CDAC NETWORK

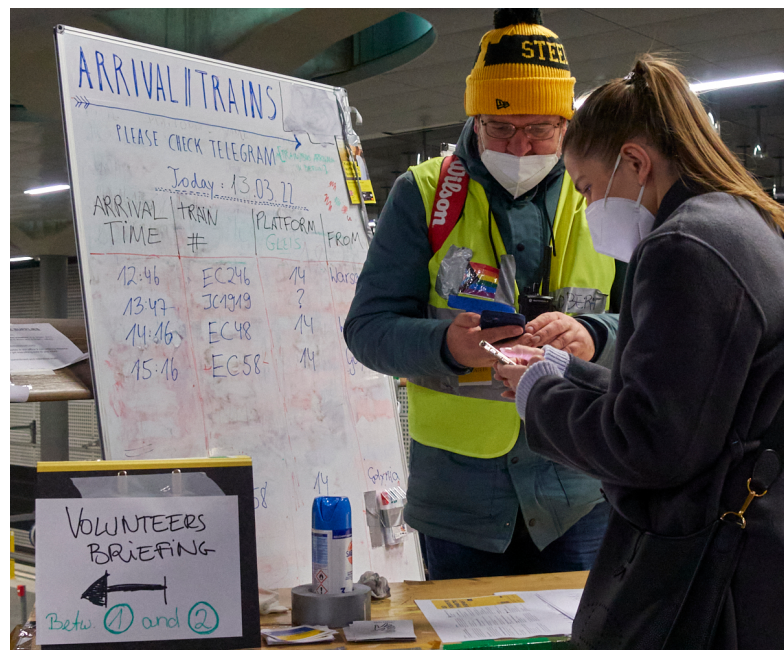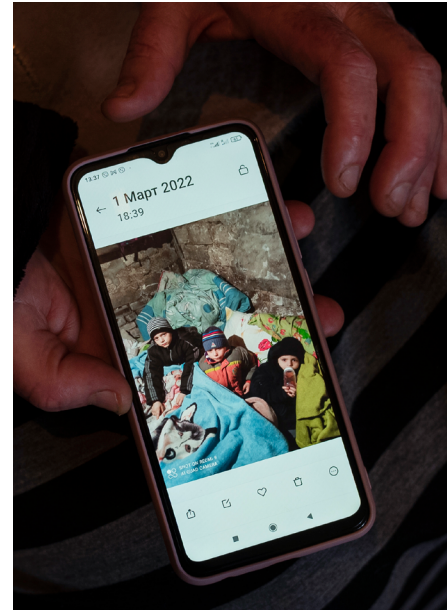communicating with disaster-affected communities

Communication, community engagement and accountability across the Ukraine response

An overview of key activities

Second edition. 30 September 2022

DISASTERS EMERGENCY COMMITTEE

Contents

Introduction

This document, and accompanying interactive guide, outlines the current communication, community engagement and accountability (CCEA) activities led by international, national and local agencies in Ukraine and border countries. The information provided intends to give an overview of key activities and is not exhaustive, particularly on the full scope of activities being conducted at the national and local levels.

The information is accurate as of 30 September 2020.

Note: This report is a living document and will be updated regularly with the most recent communication, community engagement and accountability (CCEA) initiatives by operational partners, and an ongoing assessment of gaps and areas for improvement.

If you would like to share a relevant update or suggest a revision, please contact the CDAC Network Secretariat:

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Cover photos – clockwise from top: A Roma refugee who fled Ukraine shows photographs of her grandchildren taking shelter in a basement in Mykolaiv Oblast (UN Women/Maxime Fossat); a man calls relatives, standing in front of a heavily damaged apartment building in Kyiv (UNICEF/Skyba for The Globe and Mail); a Ukrainian refugee gets information from a German volunteer at Berlin Central Station (Matthias Berg/Flickr); Ukrainian refugees charging phones at Berlin Central Station (Matthias Berg/Flickr); a woman fleeing Odessa across the border into Moldova (UN Women).

CCEA needs assessments

Ukraine and cross-border

- **Emergency Telecommunications Cluster (ETC)** conducted an assessment of communication needs in March 2022.
- **International Federation of Red Cross and Red Crescent Societies (IFRC)** is conducting an internal mapping of the key information needs and their provision across affected countries.
- **Internews** conducted an assessment of COVID-19 misinformation trends influenced by the Ukraine crisis.
- **REACH** has conducted two assessments:
  - Preferred communication channels and information needs (May 2022)
  - Accountability to affected populations and information needs (July 2022)
- **World Vision** conducted several rapid needs assessments, including on communication needs across eight oblasts and Chernivtsi.
- **United Nations Refugee Agency (UNHCR) and partners** in Belarus, Bulgaria, Hungary, Moldova, Poland, Romania and Slovakia have been implementing a protection profiling and monitoring exercise to regularly collect and analyse data about the profiles, needs and intentions of refugees from Ukraine and monitor changes over time. Find more details in:
  - the second edition of the regional survey
  - the UNHCR regional dashboard.
- A **UNHCR protection** monitoring exercise gathers information on information needs and preferred channels of communication.

Hungary

- **International Organization for Migration (IOM)** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.

Moldova

- **HelpAge International** conducted a needs assessment of older refugees, including information needs.
- **Internews, International Rescue Committee (IRC) and ROMNI** (Roma women's platform) are producing a report on the information needs, preferences and barriers for Roma refugees. This is due to be released in late September.

Poland

- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **UNHCR** publishes regular protection profiling updates, which includes an overview of refugees' information needs and preferred channels.

Romania

- **Internews** conducted an information ecosystem assessment in partnership with the Centre for Independent Journalism. This includes information on the needs of refugees online and offline, barriers refugees face in accessing information, and social media mapping.
- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **World Vision** conducted several rapid needs assessments, including on communication needs, in Bucharest, Constanta and Iasi.

Slovakia

- **IOM** has conducted displacement surveys on the needs and intentions of Ukrainian refugees and third-country nationals, including information needs and preferred channels.
- **VOICE and HIAS** have conducted an assessment on the needs of refugee women and girls, including critical information needs and safeguarding risks.

Information and messaging provision

Ukraine and cross-border

- **BBC Media Action** support includes the provision of security and safety training, tools and technical equipment for media outlets in Ukraine. Mentoring and production advice aims to support the creation of essential humanitarian content, as well as an expansion from the direct messaging approach to support audiences to share knowledge and experiences. The support will also facilitate the efficient flow of relevant information between humanitarian actors and national media partners in Ukraine.
- **CDAC Network** has compiled a Ukraine Resource Portal for responders.
- **CLEAR Global** is working with Oxfam on information and messaging provision in Ukraine, Poland, Romania and Moldova. It is developing an AI-powered tool, to be hosted on partners' websites, that will allow users to search its repository of vetted information sources in multiple languages.
- **ETC's** chatbot, under the name vBezpetsi_bot (вБезпеці in Ukrainian), which translates to 'safe spaces', is available on Telegram and Viber. The ETC team continues to engage with the Protection Cluster and other humanitarian partners, including the Food and Agriculture Organization (FAO), UNHCR and the Cash Working Group, to expand the content disseminated by the clusters.
- **Fondation Hirondelle** is working with local journalists to create specialised content, in Ukrainian and Russian, covering questions around international humanitarian law and justice. The content is broadcast/published via local media and certain articles are available on the JusticeInfo website. Fondation Hirondelle will also seek to provide media content to support Ukrainian refugees in Europe, particularly focused on psychosocial and protection issues, and humanitarian media content for people within Ukraine.
- **The Government of Ukraine, United Nations Development Programme (UNDP) and the European Union** have launched a new website with a chatbot for affected people on the legal rules for crossing the border, procedures for obtaining internally displaced person (IDP) status, accessing humanitarian assistance and more. They have also launched a hotline to provide psychological assistance.
- **International Committee of the Red Cross (ICRC)** has provided information to affected people in various formats on a range of issues.
- **IFRC** reestablished its information centre in Lviv, providing information on available assistance, a hotline and feedback channels.
- **Internews** has been supporting media producers from Ukraine for 30 years, and is continuing to provide training, emergency assistance, support with combatting disinformation, and operational equipment.
- **IOM** has an existing national hotline on safe migration that has been expanded in terms of both capacity and diversity of information provided. It now caters to the needs of IDPs, third-country nationals and people looking to cross borders.
- **Red Cross Societies** have provided essential information via SMS, posters, info-cards and QR codes at border points.

- **UNICEF and UNHCR** have established Blue Dot centres to support refugees in transit, and reception areas in bordering countries. Digital blue dots are currently being established to provide information and services to people on the move. UNHCR has help pages for Ukraine and all border countries, as well as a hotline, social media updates and publicised email addresses for UNHCR contacts.

Hungary

- **Hungarian Helsinki Committee** provides information on legal assistance in Hungarian, English, Ukrainian and Russian.
- **Hungarian Interchurch Aid** has established refugee support points and a Support Centre for Ukrainian Refugees in Budapest that provide refugees with information.
- **Six charitable organisations** operate a transit hub in Budapest with information on services.
- **UNHCR Hungary** provides information through the help page for refugees. UNHCR and IOM also run the Budapest Helps! information and community center in Hungarian, Ukrainian, English and Russian, where refugees can access information on legal counselling, education and school enrolment, healthcare, employment and administrative issues.

Moldova

- **The Government of Moldova** operates the Dopomoga website, which provides information to refugees.
- **Moldova for Peace** operates the Dopomoha Moldova site, which allows refugees to send in questions and state their needs. These are then brought to the attention of the relevant organisations. They have also established the **Moldova for Peace Information Department** to track and report information gaps and rumours on social media. Contact infounit@moldovapentrupace.md for more information.
- **UNHCR Moldova** provides information through the help page for refugees in multiple languages and hotlines for refugee and host communities.

Poland

- **CultureLab** has established Mapuj Pomoc, a map containing information on humanitarian services available across Poland.
- **The Government of Poland** has a dedicated website for refugees in Ukrainian, Polish, Russian and English, and for humanitarian organisations to coordinate better with NGOs, local government and companies.
- **LAMBDA Warsaw** provides information and anti-discrimination support to members of the LGBTIQ+ community.
- **Ocalenie Foundation** provides free legal advice, psychosocial assistance and information on integration and accommodation.
- **Polish Migration Forum** provides information for refugees and has emergency and general hotlines in Ukrainian and Russian.

- **Social Science in Humanitarian Action Platform** has developed a brief and key messages on strategic and practical considerations to inform the design of interventions to create demand for routine immunisation among Ukrainian refugees in Poland.
- **Télécoms Sans Frontières**, in collaboration with UNHCR and UNICEF, will install information screens across two Blue Dots and one Protection Hub in Warsaw, Gdynia and Rzeszow. The screens will feature information on administrative procedures, legal assistance and mental health support.
- **Ukrainian House** provides information on accommodation, legal advice and humanitarian assistance with an infoline that is open daily.
- **UNHCR Poland** has established a help website for refugees in multiple languages and hotlines for refugee and host communities.
- **UNICEF** is operating Spilno, a digital platform with up-to-date information for refugees in Poland. The platform includes hotlines for education, humanitarian aid and psychological help. **UNICEF, in partnership with the Ministry of Education and Polish Center for International Aid**, has established an education hotline.

Romania

- **Code for Romania** has established the Dopomoha Romania website with information for refugees. Dopomoha was created in partnership with the Department for Emergency Situations (DSU), UNHCR, IOM and the National Romanian Council for Refugees (CNRR).
- **The Government of Romania** has a website for refugees in Romanian, English and Ukrainian. There are also hotlines for: general information for refugees in Ukrainian; for reporting domestic violence, human trafficking and gender discrimination; and for children's emergencies.
- **UNHCR Romania** provides information through their help page. **UNHCR and the Romanian National Council for Refugees** provide in-person and hotline support to refugees. Romanian content is being integrated into the UNHCR Ukraine chatbot.

Slovakia

- **Human Rights League and Mareena** operate the website Ukraine Slovakia, providing legal advice and integration assistance to refugees.
- **The Government of Slovakia** has a website for refugees in Ukrainian, Slovak and English.
- **Help Ukraine** website provides information for refugees.
- **IOM** has a website with information for refugees.
- **UNHCR Slovakia** provides information through their help page. An official Telegram channel has been established. Materials are being developed to share through UNHCR's channels and platforms, in collaboration with partners who also deliver this information face-to-face.

Feedback systems

Ukraine and cross-border

- **ICRC** has an integrated feedback mechanism, including phone, email and face-to-face communication, from before the current crisis, which has since been reinforced.
- **IFRC/Red Cross** systems are being established for cash and voucher programmes, but also for Red Cross activities more generally in Poland, Slovakia, Romania and Ukraine. These systems use a combination of methods for information and feedback on cash and wider programmes of assistance, including chatbots, call centres and in-person assistance centres.
- **IOM** manages a national hotline to share information on referral mechanisms. There is also a Transparency Hotline that receives complaints, feedback and allegations of sexual exploitation and abuse. Hotline numbers are widely disseminated through implementing partners and during provision of assistance. IOM's implementing partners are expected to share and display information on PSEA and safe reporting channels, including IOM's own platform, 'We are all in'.
- **The Interagency PSEA Task Force** develops visibility packages and reporting mechanisms, such as the community-based complaint mechanism that includes hotlines operational in Ukraine.
- **Loop** provides an independent and accessible outlet where users can share stories and request help via Facebook Messenger, WhatsApp, email and the charity's website.
- **UNHCR** operates a hotline and interagency email for allegations of sexual exploitation and abuse.
- **World Vision** have developed a QR code that can be scanned to fill out and submit a feedback and complaints form. Additional channels, such as face-to-face, hotline and WhatsApp, will also be activated based on the targeted communities' preferences.

Hungary

- A mapping is underway of feedback response mechanisms in order to develop an inter-agency standard operating procedure (SOP) for receipt of and response to feedback, including safe and adequate referral of sexual exploitation and abuse reports.
- **UNHCR Hungary** has an online form, email, hotline number and Facebook Messenger contact for feedback, complaints and allegations of sexual exploitation and abuse.

Moldova

- **Moldova for Peace** is conducting calls for feedback from people who have contacted them for information.

- **The Government of Moldova** runs or provides funding for NGOs to run several hotlines: asylum/migration assistance; for people with disabilities; anti-trafficking; gender-based violence (GBV); and legal assistance.
- **UNHCR** – at the request of the government – has taken over the assistance hotline (Green Line: 0800 800 11) and is collaborating with agencies and other hotlines to ensure referrals and provision of information. Operators are being trained in recording feedback and supervisors will be trained to handle sensitive complaints. UNHCR is also receiving feedback and complaints through Kobo forms.
- There are **inter-agency** discussions on agreeing a common taxonomy for common feedback mechanisms, and discussions between **UNICEF and UNHCR** to establish a feedback mechanism within the Blue Dots.

Poland

- **IFRC** has a chatbot and feedback mechanisms that operate through multiple channels, including in-person, email, websites, Facebook and other social media.
- **Loop** provides an independent and accessible outlet where users can share stories and request help via Facebook Messenger, WhatsApp, email and the charity's website.
- **UNHCR** launched a counselling line in July to strengthen contact with communities on feedback regarding service provision and complaints. UNHCR continued to manage several complaints and feedback mechanisms, including a QR code system and thematic mailboxes.
- Work is underway to set up a complaints and feedback working group to harmonise/coordinate between response partners.

Romania

- **UNHCR** is conducting a mapping of feedback response mechanisms. A mapping of sexual exploitation and abuse response has been finalised.
- A common feedback and complaints form is in its final validation stage and has been accepted by **UNHCR and UNICEF**. The form will be presented during the task force meeting and proposed for further use by other organisations. This form exists in long version, to be used by organisations, and short versions (self-service), to be used directly by refugees. It was scheduled to be piloted over the summer in Bucharest.

Slovakia

- **IOM** operates the Migration Information Centre, including an infoline, email and Telegram/Signal.
- **The Ministry of Interior** has hotlines for Ukrainian speakers.
- **The Slovak Crisis Centre Dotyk** operates a national 24/7 helpline for victims of trafficking.
- **UNHCR and Slovak Humanitarian Council and Human Rights League** operate information points and provide social counselling and legal assistance.

Language and translation

Ukraine and cross-border

- **CLEAR Global** is providing translation support to partners in the response. They are updating and validating a language map for Ukraine and have translated the Humanitarian guide to interpreting into Hungarian, Polish, Romanian, Russian, Slovak and Ukrainian. CLEAR Global is also offering free translation support to qualifying local organisations, community groups and individuals.
- **CDAC Network** has a Ukraine media landscape guide, available in Ukrainian and English, which provides a snapshot of the media and communication environment in the country as of January 2022.

Hungary

- Questions on language preferences are being included in the multi-sector needs assessment (MSNA), which will begin data collection towards June.
- All CCEA materials are being translated into Ukrainian, and most into Hungarian and Russian as well. Some coordination meetings, trainings and other events are providing simultaneous interpretation into Hungarian.

Poland

- **CLEAR Global** is planning to conduct research on gaps around language and how local language service providers work with responders.
- **IRC** is developing an SOP for sign-language interpreters.
- **Migam.org** is providing interpretation support in Ukrainian Sign Language.
- Tłumacze dla Ukrainy, a grassroots initiative of interpreters, has made its services available for organisations working with refugees.

Romania

- **UNCHR** communication with communities (CwC) forms and materials are being translated into Ukrainian and Russian, and questions about language preferences have been integrated into focus group discussions with refugees.

Slovakia

- Questions on language preferences are being included in the Multi-sector Needs Assessment (MSNA), in addition to questions on information and communication needs and preferences for the tools used for border monitoring.
- Simultaneous interpretation into Slovak is provided for coordination meetings, and some events provide interpretation into Ukrainian.

Safeguarding

Ukraine and cross-border

- **CLEAR Global, CDAC Network, CHS Alliance, IOM, UNICEF and other Inter-Agency Standing Committee (IASC) members** have developed the PSEA Glossary in Ukrainian, Russian and more than 100 other languages.
- **ICRC** has multiple channels to report any safeguarding concerns.
- **IOM** has created SAFE Travel and Work Abroad, a mobile app that provides key information about human trafficking, safe travelling principles, advice on seeking employment abroad and a list of emergency contacts. It is available for Ukraine, Hungary, Poland and Slovakia.

Hungary

- **UNHCR Hungary** has provided guidance on GBV referral pathways.

Slovakia

- **VOICE and HIAS** have conducted an assessment on the needs of refugee women and girls, including GBV, trafficking and safeguarding risks.

Capacity bridging

Ukraine and cross-border

- **BBC Media Action** is conducting Lifeline communication training for national media and humanitarians. The purpose of the training is to enable media and humanitarians to work together to create Lifeline programming, and provide humanitarians an opportunity to work with the national broadcaster, Suspilne, to strengthen information as aid.
- **CLEAR Global** is conducting humanitarian interpretation training targeted at volunteers who are bilingual but may not have experience with interpreting, as well as a Communication in Emergencies training focused on multicultural communication for volunteers.
- **Disaster Ready** has a range of training available in Polish, Russian and Ukrainian and a dedicated Ukraine response page.
- **DW Akademie** offers podcast training for local media to support the production of on-demand public service information. DW Akademie provides trainings in physical, digital and psychological safety for journalists and citizen journalists. DW Akademie also supports 20 local media outlets financially, as well as two media centres in Czernowitz and Lviv.
- **Response Learning Hub** is an interagency initiative to provide centralised learning resources tailored to support country offices and partners across the response, with resources being translated into Polish, Romanian and Ukrainian.
- **Save the Children (Humanitarian Leadership Academy)**, in partnership with Simon Western and Eco-Leadership Institute, is implementing a leadership development process for leaders in Ukraine.

Hungary

- **Hungarian Red Cross** and community engagement and accountability (CEA) surge delegates have prepared induction and training materials for volunteers on CEA principles, child protection, and mental health and psychosocial support.

Poland

- **Capacity Strengthening Task Force**, an interagency group including Save the Children, Mercy Corp and Plan International, shares good practices and information to support individuals and organisations responding to the crisis in Poland.
- **IFRC** is creating a webpage for registering new beneficiaries and is adding topics to the volunteer trainings, such as complaints management and feedback collection, as well as a perception survey for volunteers as part of IFRC cash and voucher assistance activities.

Romania

- **UNHCR** has developed a capacity-building package for government, NGOs and volunteers, including awareness on AAP and CwC. UNHCR is also integrating awareness-building on two-way mechanisms and accountability through focus group discussions with refugees. This package has been piloted in Suceava and Maramures county, and will be used in further trainings in Iasi and Galati.

Slovakia

- Capacity building in AAP is being mainstreamed in trainings for other sectors, while a standalone workshop on AAP for local partners and government was held on 10 May 2022.

Cash and CCEA

Ukraine

- **The Cash Working Group** has developed key AAP messaging on multi-purpose cash assistance and has compiled information and contacts for interagency cash assistance programmes. Member agencies maintain individual hotlines and other response mechanisms.

Poland

- **IRC** has hotlines for cash assistance and an integrated ticketing system for hotline case management.
- **Polish Humanitarian Action** leads on the Cash Working Group to enhance collaboration across organisations providing cash assistance and develop common guidelines and SOPs.
- **Polish Red Cross** CEA team developed a CEA system to support the first cash and voucher assistance distribution process. A chatbot and feedback mechanism on a Telegram channel was developed. The CEA team has also provided training on CCE skills to volunteers who will support cash and voucher assistance, and an information line has been set up.

Romania

- **IFRC** has tested a self-registration app with the community in advance of its use in the Romania cash and vouchers programme. Assistance sites have been set up to help people who are not able or prefer not to use the self-registration app for the programme, or who have other questions about the programme or other information requests.

Slovakia

- **IOM Slovakia** has information specific to cash assistance for carers of adult refugees with disabilities and specific needs, as well as infoline numbers.
- **UNHCR Slovakia** has information on cash assistance, a Telegram channel and dedicated helpline.

Community perception work

Ukraine and cross-border

- **CLEAR Global** are working closely with **Oxfam**'s community perception tracker team.
- **Ground Truth Solutions** has been conducting perception tracking across Ukraine and at least two border countries.

Poland

- **Save the Children** is conducting children's consultations in Poland.

Romania

- **Save the Children** is conducting children's consultations in Romania.

CDAC is a network of more than 35 of the largest humanitarian, media development and social innovation actors – including UN agencies, RCRC, NGOs, media and communications actors – working together to shift the dial on humanitarian and development decision-making – moving from global to local.