauma and Disaster Team Response (17)
- Features of emergency surgical care for patients with chest trauma (27)
- Patient with hemorrhagic shock - Hema transfusion protocol of University of New Hampshire Clinic (143)
- Damage control strategy in unstable patients with polytrauma (128)
- Basic Life Support and bleeding control (489)
- International Trauma Life Support - Advanced (31)
- Emergency management - patients with polytrauma (30)
- Pediatric Advanced Life Support and European Pediatric Advanced Life Support (44)
- Training Rehabilitation in an emergency - through partner Momentum Wheels for Humanity (252)



Vascular surgeon Dr. Richard Murphy and Project HOPE medical coordinator Kateryna Barabash conduct a "Damage control strategy in unstable patients with polytrauma" training at Zaporizhzhia City Hospital No. 5. Photo by Anton Kustov for Project HOPE, 2022.

To ensure Ukrainian healthcare facility staff are prepared for any war-brought situation, Project HOPE also provides trainings on the topics of **mental health and psychosocial support**:

- Trainings on Sexual and Gender-based Violence - clinical treatment for survivors (158 health care professionals participated)
- Psychological First Aid trainings - given in areas with high populations of conflict-affected individuals (198)
- Mental Health Gap training courses - aim to bridge the gap between available resources and the significant need for services (113)

The Project HOPE team also held Infection Prevention and Control/Water Sanitation and Hygiene (IPC/WASH) trainings for **920 medical personnel** focused on three topics: infection control, hand hygiene and approaches to cleaning in health care facilities.



"We never stop learning and improving our skills," said Olena, a Lviv Medical Union ITLS training attendee. "This knowledge is crucial for saving lives and minimizing any complications for our patients—especially today when we encounter many more patients with various traumas and injuries because of this cruel war." Photo by Lviv Medical Union staff, August 2022.

Overall, **2,712 health workers** from **74 health care facilities** were trained in the above topics with Project HOPE support in Ukraine.

## Mental Health and Psychosocial Support (MHPSS)

Project HOPE has implemented a range of MHPSS activities for people in Ukraine, including internally displaced persons (IDPs), returnees, third country nationals and host communities, to help them regain a sense of safety and human security, increase self-esteem and community efficacy, encourage the creation or reactivation of social networks, and develop tools for affected communities to deal with past and ongoing stressors. In 2022, Project HOPE Ukraine team **reached 6,062 beneficiaries (22% M, 78% F; 78% being IDPs)** who participated in **psychosocial support services**.

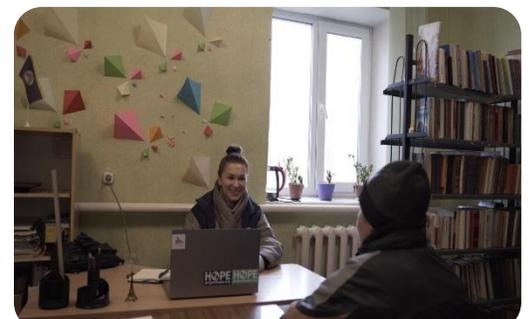
All Project Hope MHPSS services are carried out in a manner consistent with the ‘do no harm’ principle, WHO’s definition of mental health, and the Inter-Agency Standing Committee (IASC) Guidelines on Mental Health and Psychosocial Support Services in Emergency Settings; these measures ensure that all beneficiaries receive comprehensive services tailored to their needs.

Project HOPE is providing MHPSS support **in seven IDP centers in Ukraine: four IDPs centers in Kyiv** (Shevchenkivskiy District Humanitarian Aid Headquarters; Dniprovskiy District Humanitarian Aid Headquarters; Darnytsky District Humanitarian Aid Headquarters; Svyatoshynska Social Department), **one IDP center in Dnipro** (Luhansky IDP center), **one IDP center in Kharkiv** (Nova Vodolaga IDP center) and **one IDP center in Mykolaiv** (Koblevo IDP center) in close cooperation with local governmental centers for social services, as well as in **three Project HOPE operation locations (MHPSS Centers)** in the Odesa, Dnipro, and Mykolaiv regions. The war, with the consequent mobilization and martial law, has had a clear gendered impact on the lives of millions of women who found themselves as the only head of the household, with their social networks broken and a triple burden of caring for themselves, their children, and the elderly. This has taken a serious toll on the mental health of these women who feel the duty to keep up even when their body and mind need support and rest. Therefore, some of the locations where the Project HOPE team is providing MHPSS services have at least one room that is dedicated to serve as a **safe space for women and girls (SSWG)** following the United Nations Population Fund guidelines. While arranging these locations to provide MHPSS services, minor repairs were done on the premises as well as winterization-related adjustments and purchasing appropriate furniture and necessary materials to carry out the activities. Despite the fact that this is one of the later-established activities, close to **6,000 women and girls** have already benefited from it directly.

The Project HOPE MHPSS team consists of psychologists, psychotherapists, and students of those professions (who are involved part-time as support personnel) and provides both individual and group psychological consultations. Following the initial consultation, the beneficiaries may be referred onward to receive formal psychiatric and psychological care under a curated treatment plan. This approach also helps participants develop a sense of safety and comfort along with emotional stabilization and supports them through providing the necessary information and practical assistance in linking them with social support and other



*Participants in a psychological support group session led by a Project HOPE psychologist in an IDP shelter in Mykolaiv region. Photo by Project HOPE staff, October 2022.*



*A patient receives her first mental health consultation at Shevchenkovo Primary Health Care Center, Kharkiv Oblast. Photo by Nikita Hlazyrin for Project HOPE, November 2022.*

services. Additionally, in the SSWG, women and girls receive English classes to boost their skills, as well as yoga and art workshops to help them recover from the daily and protracted stress arising from displacement, the loss of social networks, and being often the sole carer for their children and elderly relatives. Recreational activities for children are also being carried out at the centers.

Moreover, based on the experience and feedback of the first few mobile medical units launched, it was noted that some people waited until they had a physical symptom before seeking medical help. There were quite a few consultations which started as a request for medicine, but progressed to be an initial psychological help session. As a result, psychologists and MHPSS specialists were added to the later established MMU teams in the Kharkiv region and **provided 1,195 mental health consultations** to the local population.

Project HOPE psychologists quickly recognized the need for capacity strengthening for MHPSS field workers, stakeholders, volunteers, government entities, NGOs, community leaders, and professionals who are rapidly changing their practices to adapt to the war. To address these needs, the team is organizing trainings for mental health professionals, medical staff, and community stakeholders on topics including psychological first aid, basic helping skills in MHPSS, stress management, self-care, and burnout prevention. In addition to educating others, the Project HOPE MHPSS team is constantly improving via peer-to-peer education, as well as attending topical trainings and seminars.

## Water Sanitation and Hygiene (WASH)

While Project HOPE's initial response in Ukraine focused on medical resupply and access to care, it grew to incorporate other areas of critical need. The Project HOPE team was among the first responders who entered newly liberated regions that survived months of Russian occupation, including in the Kharkiv oblast in September only 3 days after the liberation and to Kherson in November, 4 days after the liberation. Initial assessments highlighted significant needs in the areas of water, sanitation and hygiene, in addition to the health and medical needs of the populations.

Due to the generous support of a variety of donors Project HOPE has distributed **40,450 hygiene kits and other non-food items** since the beginning of the response in the Kyiv, Odesa, Mykolaiv, Dnipro, and Kherson regions, including **1,020 individual hygiene kits** to internally displaced families and children with disabilities in seven regions in the west of Ukraine.

Project HOPE's long-standing partner in Ukraine, Infection Control Ukraine (ICU), specializes in WASH and in 2020-2021 conducted an assessment of around 100 primary, secondary, and tertiary medical facilities, including those located in eastern Ukraine and affected by the armed conflict since 2014. The escalation in 2022 only deteriorated the situation, and a surge of infectious diseases (including but not limited to COVID-19, tuberculosis, hepatitis, and alimentary tract infections) became a major risk. In addition, the increased demand for critical care, overcrowding due to people fleeing to the safer regions, ruined infrastructure, and a shortage of personnel has led to an increased risk of healthcare-associated infections.



Project HOPE delivered hygiene kits for internally displaced people to Dzherelo Children's Rehabilitation Centre in Lviv, Ukraine. Photo by Dzherelo Centre staff, December 2022.



Project HOPE donates IPC/WASH equipment and supplies to Odesa City Children's Polyclinic. Photo by Infection Control in Ukraine staff, October 2022.

Through communication with local health administrations, Project HOPE and ICU identified **eight health care facilities** that were affected by the Russian invasion and/or are closely involved in health care for internally displaced people; combined, they have a total inpatient potential of over 2,500 beds. During 2022, these hospitals received IPC/WASH equipment and supplies (such washing machines and driers, cleaning trolleys, cleaning products dispensers and waste buckets) as well as intensive training for the personnel of Infection Control departments on cleaning and using the provided new equipment.

## Rehabilitation of healthcare and social care facilities

In 2022 there were over 700 documented attacks on Ukrainian healthcare, most of which involved damage to or destruction of healthcare facilities. During the first months following the invasion, the security conditions did not exist to allow for any substantive repairs to damaged facilities. However, by May, following the Russian retreat from Ukraine's north and central regions, safe access to those heavily damaged regions was possible. It was quickly determined that to provide for the health needs of the population that had endured those months of devastating fighting, and to create conditions conducive to return for displaced populations, health facilities would need urgent repairs or reconstruction. Working closely with the Ministry of Health and local health authorities to identify the most urgently needed repairs, Project HOPE initiated its health facility reconstruction and rehabilitation work in the Kyiv, Chernihiv and Sumy regions of central and northern Ukraine.



*Yulia, a project coordinator for Project HOPE's rehabilitation projects, visiting Borodyanka, her hometown. Photo by James Buck for Project HOPE, July 2022.*

Since May 2022, **12 facilities** were prioritized for repairs, including one which was designated for new construction (an ambulatory unit) because the existing facility was damaged beyond repair. Over the course of 2022, **eight rehabilitation projects** were finished and are back to full functionality. Depending on the damage caused by the fighting, there were repairs conducted on both the interiors and exteriors, windows replaced, water systems enhanced, wind proofing; plumbing and sanitary units were installed, the buildings were improved for accessibility (ex. handrails and ramps), and specific attention was paid to gender equality and social inclusion components.



*View of the rehabilitated Dmytrivka Urgent Care Unit in Borodyanka hromada, Kyiv region. Photo by Project HOPE staff, December 2022.*

### Completed rehabilitation projects:

- Irpin Central Hospital in Irpin
- Irpin Central Hospital in Bucha
- Borodyanka Central Hospital
- Borodyanka Municipal Pharmacy
- Dmytrivka Urgent Care Unit
- Borodyanka Hospital - for patients with psychological and physical conditions
- Chernihiv Psycho-neurological Dispensary
- Family physician's office in Goncharivske village (by Infection Control in Ukraine, NGO)

## Winterization

Ukraine's cold weather season can be experienced for up to a six-month period. The coldest months are December to March, where temperatures can drop as low as  $-20^{\circ}\text{C}$ . The cold temperatures experienced during the 2022–2023 winter were no different in severity than those in previous years, but this winter has been particularly challenging in the context of the escalating war. The large number of people who have been displaced, damaged infrastructure and disrupted health systems, social and economic strain, and the lack of sufficient structural insulation, limited access to heating, and constant blackouts have resulted in an increased risk of excess cold-related morbidity and mortality this winter.



*Bucha Hospital Director Kovalenko Volodymyr Mykolayovych receives new generators donated by Project HOPE outside Kyiv. Photo by James Buck for Project HOPE, 2022.*

Since November 2022, to ensure that the assistance is comprehensive, timely, and responds to the current needs, and that health facilities are safe for both patients and medical staff, Project HOPE is supporting healthcare facilities by:

- Replacing destroyed windows and doors
- Repairing leaking roofs
- Providing insulation
- Purchasing and installing generators

Project HOPE has **delivered 33 generators, each with the capacity to run a hospital, to 32 health care facilities in Ukraine** to date, with over 220 more being delivered in the first months of 2023. These generators help to ensure the continuity of healthcare services, as well as help provide social care and assistance to vulnerable groups affected by hostilities.



*Project HOPE's engineer supervising roof repairs in the Chernihiv Psycho-Neurological Dispensary. Photo by Project HOPE staff, 2022.*

As winter will not dial down in Ukraine until at least April, Project HOPE winterization efforts has been concentrated around delivering generators to the communities near the frontlines in eastern and southern Ukraine, to ensure continuity of medical care despite the lack of electricity and cold temperatures. As for relieving the hardship for those in hospitals, social care institutions and IDP centers, Project HOPE has been distributing thermal wear, mattresses, and blankets recently liberated areas, communities that host large numbers of IDPs, and rural health care facilities.

## Project HOPE's Response to the Refugee Crisis

The war in Ukraine forced millions to flee their homes, prompting an unprecedented exodus of refugees, the majority being women travelling with dependents (infants, children, and elderly persons) A third of the population has been displaced and forced to seek refuge and protection in neighboring countries. As of January 2023, over eight million refugees from Ukraine have been recorded across Europe<sup>1</sup>.

In the first week following the full-scale invasion, Project HOPE deployed emergency response teams to **Poland, Moldova, and Romania** to provide for the immediate health and protection needs of this population. With refugee arrivals in the tens of thousands, Project HOPE recognized that the most organized and effective actors in the reception and support for these arrivals were local non-governmental organizations (NGOs). The host governments, United Nations and international organizations were largely missing during the most acute phase

of this crisis. As such, HOPE adopted an approach by which it provided financial, technical and operational support to local NGOs with similar mandates and missions to Project HOPE, after thorough vetting of internal procedures and controls.

Throughout 2022, Project HOPE has **partnered with eleven local nonprofit organizations in Poland, Moldova, and Romania** to prioritize a locally led humanitarian response and to strengthen their response in scale to this refugee crisis. Project HOPE's partners provide medical services, mental health and psycho-social support, referral pathways, help with navigating the health and immigration services (offered by the government), training of psychologists and social workers and training on gender-based violence, as well as rehabilitation and physical therapy services to Ukrainian refugees with disabilities in Poland.

## Distribution of medicines, medical supplies, and equipment

To alleviate the suffering and improve the health and wellbeing of Ukrainian refugees, Project HOPE **donated pharmaceuticals, medical supplies, and equipment** to the Ministry of Health (MoH) in Moldova. The donation included 86,500 insulin pens to cover treatment for 40,000 patients with Type 1 Diabetes for three months, 45 Inter-Agency Emergency Health Kits, and 303,015 bags of IV Fluids. Project Hope also donated 400 Hospital beds including mattresses, bed linen sets, blankets, pillows, and bed covers to equip a **total of 110 health facilities throughout Moldova**, enabling them to provide critical care to both refugees and Moldavans. In Poland, Project HOPE donated medical equipment and supplies to **University Children Hospital (UCH)** in Krakow, Poland, and 5,000 COVID antigen rapid tests to the Polish Humanitarian Action. As part of our social inclusion strategy, in Romania, Project HOPE donated 318 wheelchairs and mobility equipment to Motivation Romania to distribute to people with disabilities from Ukraine and Romania.



*A beneficiary-turned-trainer trains new wheelchair users on how to use their chairs correctly and safely. Photo by Iulian Rosnitche for Project HOPE, November 2022.*

## Providing Medical Services

The abrupt and unprecedented influx of refugees placed an enormous burden on the already strained local health systems in Ukraine's neighboring countries. To respond to refugees' urgent medical needs and alleviate the overload on local health systems, Project HOPE partnered with health facilities and organizations to ensure the immediate health needs of refugee women, men and children were met. Given the very high number of women of reproductive age, referrals to specialized doctors and clinics were supported in particular.

In Poland, Project HOPE provided a grant to **University Children's Hospital (UCH) in Krakow** to support the opening of a separate Ukrainian children's ward. From the first days of the response to date, the UCH has seen and treated **5,630 Ukrainian refugee children** through oncology and hematology, general surgery and emergencies, treatment in physiotherapy, and outpatient/consultation visits.



*Dmitry, 10, is a Ukrainian refugee and pediatric oncology patient at the University Children's Hospital in Krakow, which Project HOPE has supported for nearly 50 years, helping construct the hospital's medical research facility, rehabilitation center, ambulatory care center, center for newborn care, and ICU for premature infants. Photo by James Buck for Project HOPE, 2022.*

## Mobile Medical Units

In collaboration with local partners, Project HOPE launched **four Mobile Medical Units (MMU)** that provided medical services to **4,798 Ukrainian refugees**. In Moldova, Project HOPE supported **SAMU's Emergency Medical Team (EMT)**, which was one of six EMTs operating in the country at the request of the Ministry of Health of Moldova, the World Health Organization, and The Moldova Expo Center, which was the biggest shelter in Chisinau from March-June 2022. SAMU's EMT was the only team providing services to Ukrainian refugees in the city of Chisinau. The EMT provided emergency medical services and medications to **1,858 Ukrainian refugees in Moldova**, free of charge. In Romania, Project HOPE partners **SAMU and Blue Heron** provided medical services to **2,940** Ukrainian refugees.



*Miguel Lopez of SAMU does a health assessment for Renat, 3, a Ukrainian refugee living at the Bulboaca Refugee Settlement in Moldova. Photo by Jon Brack for Project HOPE, 2022.*

## Trainings for Healthcare Workers & Responders

Project HOPE prioritizes building and strengthening the technical and operational capacity of staff who are directly providing services to refugees. To that end, in 2022 Project HOPE partners trained a total of **1,491 local humanitarian workers interacting with refugees**.

Project HOPE provided a grant to a local partner in Romania, the Estuar Foundation, to provide vital mental health support to Ukrainian refugees and to train humanitarian workers providing services to refugees. Estuar Foundation trained **1,456** mental health professionals, social workers, and volunteers. The trainings cover a **range of topics related to MHPSS, gender-based violence (GBV), and cultural competency to increase the quality-of-care delivered by providers and other actors working with refugees in Romania**.

Project HOPE partners in Poland and Moldova continue to focus on building and improving the capacity of their staff that directly deal with Ukrainian refugees. They utilize both internal and external trainings to improve their response and ensure staff are well equipped to deal with the vast range of issues faced by refugees:

- **Zustricz Foundation continues to train a total of 23 psychologists** in various technical areas including safeguarding, cognitive-behavioral therapy, and technical language courses.
- **PSAR Foundation's 3 staff members** participated in a two-day WHO/UNHCR/IOM joint training on gender-based violence and establishment of referral pathways and on prevention of sexual exploitation and abuse (PSEA).
- **The Moldova Project (TMP)** ensures that their **9 playroom coordinators** were well-trained on working with refugees prior to opening the child-friendly spaces.

## Mental Health and Psychosocial Support (MHPSS)

The majority of Ukrainian refugees need some level of mental health and psycho-social support, having endured stressful and traumatic experiences before leaving Ukraine and throughout their desperate journey into neighboring countries. This unprecedented massive movement of women and children raised serious concerns on their heightened vulnerabilities to human trafficking and various forms of abuse. Therefore, good quality mental health and psycho-social support (MHPSS), tailored to refugees' gender and age groups, is critical to the emergency response effort.

Project HOPE funded multiple local organizations to set up **10 Child Friendly Spaces** (playrooms) with a **focus on mental health and psycho-social support for children and caregivers** in several locations throughout

Poland and Moldova, as well as set up **two MHPSS centers and 32 Satellite locations, including a hotline**, to offer support to refugees of all age groups. In 2022, Project HOPE **supported a total of 18,725 beneficiaries with MHPSS services** across Romania, Moldova, and Poland.

In partnership with The Moldova Project (TMP), Project HOPE launched “Empowering the Ukrainians Project” to increase the support provided to refugee children and caregivers by implementing integrated measures of **education, art therapy and MHPSS and creating nine child friendly spaces** in the Chişinău, Anenii Noi, Călăraşi, Cimişlia, Criuleni, and Hânceşti districts. In 2022, **2,576 Ukrainian refugee children and 674 parents/caregivers were provided with services by TMP in Moldova.**



*In Moldova, Project HOPE partner The Moldova Project is providing mental health and psychosocial services to Ukrainian refugee children who have had to flee home. Photo by TMP staff, July 2022.*

In Poland, Project HOPE funded local NGO Podkarpackie Stowarzyszenie dla Aktywnych Rodzin (PSAR) with a grant for the provision of mental health support to Ukrainian refugees, specifically women and children in Rzeszow. The TUTU Center for Psychophysical Development has been providing mental health assistance to **4,345 children and caregivers.**

Additionally, Project HOPE partnered with an all-Ukrainian women foundation, the “Zustricz Foundation,” to open a psychological support center for refugees and migrants from Ukraine in Krakow and surrounding areas. With a grant from Project HOPE, Zustricz Foundation now provides mental health assistance to **3,412 Ukrainian refugees** through its center, helpline, and 11 satellite sites. Another partner, Accessible World, integrates **MHPSS** into its **Rehabilitation Center** that provides rehabilitation and physiotherapy services to people with disabilities.



*Ukrainian children learn about the various functions of an ambulance at the TUTU Center in Rzeszow, Poland. Photo by Podkarpackie Stowarzyszenie dla Aktywnych Rodzin (PSAR), 2022.*

In Romania, Project HOPE provided two grants to ICAR Foundation, a Bucharest-based local foundation, to provide mental health and medical support to Ukrainian refugees there. To date, ICAR has supported **6,064 Ukrainian refugees.** Estuar Foundation is another local foundation in Romania being funded by Project HOPE to provide psychological counselling and specialized psycho-social support that already provided services to **1,495 to Ukrainian refugees.** Project HOPE's partner In Romania - Jesuit Refugee Service (JRS) – has provided 153 mental health and psycho-social support services to refugees in Romania.

## Distribution of Non-Food Items (NFIs)

Recognizing that hygiene is necessary for preventing the spread of disease and improving the health and overall wellbeing of refugees, Project HOPE provided **9,644 Hygiene kits**, paying attention to the varied needs of the refugee population. **This included 4,640 general hygiene, 920 elderly, 1,728 infant and 2,356 dignity kits** to partners for further distribution to Ukrainian refugees in Moldova and Romania. In addition, within programs with local partners in Romania, Project HOPE provided hygiene items to 502 Ukrainian refugees.

Out of the total number of kits, Project HOPE provided 6,984 hygiene kits to seven local partners in Bucharest, Galati, and Iasi for further distribution to Ukrainian refugees. Project HOPE provided a local partner, JRS, a grant to procure and deliver 5,900 hygiene items, including dental and sanitary items, to 228 Ukrainian Refugees at refugee centers. Additionally, ICAR provided general hygiene items to 274 Ukrainian refugees at 4 border points. In Moldova, Project HOPE donated 2,160 Hygiene kits to the Ministry of Labor and Social Protection, and an additional 500 dignity kits were distributed by Project HOPE partner The Moldova Project (TMP).

Also in Moldova, Project HOPE distributed a total of **3,112** non-food items, including **500 inflatable sleeping pads, 2,000 towels, and 612 bedding sets** to the Ministry of Labor and Social Protection.

In Poland, Project HOPE provided the University Children Hospital in Krakow with **19 toy sets** for its 13 playrooms to stimulate the children’s social development and encourage integration among the children.



*Iryna is one of the many Ukrainian refugees who have devoted their time to helping others, distributing supplies donated by Project HOPE to other women and children who have crossed into Romania. Photo by Morgan Loomis for Project HOPE, 2022.*

## Mainstreaming Cross-Cutting Issues

As part of its gender equality and social inclusion (GESI) strategy, Project HOPE hired a Regional GESI Director that provides support to all our teams and partners in the four countries where we operate, to ensure that GESI issues are considered when developing, implementing, and monitoring projects. A thorough review of proposals, plans and reports allows us to identify issues and discuss them with partners and staff with the aim of improving the impact of Project Hope’s actions. This involves analyzing GESI implications in protection, MHPSS, WASH, reconstruction, provision of medical services and winterization.

Gender equality and protection issues are a main concern for Project HOPE. This crisis is highly gendered, with women and children being allowed out of the country or to move to safer regions in Ukraine, while men must stay home due to the martial law. This fact has clear implications on the way in which the crisis response evolved, but also on the risks and vulnerabilities of both IDPs in Ukraine and of refugees in the three countries where Project HOPE operates.

To keep abreast of ongoing and emerging GESI issues, Project HOPE has actively participated in all working groups where gender and inclusion issues have been discussed and has striven to enhance coordination and cooperation with other stakeholders and among its own partners across the region. Project HOPE endeavors to apply the best standards in its response to ensure protection and inclusion of refugees and IDPs, in consideration of their gender, age, disability, ethnicity, and other determinants that may increase their vulnerability to exploitation or/and abuse.

Project HOPE in Ukraine has opened women-led safe spaces for women and girls where they not only receive MHPSS support, but are also offered yoga and English classes with the aim to empower women and girls. A ‘training for trainers’ session (ToT) on sexual and gender-based violence (SGBV) for Project HOPE Staff was organized in October 2022 with the support of an international medical/SGBV expert. Staff are cascading down the training to personnel in the medical facilities where Project HOPE works.

In 2022 Project HOPE has partnered with Safeguarding HUB, a UK-based organization, to guarantee that all its partners in Poland received in-depth training and information on safeguarding issues, including Protection from Sexual Exploitation and Abuse (PSEA). In Ukraine, GESI/PSEA coordinators were appointed and required

to attend the in-person TOT training on PSEA organized by the task force with the support of WHO. Coordinators then had to cascade down the training to their colleagues.

For the 16-day campaign to combat violence against women, which takes place from 25 November to 10 December every year, Project HOPE produced leaflets to raise awareness on the risk of GBV and distributed them to over 34,000 IDPs in Ukraine.

Additionally, as reported in the activities section, Project HOPE in Ukraine improved existing buildings to facilitate access to people with reduced mobility and to parents with strollers by adding ramps at the entrance, and in 2023 plans to add toilet units for people with disabilities. The winterization program targets not only medical units, but also social care institutions. In Ukraine and in Romania, Project HOPE has purchased a total of 318 pieces of mobile equipment (including wheelchairs and walking frames) for people with disabilities, thus contributing to their inclusion in society.

## Compliance & Accountability

A deep sense of compassion underpins everything Project HOPE does, as does a high standard of respect for each other, our partners, our supporters, and those we support. We are committed to preserving the trust of our stakeholders and preserve that trust by acting with integrity and demonstrating accountability in everything we do.

The regional integrity and ethics framework is based on Project HOPE's global integrity and compliance program. In Ukraine specifically, Project HOPE has dedicated staff- reporting to the HQ based General Counsel and Chief Ethics and Compliance Officer- to supervise ethical, contractual, and legal compliance in all Ukraine operations, especially related to Project HOPE and donors' rules and regulations. These staff lead and supervise investigative activities of reports of alleged violations of the Code of Ethics, local policies, national regulations, and global standards. Active risk management is performed to mitigate potential issues before they become problems within every area of implementation by Project HOPE.

### Prevention

People management includes robust risk mitigation strategies consisting of enhanced due diligence for human resources and procurement staff, context specific onboarding, trauma informed safeguarding approaches to staff well-being, ongoing training, and staff care. Ongoing staff training to build staff capacity to identify and proactively manage risk is based on the following policy areas covered by the Project HOPE Code of Ethics:

1. Code of Business Conduct
2. Workplace Conduct: A Respectful Workplace Culture and Prohibition of Harassment, Discrimination and Retaliation Policy
3. Protecting Those We Serve: Safeguarding Children and Protection from Sexual Exploitation, Abuse and Trafficking in Persons
4. Protecting Project HOPE Assets: Use of Funds, Confidential and Proprietary Information and Intellectual Property
5. Disclosure of Relationships: Conflict of Interest



*Project HOPE's representatives at the National Protection against Sexual Exploitation and Abuse (PSEA) training in Lviv, Ukraine. Photo by OCHA staff, 2022.*

In addition, Project HOPE has a Duty to Disclose – Whistleblower Protection policy that applies to all Project HOPE Staff and flows down through contracts or grants to our contractors and partners.

Enhanced due diligence on partners includes the performance of risk assessments pre award, establishment of guardrails and controls through contracting mechanisms, and robust ongoing monitoring during implementation all the way through closeout.

Specifically in Ukraine, Project HOPE’s Compliance staff provide special training on fraud awareness, prevention of Sexual Exploitation and Abuse (PSEA) and our Code of Ethics for all program participants. In addition, Project HOPE just released eLearning on its Code of Ethics for all staff.

### Reporting

Community feedback mechanisms are part of robust accountability processes to the populations we are serving on the ground. Project HOPE compliance personnel implement, supervise, and monitor local reporting mechanisms, to include at a minimum a local telephone number, text capabilities, and email address that are included on all program materials, offices, mobile units, and other places to increase awareness. Training on these reporting mechanisms is made part of new staff onboarding. Local Compliance in Ukraine is supervised by and immediately informs Project HOPE’s General Counsel and Chief Ethics and Compliance Officer of all reports. Project HOPE’s Board-supervised process for investigations is followed. All hotline reports are recorded. Posters with program information and reporting mechanisms will be displayed in all supported health facilities and mobile units. The creation of anonymous, accessible, timely, appropriate, and safe reporting mechanisms as a first layer of reporting on the ground in Ukraine is complemented by Project HOPE’s third-party managed global hotline for the entire region.

### Response

Project HOPE’s compliance team supports interventions by training program staff, monitoring compliance with US and local law as well as all donor regulations, conducting due diligence on partners and staff, and reporting misconduct or non-compliance promptly. After clarifying the information, the compliance team prepares a summary for senior management and proposed course of action. At the same time, the reporting party is informed of the status. Project HOPE takes care to ensure the integrity of the reporting party and data security is maintained all the while. All reports are stored and can be checked at any time.

### Learning

Project HOPE practices adaptive management by incorporating lessons learned from incidents and reports into future compliance activities or making programmatic or operational pivots in real time. The Compliance function supports developing new activities based on lessons learned, so risks are minimized, and incidents do not transform into systematic problems.

In the Eastern Europe region, Project HOPE operates in areas most in need; areas where populations are suffering the consequences of war. The regional integrity and ethics framework is based on Project HOPE’s global integrity and compliance program and ensures staff compliance with United States laws and national and international regulations, while ensuring we continue to build capacity for those who deliver health services to vulnerable populations.

Project HOPE encourages complaints, reports, or inquiries about concerning practices or violations of policies, including illegal or improper conduct by any individual with the organization, others acting on its behalf, or its partners. The reporting form is available on our website, all reports are confidential, and anonymous reporting is available.

## Success Stories

### Project HOPE on the frontline of saving lives.

In July 2022, Project HOPE team delivered a Neurosurgical microscope to Kharkiv City Multiprofile Hospital no. 18 in eastern Ukraine, designed to suit the greatest challenges and demands of various neurosurgical procedures. The hospital had a small portable forehead microscope before, but it couldn't be used to perform the majority of procedures needed. The new microscope is used 4 times a week on average, making the procedures much safer and more precise. Moreover, it reduces postoperative risk of complications.



*Artem Skidanov and other surgeons performing an operation with the microscope donated by Project HOPE at Kharkiv City Multiprofile Hospital No. 18. Photos by Project HOPE staff, 2022.*

Dr. Artem Skidanov, orthopedist-traumatologist, surgeon and Doctor of medical sciences, who uses the new microscope for all operations involving intervention on the spinal canal, says:

*“Since the full-scale war started, I had to literally live in the hospital. The number of operations increased dramatically, adding hostility-caused traumas. With the help of the microscope, I've been able to take on numerous operations that would not have been even possible. One of my patients had a Bechterew's disease, with a serious deformity of the spine. A man broke his cervical vertebrae and lost the ability to open his mouth. Despite everything, we managed to help him. The patient is fully recovered and super happy, and his wife constantly congratulates me on the holidays, and regularly writes.”*

### In Poland, Ukrainians find a safe space.

Not long ago, 11-year-old Petro and his mother made the grueling decision to leave their home in Ukraine and seek safety across the border in Poland. In Ukraine, Petro was fun, witty, sensitive—a cute and precocious little boy with a childhood like any other. But on February 24, all of that changed. Russia's invasion upended Petro's world, like so many others, and thrust him into the unknown. Today, Petro is one of hundreds of thousands of Ukrainian children who have fled to safety in Poland. A childhood of school, friends, and play has been lost, and in its place is a new life far from home, in a country that is not his, with a future suddenly in doubt. Petro's mother, Anna, faces her own challenges. Like most Ukrainian refugees, she has had to flee her country without her partner,



*Therapists inside the new “Center of Psychological Development TUTU” in Rzeszow, Poland use various methods to help children work through difficult emotions or appropriately express them. Photo by Podkarpackie Stowarzyszenie dla Aktywnych Rodzin (PSAR), 2022.*

meaning that she has sole responsibility of caring for her son and herself amid the stress of being a refugee. Every day, the list of unknowns gets longer: They don't know when they will return, what they will return to, or what will have been lost forever. Anna has struggled to adjust to life in Rzeszów. Many times, she does not recognize her own son: The funny, lovable boy has been replaced by a child carrying the scars of war. Petro now fights, shows aggression, has outbursts of anger, and ignores authority. Anna has never needed the tools to deal with these emotions, and some days, with no other option, she has wondered whether it would be better to send him to a special school and see him only on weekends.

On a warm August morning, Anna and Petro enter the side building of a commercial complex and take the elevator to the top floor. When they step off the elevator, they have arrived at a space where they can lay their armor down. This center, called TUTU ("tu" is the Polish and Ukrainian word for "here"), was built to provide a safe space where children can play and interact with other children from Ukraine and where they and their caregivers can receive mental health and psychosocial support as they settle into a new country while grappling with the trauma of conflict and loss—the loss of their homes, family, and friends to the war.

At first, Anna brought Petro to TUTU just so she could get a break. Now she goes to therapy with other women from Ukraine while Petro plays with other kids and attends specialized art and group therapy sessions. Five stories above the bustling city streets, TUTU is a quiet and spacious refuge for its visitors, with floor-to-ceiling windows inviting lots of natural light. Some of the refugees who come to TUTU spent months hiding out in dark basements and makeshift bunkers in Ukraine. Some of the children can sit for hours quietly looking out the windows. Read more at [In Poland, Ukrainians Find A Safe Space | Project HOPE](#).

## Looking Forward

At the one-year mark of the war, there is sadly no end in sight to the conflict. For those living in Ukraine, it means continuing to live in fear of one's safety and security, uncertainty with regards to economic outlook and financial stability, and sacrifices and hardship with regards to living conditions and access to basic services. For the millions of Ukrainians who have fled their homes and homeland to take refuge abroad, it means continued displacement and separation from their families, growing challenges with regards to integration with host communities, decreasing financial savings and personal assets, and a profound sense of trepidation about what the future holds for themselves and their children.

In this context, Project HOPE remains steadfast in its commitment to meeting the most urgent health and humanitarian needs of the Ukrainian people, at home and abroad. Our response will be flexible, adapting to the changing realities of a country at war, with the greatest attention paid to the most vulnerable and at risk among those affected. Our work will continue to be guided by the core humanitarian principles while building upon important gains in early recovery and investments in more resilient communities.

Above it all, we will continue to recognize the value of collaboration and partnership. From the front-line health care workers to civil society partners in Ukraine, Poland, Romania and Moldova, to our international NGO and United Nations partners, our generous donor community, and the support we have received from the regional governments and local authorities, Project HOPE is deeply grateful for the confidence, support and trust that we have received from this global community of humanitarians. We remain dedicated to building upon our collective efforts with the urgency and sense of humanity that is required.

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<sup>1</sup> [UNHCR data portal - Ukraine Refugee Situation](#)