



2020

ANNUAL REPORT

THE YEAR | 2020



19 300

calls received by hotline operators, and that means... **420 000** seconds of conversation



380 827

km made by our drivers in 11 months, and that means... circumnavigating the Earth **9,5** times



5 758

payments made by our Finance and Administration Division team



820

shipments delivered by Nova Poshta



61 100

calls made by the organisation as a whole, and that means... \approx 4 months of uninterrupted conversation

RIGHT TO PROTECTION (R2P) HAS OFFICES IN **10** UKRAINIAN CITIES



Beneficiaries that receive assistance in our offices are:

- Internally Displaced Persons (IDPs)
- Stateless persons
- Refugees and protection seekers

OUR MISSION

We change the rules of the game between the «system» and the «individual» in order to ensure safety and human dignity.

OUR VISION

R2P is a leader and a platform in developing and uniting civil society's efforts to ensure a safe and dignified life for beneficiaries and everyone in need.

OUR TEAM COMPRISES



156

PROFESSIONALS



86
WOMEN



70
MEN

Each year the R2P team assists thousands of people across Ukraine, protects the rights of people affected by the conflict, refugees, protection seekers and stateless persons and contributes to developing communities. There is always work done by real professionals behind each unique story and each success. CF «Right to Protection» brings together experienced lawyers and attorneys, project managers, monitoring, coordination and communication professionals.

ADVOCACY

We work to represent and protect the rights of vulnerable groups in the field of migration. Our team actively collaborates with CSOs and officials of various branches of government in developing and implementing national policies to ensure respect for the rights of our beneficiaries.

MONITORING

Our monitoring professionals record human rights violations and associated risks. Drawing on surveys and other data, we draft analytical reports, reference materials and recommendations, providing their access to international partners, government officials and the public.

LEGAL AID

We have a strong team of legal professionals, attorneys and lawyers. Each year they provide tens of thousands of free legal consultations, protect the interests of our beneficiaries in courts and perform strategic litigation work.

WORKING WITH COMMUNITIES

We assess the needs of individual communities and offer them the support they need to implement socially important initiatives designed to improve the lives of our beneficiaries and ensure their social inclusion.

INSTITUTIONAL DEVELOPMENT OF CSOS

We provide mentoring and financial assistance to innovative, useful and socially important projects, share our institutional expertise with teams, creating a favorable environment for the development of the Ukrainian civil society.

DIALOGUES AND THE PEACE PROCESS

We implement projects intended to find the most effective solutions to problems and conflict situations of varying dimensions through a dialogue between the conflicting parties. We apply solutions developed during these discussions to promote grassroots changes and consolidate respect for differing views.

INTEGRATING MEMBERS OF VULNERABLE COMMUNITIES

We work to bridge disparities affecting our beneficiaries' opportunities to enjoy their rights and freedoms. Through training and counselling, in particular, we help them find employment and integrate them in the socio-cultural spectrum of the country.

TRAINING REPRESENTATIVES OF GOVERNMENT BODIES AND ENTITIES

Our experts hold training events to share experience and offer in-service training for officials of the relevant government bodies and entities to improve human rights compliance mechanisms in Ukraine.

ENVIRONMENT

Our professionals undertake legal analysis of laws regulating the sphere of environment and technological hazards. Using the dialogues tool, we produce recommendations on joint actions to prevent an environmental disaster in eastern Ukraine.

R2P SUPERVISORY BOARD

The R2P Supervisory Board deals with implementing the organization's strategy, budget, its Strategic Plan for 2020-2021 and fundraising.



KSENIA PROKONOVA,
Chair of the Supervisory Board,
Managing Partner, Conflict Lawyers



MARK HETFIELD,
Vice-Chair of the
Supervisory Board,
President and CEO
of HIAS



MELINDA HARING,
member of the Supervisory Board,
Deputy Director, Eurasia Center,
Atlantic Council



YEVHEN POLTENKO,
member of the Supervisory
Board, Executive Director, Legal
Development Network (LDN)



JOCK MENDOZA-WILSON,
member of the Supervisory Board, Director
of International and Investor Relations at SCM

**THE MEMBERS
OF THE
SUPERVISORY
BOARD ARE:**

**WE THANK THE SUPERVISORY
BOARD MEMBERS FOR TAKING
THE OPPORTUNITY TO ENGAGE
IN OUR WORK, SHARE THEIR
EXPERIENCES AND HELP
THE FOUNDATION TO GO AN
EXTRA MILE TOWARDS ITS
GOAL AND BECOME EVEN MORE
EFFICIENT IN DELIVERING
SERVICES TO OUR BENEFICIARIES.**

KSENIA PROKONOVA,

Chair of the CF «Right to Protection» Supervisory Board

For years, R2P has demonstrated confident and authoritative leadership in protecting the rights of internally displaced persons, stateless persons and refugees in Ukraine. Thousands of people who, thanks to R2P, were able to address their essential problems embody a real recognition of this work. Notwithstanding the challenges of the pandemic and political uncertainty, the R2P team succeeds in maintaining and strengthening the level of professionalism worthy of emulation by the civil society of Ukraine.

PEOPLE AFFECTED BY THE MILITARY CONFLICT

- Protection and legal aid for internally displaced persons and people affected by the conflict in eastern Ukraine
- Preventing the spread of COVID-19 and responding to it in the areas of eastern Ukraine affected by the conflict
- Providing multisectoral humanitarian aid to people in eastern Ukraine affected by the conflict
- Providing sustainable humanitarian protection to people in eastern Ukraine affected by the conflict
- Initiating the move towards opportunities for providing direct legal aid and raising awareness
- Legal support to IDPs and local self-government bodies

STATELESS PERSONS

- Legal aid to stateless persons

REFUGEES AND PROTECTION SEEKERS

- Legal aid to refugees and protection seekers
- Innovative means of integrating refugees and protection seekers in Ukraine

CHATBOTS

- Legal Adviser for IDPs
- Refugee Helper

OTHER AREAS

- Dialogue across the contact line in eastern Ukraine
- Increased opportunities for dialogue across the contact line
- Reducing vulnerability from natural disaster risks in eastern Ukraine
- Providing shelters for the homeless and people with disabilities in Kyiv and surrounding region with priority for hygienic items and food

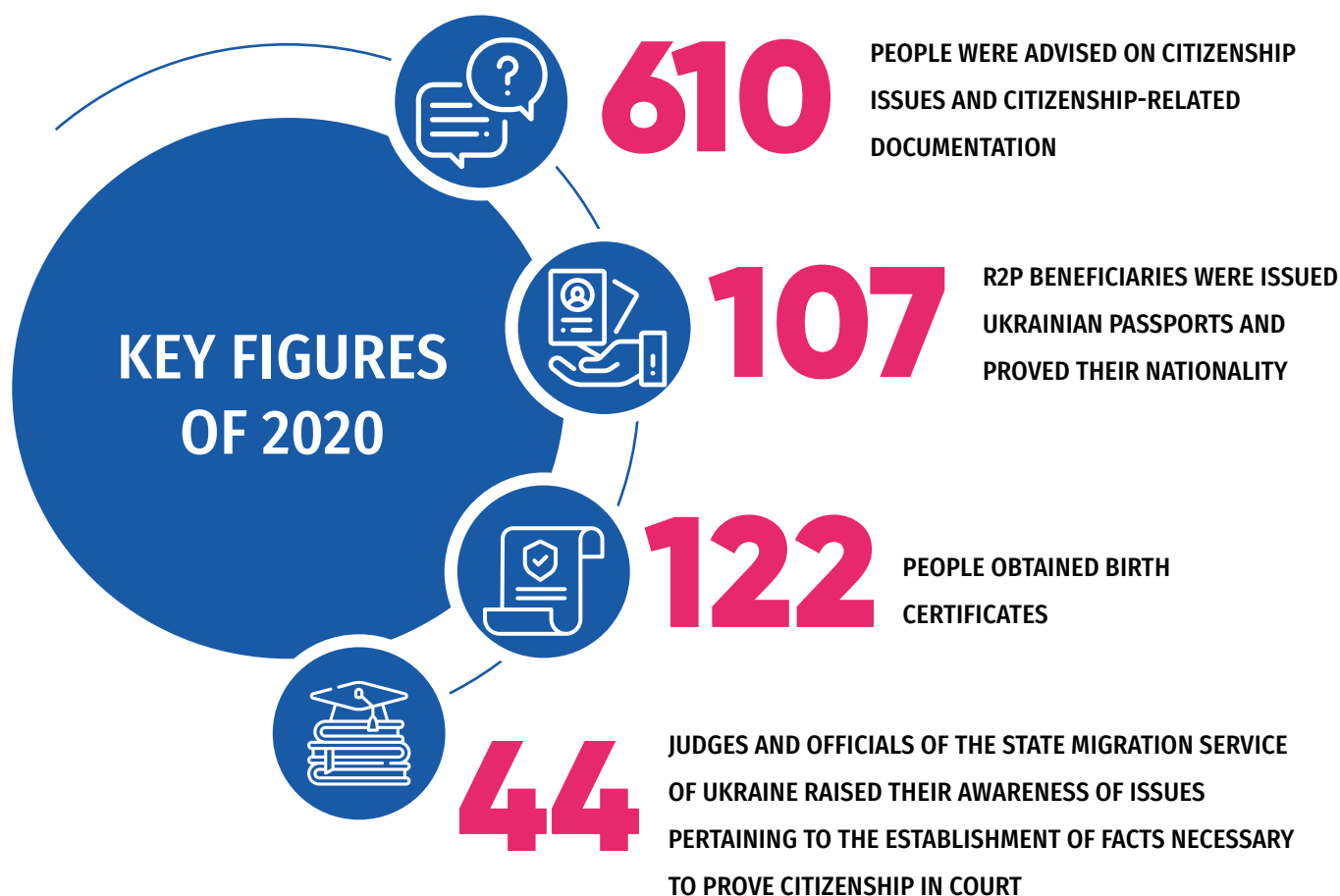
LEGAL AID TO STATELESS PERSONS



«I STILL CANNOT BELIEVE
IT'S TRUE»

In 2020, at long last, Neimulona became a citizen of Ukraine after a prolonged struggle for her documents. The lady got access to all the rights that other citizens of Ukraine have.

The R2P lawyers, attorneys and analysts provide legal aid to stateless persons who are not recognized as citizens by any country and lack ID documents. Our professionals also work to improve the legislation and existing practices concerning stateless persons and help them prove their nationality or acquire it and have their passports issued. The Foundation experts are involved in lecturing at seminars intended for attorneys and officials and focused on protecting stateless persons.



SOFIA KORDONETS,

Project Manager
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In 2020, our dream came true in the form of the law that introduced the procedure for recognizing stateless persons. It was exactly what we expected and worked on since the start of our project! The new procedure will enable people to get their documents of stateless persons, regulate their status in Ukraine and obtain access to main rights!



R2P beneficiaries were issued passports of the citizen of Ukraine



ADVOCACY FOR THE RIGHTS OF STATELESS PERSONS

- Drafting the Law «On amending certain legislative acts of Ukraine on recognizing stateless persons» that introduced the procedure for recognizing stateless persons. The experts continued their interaction with authorities to adopt an act of subordinate legislation that would put into effect the procedure of recognizing stateless persons.
- Discussion of the draft Law «On the administrative procedure» of 14 May 2020, No. 3475.
- The analysis of the access to stateless persons with COVID-19 symptoms to health care.
- Drawing up international reports, in particular, the alternative NGO report «Respect for the rights of refugees, asylum seekers and stateless persons» and the alternative report «On Ukraine's compliance with the UN Convention on the Rights of the Child in 2011-2020».

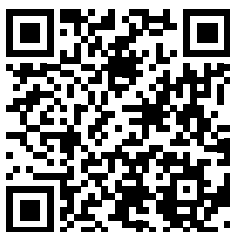


The new procedure for recognition of stateless persons
(INFOGRAPHICS)

A NEW APPROACH TO WORK IN 2020

The Zoom platform was used to advise clients and provide training sessions to judges and the State Migration Service officials.

Project lawyers and attorneys used the phone survey technique to assess how the quarantine affected stateless persons. Interviewing 189 people resulted in the report on the access to health care services under the COVID-19 restrictions and the socio-economic situation of stateless persons.



The «Faces of Statelessness. Roma» video clip.

This video tells the story of two men, Markus and Josyp, who live their entire lives without documents and are stateless persons.

LEGAL AID TO REFUGEES AND PROTECTION SEEKERS IN UKRAINE

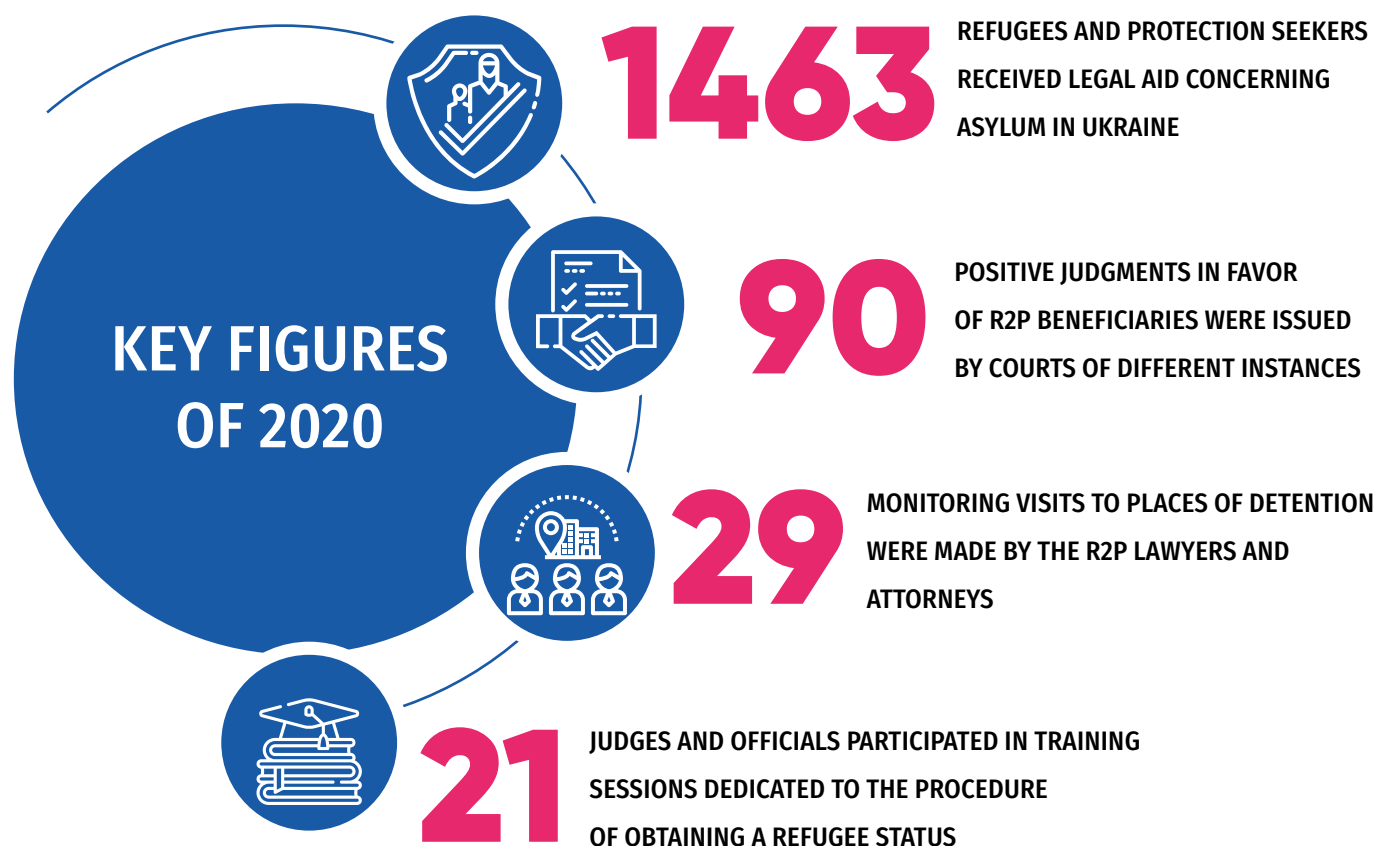


We defend the human right to have the non-refoulement principle respected, as nobody should be returned to a place where his or her life or health is at risk.

LEGAL AID

TO REFUGEES AND PROTECTION SEEKERS IN UKRAINE

As part of the project «Legal aid to refugees and protection seekers in Ukraine,» R2P professionals help everyone seeking protection in Ukraine and having approached us to get access to the procedure guaranteed by the law. We represent our beneficiaries in courts and support them in their integration into Ukrainian society. Our experts make monitoring visits to regional units of the State Migration Service of Ukraine and Migrant Accommodation Centres for Foreigners and Stateless Persons to provide legal aid.



OLEKSANDRA ZHURKO,

Project Manager
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2020 was a year marked by changes, challenges and instability. Pandemics, closed borders, the disruption of transport links, everything seemed to have unleashed against us. But we got through it. We were able to adapt to new circumstances. Online legal aid was last year's motto.

The R2P attorney helped in family reunification: a son who received additional protection in Ukraine reunited with his father who had previously lived in war-torn Syria. They met in Kharkiv airport in January 2020.



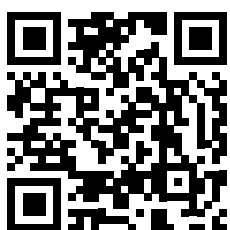
ADVOCACY FOR THE RIGHTS OF REFUGEES AND PROTECTION SEEKERS

- We defended the interests of refugees and protection seekers in developing law drafts No. 3387 of April 24, 2020 on protecting foreigners and stateless persons and No. 3475 of May 14, 2020 on the administrative procedure.
- We participated in developing the National Human Rights Strategy until 2023 and its Action Plan.
- We ensured an opportunity for refugees, protection seekers and persons in need of additional protection to register as interpreters in the Information and Enquiry Register of Interpreters.

LEGAL AID ONLINE

In 2020, for the first time, clients were advised via ZOOM, Skype and Viber.

Judges and public officials received training in a mixed format, via telecommunication and virtual means.



A new guidebook under the title «Legal Protection of Protection Seekers, Refugees and Stateless Persons» will help attorneys and lawyers structure their knowledge and skills in protecting the aforementioned categories.



INNOVATIVE MEANS OF INTEGRATING REFUGEES AND PERSONS SEEKING PROTECTION IN UKRAINE

This project aims at helping refugees and persons seeking protection to find work and address challenges that emerge in everyday life (birth and marriage registration, etc.). It should facilitate opportunities to start a stable life and be fully integrated into society. R2P professionals created a database with over 500 curricula vitae of refugees, persons that received additional protection and persons seeking protection in Ukraine. A network of over 50 socially conscious employers was also created to help them find employees using our services. This exchange is beneficial for all parties as Ukrainian companies often face personnel shortages and high employee turnover.



144

CONSULTATIONS
FOR POTENTIAL
EMPLOYERS



10

SOFT SKILLS
DEVELOPMENT TRAINING
SESSIONS FOR REFUGEES



150

CONSULTATIONS
FOR POTENTIAL
EMPLOYERS



14

BENEFICIARIES ARE
SUCCESSFULLY
EMPLOYED

A special handbook for personnel service staff was created, with information on refugees' and asylum seekers' documents and step-by-step instructions on how they can gain legal employment. We presented this handbook to the HR Committee of the European Business Association and the Centre for CSR Development.



Employment
procedure
of foreigners
and stateless

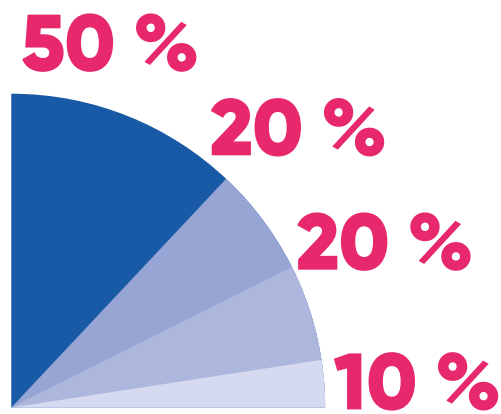
THE PROJECT RECEIVED SUPPORT FROM:



PROVIDING SHELTER FOR THE HOMELESS AND PEOPLE WITH DISABILITIES

IN KYIV AND THE KYIV REGIONS WITH PRIORITY HYGIENE ITEMS AND FOOD UNDER DURING THE QUARANTINE IMPOSED TO COMBAT THE SPREAD OF COVID-19

When the quarantine was imposed, many homeless people lost opportunities to earn money and stay overnight in public places. Some shelters were closed, increasing homeless peoples' flow to available shelters. Existing shelters lacked stable and sufficient funding to cover the basic needs of the homeless, particularly in light of the growing number of persons in need. Homeless people are even more vulnerable to COVID-19 due to a lack of documents and relatives; they are very often older people and people with disabilities. The project aimed at covering the basic needs of 100 homeless individuals staying in four shelters in Kyiv and the Kyiv region and preventing the spread of COVID-19 among them. As part of the project, they were informed about the disease and provided with hygiene items, household items, personal belongings and food.



- Of all the homeless provided with assistance, 50% were older people,
- 20% were older people with disabilities,
- 10% were persons with disabilities,
- 20% were non-disabled women and their children facing difficult circumstances.



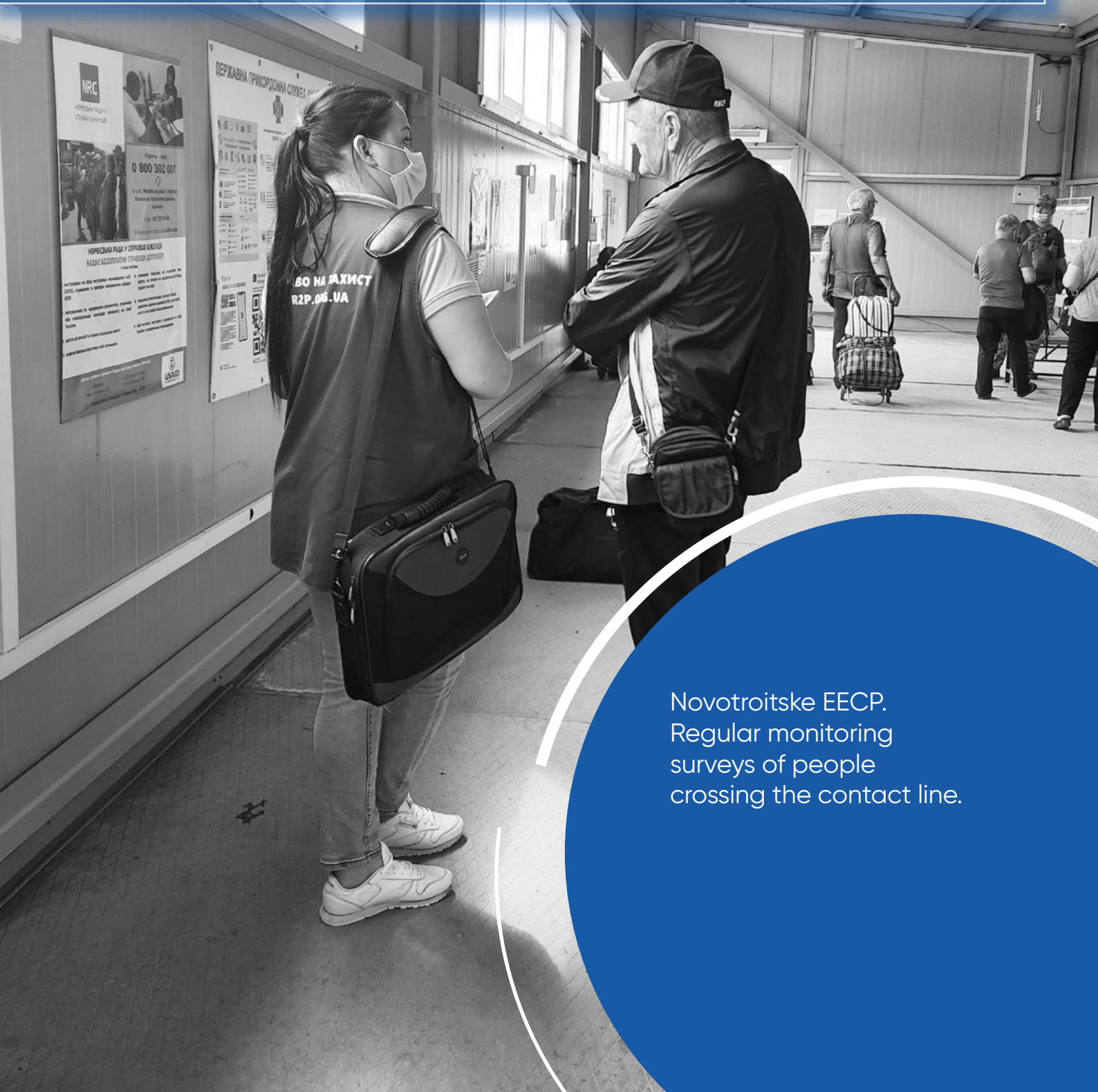
SOFIA KORDONETS,

Project Manager

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The COVID-19 pandemic and quarantine restrictions became a real challenge for the homeless, one of the most vulnerable groups amongst the population. These people mostly lack documents and relatives, and very often, they are older people and people with disabilities. There is a shortage of homeless shelters in Ukraine and the available shelters are limited and under-resourced. We sought to help shelters in the most difficult times so they not shut the door on those urgently requiring medicines, hygiene items or food.

PROTECTION AND LEGAL AID FOR INTERNALLY DISPLACED PERSONS AND PEOPLE AFFECTED BY THE CONFLICT IN EASTERN UKRAINE



Novotroitske EECF.
Regular monitoring
surveys of people
crossing the contact line.

R2P detects violations of rights of internally displaced persons, the residents of the «grey zone» and temporarily occupied territories, and other population groups affected by the conflict in Eastern Ukraine. Beneficiaries are assisted through:

- legal advice and legal aid, representation of clients' interests in courts;
- monitoring human rights violations and studying specific problems and needs of people affected by the conflict in eastern Ukraine, in particular, those related to housing and material support
- active engagement with local communities: community needs assessment and humanitarian aid provision;
- advocacy events to enhance the legislation and enforcement practice.

KEY FIGURES OF 2020



10 680

PEOPLE BENEFITTED FROM PROTECTION AND LEGAL
AID PROVIDED BY THE R2P PROFESSIONALS



608

COURT CASES WERE MANAGED
BY THE R2P TEAM



16 907

PEOPLE RECEIVED INFORMATION ON VARIOUS PROTECTION-RELATED
SOCIAL AND HUMANITARIAN ISSUES



MARIA ALEKSEYENKO,

Project Manager
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Remaining in contact with people who needed our help was the biggest challenge in 2020. This was difficult to do under restrictions imposed due to the complex epidemiological situation. However, we used all available means, remaining in contact with people by phone, via Internet, through online meetings and personal communication. In this way, we ensured legal and social services remained accessible for people affected by the conflict.

PROTECTION AND LEGAL AID

FOR INTERNALLY DISPLACED PERSONS AND PEOPLE AFFECTED BY THE CONFLICT IN EASTERN UKRAINE



It is especially painful to observe elderly people crossing the EECPs.

Our monitoring specialists do everything to facilitate the process and help people.

ADVOCACY FOR THE RIGHTS OF INTERNALLY DISPLACED PERSONS

Together with the coalition of civil society organisations, we developed draft law No. 4487 on amending the Law of Ukraine «On ensuring rights and freedoms of internally displaced persons». The proposed amendments included, inter alia, a change in registration as an IDP, an increase in the length of stay at the previous place of registration from 60 days to 6 months, IDPs' right to housing and compensation for damaged or destroyed housing; they regulate such issues as IDP pensions and their integration into local host communities.

We finalized the Resolution of the Cabinet of Ministers of Ukraine No. 947 on monetary compensation for housing destroyed due to military emergency, ensuring that affected persons will have access to appropriate compensation.

A NEW WORKING APPROACH

In the first half of 2020, instead of the fieldwork, R2P provided advice to people by phone. Project staff purposefully called and advised people who had earlier approached R2P for help.

The team of lawyers held webinars and actively used video messages to more broadly inform people about relevant quarantine-related issues.

Chatbots were launched to consult 24/7, providing legal information through Facebook, Viber and Telegram.



This project has a separate capacity building component intended, inter alia, to implement measures to provide legal aid to IDPs and build the capacity of active IDPs and local residents.

DURING THE PROJECT:

- 4 presentations of the model housing programme to IDPs were arranged for 11 communities in 5 regions.
- 14 consultations on housing issues were provided to local self-government bodies
- 408 IDPs were informed of the available housing programmes and conditions for obtaining housing



11

COMMUNITIES, SUPPORTED BY R2P, STARTED DEVELOPING LOCAL HOUSING PROGRAMMES TAILORED TO LOCAL NEEDS, IN ORDER TO CREATE A MORE TRANSPARENT SYSTEM OF TEMPORARY HOUSING DISTRIBUTION AMONG IDPS.



A MODEL HOUSING PROGRAMME DOCUMENT FOR IDPS

R2P has created a model housing programme document for IDPs, comprising a package of sample documents including various examples demonstrating how IDPs' housing rights may be legally regulated. This compilation was designed to facilitate the development of a framework for communities that intend to implement housing programs. It is envisaged that the document will help these communities to address the housing problems of internally displaced persons.

MARIA ALEKSEYENKO,

Project Manager

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The legal aid and capacity building project provided momentum for closer cooperation with local authorities in providing housing to IDPs in 11 communities of Dnipropetrovsk, Zaporizhzhia, Kharkiv, Luhansk and Donetsk regions (the cities of Kryvyi Rih, Pershotravensk, Melitopol, Huliaypole, Chuhuiiv, Sievierodonetsk, Kreminna, Mariupol and Komyshe-Zoria, Iziium and Novoaidar ATCs). R2P lawyers developed a model housing program to be further adapted by local self-government bodies, with due account for their communities' needs and socio-economic situation, which will contribute to integrating IDPs and improving the quality of their lives.

PROVIDING MULTISECTORAL HUMANITARIAN AID TO PEOPLE IN EASTERN UKRAINE AFFECTED BY THE CONFLICT

This project is implemented within the framework of the ACCESS Consortium, an international group of non-governmental organizations. This initiative is intended to protect the life, health and dignity of people affected by the conflict in Eastern Ukraine. One of the project's objectives is to provide access to impartial and independent multisectoral humanitarian aid and key services for vulnerable categories of people residing on either side of the control line.

Advising beneficiaries on life and health protection



54

INDIVIDUALS
RECEIVED FOOD
PACKAGES



3 R2P ADVOCACY
INITIATIVES
RESULTED IN:

- the inclusion of medical care at EECs in the list of mandatory services provided by the state
- the increase by 2.5 times in the total amount of cash that can be transferred to the temporarily occupied territories (from 20,000 to 50,000 UAH)
- establishing a complete and transparent list of humanitarian grounds to authorize entering/leaving the temporarily occupied territories under quarantine and modalities for applying such grounds

MARIA ALEKSEYENKO,

Project Manager

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As the advocacy unit communicated daily with monitors working at the functioning EECs, we were able to brief authorities on the situation with contact line crossings and amend procedures that would facilitate people's movement from NGCA to GCA. This was extremely important as the situation and procedures could change during the day. We informed people about these changes to prevent them from falling into the trap of movement restrictions. It was also important that, as part of the project, we could provide food assistance to people who were forced to stay at the EECs for a longer time due to observation or problems with passes or documents.

With the involvement of professional facilitators, 4 ecologists from the GCA and 4 ecologists from the NGCA shared information and analytics and discussed environmental risks in Donetsk and Luhansk regions. Their discussions have focused so far on mine flooding, land subsidence, and mine gas emissions. Being experts in this field, participants in the dialogue project developed recommendations on joint actions to be taken on either side of the contact line to prevent an environmental disaster.

10

WORKING
SESSIONS

resulted in the joint resolution «Building Peace and Establishing Dialogue on Environmental Problems in Eastern Ukraine». This document contains recommendations on what should be done on either side of the contact line to prevent an environmental disaster. This resolution was considered by national bodies and entities, the scope of which included environmental issues.

PROJECT PUBLICATIONS



**A DIALOGUE THROUGH CONTACT
LINE IN THE EAST: HOW AND WHO
CAN ESTABLISH IT**



**DIALOGUES AS MEANS
OF ADDRESSING
ENVIRONMENTAL PROBLEMS**



**ENVIRONMENTAL MONITORING
ON EITHER SIDE OF THE CONTACT
LINE WILL HELP PREVENT
AN ENVIRONMENTAL DISASTER**

NATALIA PROSKURENKO,

Project Manager
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We selected the dialogue group very carefully. Four doctors of sciences from the government-controlled areas participated in the dialogue. We also invited scholars and ecologists from non-government-controlled areas. The group that represented the non-government-controlled areas included an expert in household and industrial waste disposal, a mining engineer, a miner, a physician specializing in occupational diseases, and an expert who once had been engaged in closing mines and studied their impact on the environment.

DIALOGUE ACROSS THE CONTACT LINE IN EASTERN UKRAINE

In April 2019, the Charitable Fund «Right to Protection» launched the peace-building project. Its purpose is to establish a dialogue between people on either side of the contact line for the sake of mutual understanding, reconciliation and shaping a joint vision of Ukraine's future. This project works towards strengthening trust; rehumanization; establishing a comprehensive picture of the conflict in the East; understanding the personal role of its participants in the conflict transformation; and planning actions to be taken when participants return to their communities. The project activities are not intended to convince anyone that he or she is wrong or impose certain views. On the contrary, it is intended to create a safe environment where participants can discuss important topics related to their professional work and facilitate building interpersonal relations.

To communicate the idea of reconciliation, a series of exhibitions entitled «Capsules» by Viacheslav Kozak, a wood engraver from Luhansk, was organized in **Ivano-Frankivsk, Odesa, Kherson, Sievierodonetsk, Kyiv, Dnipro.**



This project is implemented by the Charitable Fund «Right to Protection» as a part of the Risk Reduction Consortium. Supported by ECHO, R2P conducts legal and political analysis focused on the legislation related to industrial and environmental risks. The project team identifies gaps in normative acts that create practical obstacles to a systematic approach to mitigating emergency risks. Furthermore, project experts arrange working meetings with local officials in Donetsk and Luhansk regions. Training sessions are held with OFDA's support dedicated to international humanitarian protection standards and their application in the Ukrainian context.

148 REPRESENTATIVES OF LOCAL AUTHORITIES AND LOCAL SELF-GOVERNMENT BECAME MORE AWARE OF THE SENDAI FRAMEWORK FOR DISASTER RISK REDUCTION (SFDRR) AND ITS PRIORITIES. THE FRAMEWORK IS THE FUNDAMENTAL INTERNATIONAL DOCUMENT IN THE FIELD OF DISASTER RISK REDUCTION. THIS DOCUMENT ESTABLISHES FUNDAMENTAL PRINCIPLES AND PRIORITIES OF INTEGRATING THE RISK-ORIENTED APPROACH IN ANY SPHERE OF HUMAN ACTIVITY UNTIL 2030.

158 CIVIL SERVANTS BEGAN TO BE GUIDED BY HUMANITARIAN STANDARDS IN THEIR WORK.

THE PROJECT LEGAL ANALYSTS PRESENTED THE RESEARCH «REDUCING DISASTER RISKS IN EASTERN UKRAINE»

AT **9** PUBLIC EVENTS, INCLUDING THE HEARING IN THE VERKHOVNA RADA COMMITTEE ON ENVIRONMENTAL POLICY AND NATURE MANAGEMENT.

THE FOLLOWING ANALYTICAL REPORTS HAVE BEEN PRESENTED TO PUBLIC AUTHORITIES AND SELF-GOVERNMENT:

- «The Ukrainian legislation in the sphere of environmental/technological hazards in the context of the Sendai Framework priorities»
- «The Ukrainian legislation on civil protection in the context of the Sendai Framework priorities»
- the White Book on environmental/industrial risks was published. It is a reference document and includes clarification on introducing the risk-oriented approach to national policies.
- The draft Concept of the establishment of the national environmental and technological disaster risks monitoring system has been developed. The key ideas of the Concept were included in the **draft Recommendations** by the Ministry of Energy and Environment Protection of Ukraine following the Committee hearings.



PROVIDING SUSTAINABLE HUMANITARIAN PROTECTION TO PEOPLE IN EASTERN UKRAINE AFFECTED BY THE CONFLICT

This project is intended to provide legal aid to internally displaced persons and persons residing in localities situated along the contact line, with a special focus on rendering legal aid to residents of non-government-controlled areas due to their presence at EECPs. Another important aspect of the project is the establishment of a practice related to the procedure for compensating civilians for damage incurred due to fighting, as well as further advocacy for these issues. Project staff identify and further support strategic cases relating to compensation for destroyed housing and damage to life and health in judicial proceedings.



3304

BENEFICIARIES RECEIVED LEGAL ADVICE ON COMPENSATION FOR DESTROYED HOUSING AND HOUSING PROGRAMMES



789

PERSONS ATTENDED GROUP SESSIONS DEDICATED TO LEGAL ISSUES IN KURAKHOVE AND STANYTSIA LUHANSKA

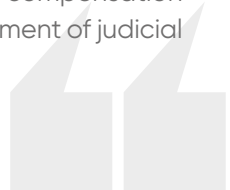


Within the project implementation period, the R2P attorneys provided legal support in 18 strategic litigation cases on compensation for damaged housing and damage to health. Litigation has been supported in national courts and the European Court of Human Rights.

IULIA TRALO,

Legal Aid Coordinator
i.tralo@r2p.org.ua

As part of the project implementation, special emphasis was placed on implementing the national compensation programme for civilians whose housing was destroyed due to the military conflict and the establishment of judicial practice and advocacy efforts concerning compensation for damage to civilians' life and health.



This project gave people living along the contact line in Luhansk and Donetsk regions an opportunity to get competent legal advice on legal issues that were relevant to them. The key project areas are as follows:

- free legal aid to individuals affected by the conflict;
- introducing interactive online legal aid support by updating the «Legal adviser for internally displaced persons» chatbot;
- a series of webinars for civil activists dedicated to new communication technologies designed to arrange events and maintain communication with beneficiaries.



A series of training sessions for NGOs and legal aid centres comprised five learning modules dedicated to holding online events. Over 30 participants familiarised themselves with the webinar development stages, learned how to use online platforms, gained knowledge about useful apps to collect and visualise data, learned how to create presentations, became confident using PowerPoint and Zoom, and received information about the advantages of the TechSoup service.

IULIJA TRALO,

Legal Aid Coordinator
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In the second half of 2020, access to legal aid, including its transport component, was substantially restricted. For this reason, we paid special attention to developing, as part of the project, interactive online communication with beneficiaries. This way, beneficiaries could attend webinars dedicated to useful topics and receive advice through the chatbot. Our experts arranged, drawing on their experience and best practice, a series of training sessions for NGOs and legal aid centres about holding online events. The quarantine restrictions inability to hold in-person events triggered the implementation of this idea.

As a member of the 3P Consortium, CF «Right to Protection» informed people in the non-government-controlled areas of Donetsk and Luhansk regions about the risks of COVID-19 spread and how to combat it.

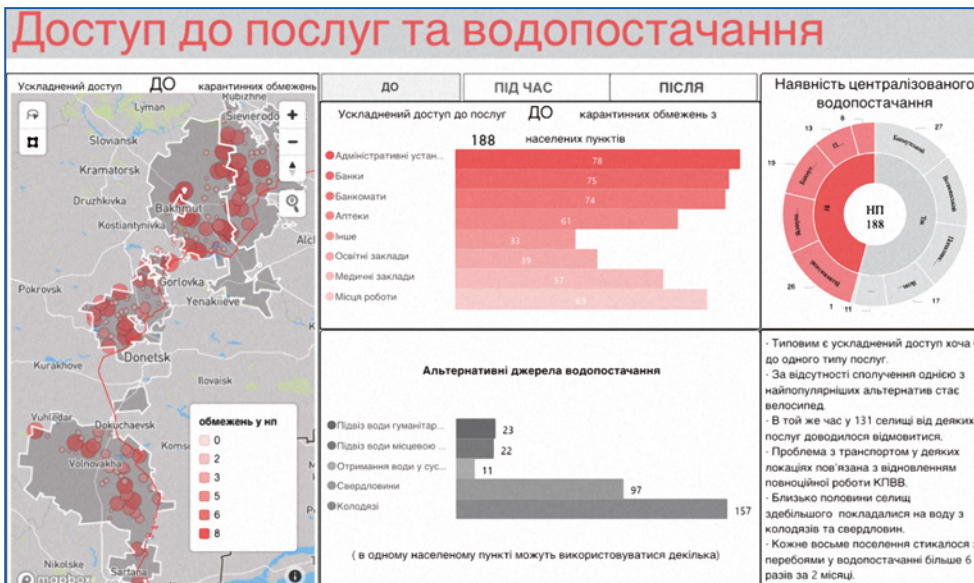


4 003

NGCA RESIDENTS WERE INFORMED OF THE COVID-19-RELATED RISKS AND HOW TO COMBAT ITS SPREAD.

FOLLOWING MONITORING VISITS, 6 THEMATIC REPORTS HAVE BEEN PREPARED:

- ACCESS TO TRANSPORT SERVICES (JULY)
- ACCESS TO WATER SUPPLY (JULY)
- THE SITUATION WITH COVID-19 TESTING (AUGUST)
- THE SITUATION WITH COVID-19 TREATMENT
- THE SITUATION WITH GENDER-BASED VIOLENCE (OCTOBER)
- CONCLUSIONS AND OBSERVATIONS (NOVEMBER)



Project staff developed an interactive online map containing information on the access to services and water supply along the contact line under the quarantine restrictions.

VOLODYMYR OLEKSENKO,

Project Manager
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Mindful of relevant social needs, the project staff spent many hours in contact with beneficiaries, briefing them on the latest updates regarding COVID-19 prevention. In all circumstances and under all conditions, the project monitoring groups tracked the situation even in the most remote localities.

STATELESS PERSONS

- As COVID-19 spread and quarantine was introduced, stateless persons faced a number of acute challenges: they lacked income because of losing jobs during the quarantine, were not able to purchase medical and hygiene items, and had restricted access to health care.



STATELESS PERSONS RECEIVED INFORMATION AND FREE LEGAL AID THROUGH THE ZOOM SERVICE.



THE R2P TEAM PERFORMED A PHONE SURVEY OF 189 INDIVIDUALS TO IDENTIFY BENEFICIARIES' PROBLEMS UNDER THE QUARANTINE RESTRICTIONS. THIS SURVEY AIMED TO IDENTIFY RESTRICTIONS ON ACCESS TO MEDICAL CARE AND THE NEGATIVE EFFECTS OF QUARANTINE.

REFUGEES AND PERSONS SEEKING PROTECTION

- The R2P lawyers and attorneys didn't stop providing the Foundation's beneficiaries with legal aid after quarantine restrictions were imposed. Remote communication platforms and applications such as Zoom, Skype and Viber were used to provide advice to refugees and persons seeking protection.
- R2P staff regularly hold online conferences (webinars) to inform persons seeking protection about restrictions and quarantine measures.
- R2P has launched the Refugee Helper chatbot on Facebook which is available 24/7 to answer the most important questions about receiving protection in Ukraine.
- When the quarantine restrictions were imposed in Ukraine, pre-existing problems for refugees and persons seeking protection became even more acute. This included loss of jobs, inability to pay rent and limited access to health care. Furthermore, people seeking protection were temporarily denied the opportunity to seek recognition as a refugee or persons in need of additional or temporary protection.

PERSONS AFFECTED BY THE CONFLICT IN EASTERN UKRAINE

- The most acute problems faced by the beneficiaries in 2020 were related to the closure of checkpoints at the contact line:
- Residents of non-government-controlled areas were unable to reach government-controlled areas and, as a result, lost access to social payments and pensions.
- Many people were forced to permanently stay close to checkpoints waiting for permits to return home and be reunited with their families.



NEW COMMUNICATION MEANS WERE USED TO PROVIDE LEGAL AID TO BENEFICIARIES (WEBINARS, INTERACTIVE METHODS, PHONE CONSULTATION).



R2P PERFORMED A PHONE SURVEY TO UNDERSTAND THE WHOLE RANGE OF DIFFICULTIES, CHANGES AND NEEDS WHICH EMERGED FOR IDPS AND AFFECTED POPULATIONS AS A RESULT OF QUARANTINE RESTRICTIONS.

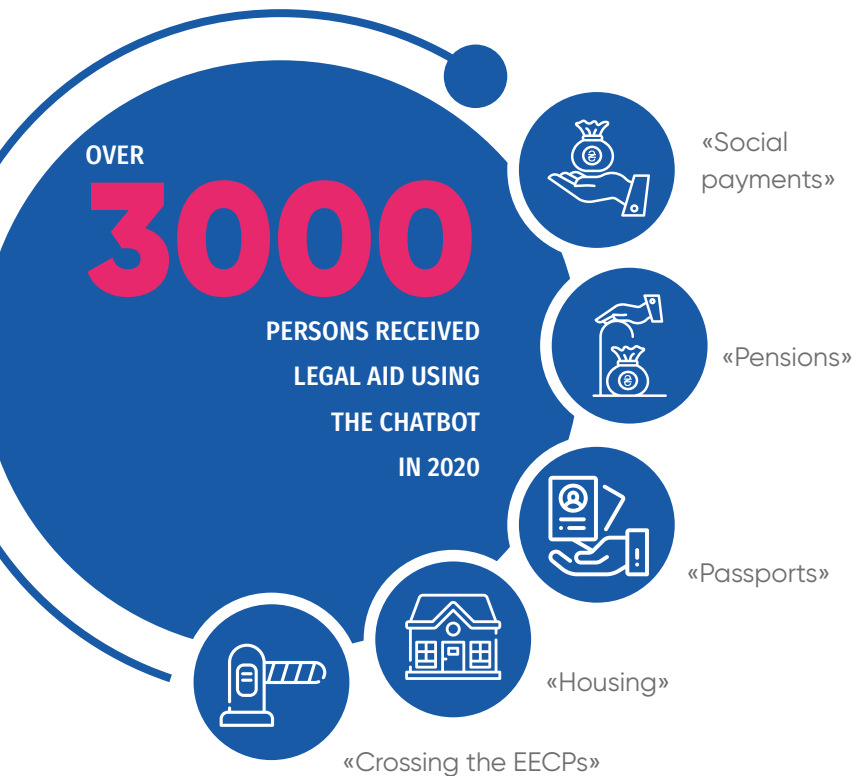


THE RESULTS OF THE MONITORING OF PUBLIC AUTHORITIES AND LOCAL SELF-GOVERNMENT BODIES UNDER THE QUARANTINE

Special aspects of their work under the quarantine and restrictions on the access to food, health care and transport services were examined in the course of the monitoring. Oschadbank, Ukrposhta and Legal Aid Bureaus were included in the monitoring.

Проект спрямований на забезпечення цілодобового доступу ВПО, мешканців тимчасово окупованих територій та населених пунктів поблизу лінії розмежування до безоплатної правової допомоги та перевіреної інформації щодо змін у законодавстві за допомогою чат-бота на базі Facebook, Viber, Telegram та сторінки у Facebook.

The most popular categories were the following:



This chatbot is the first and only service that has provided 24/7 free legal aid to IDPs and persons affected by the conflict in Ukraine. Currently, the chatbot functions in the three largest social networks and enables prompt access to a range of procedural and other documents and administrative services online.

**«LEGAL ADVISER
FOR IDPS» CHATBOT
IN THE SOCIAL
NETWORKS:**



DARIA LYSENKO,

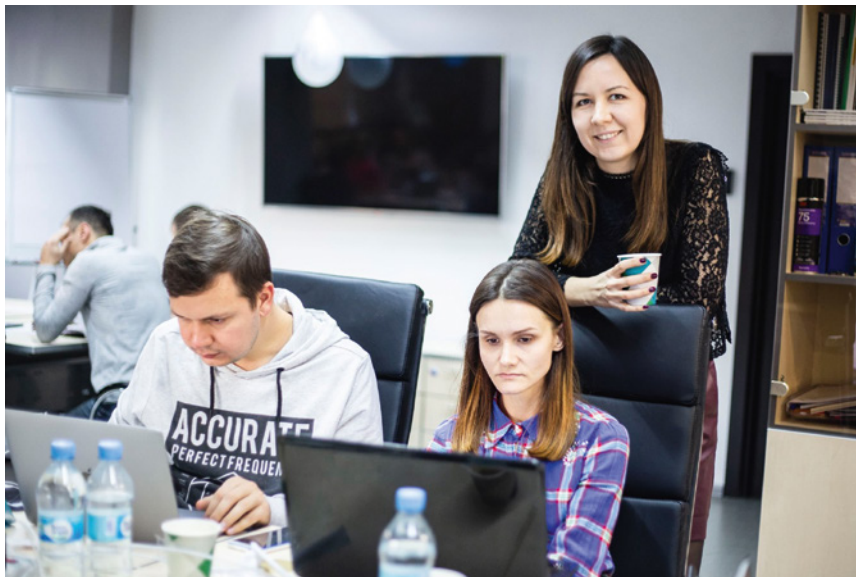
Project Manager

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The year 2020 and the imposition of the quarantine restrictions have clearly demonstrated that digital solutions have been our Organization's step in the right direction. Chatbots function even when others cannot; they help when they are needed the most. After a year's work, we succeeded in broadening the limits – both temporal and territorial – of legal aid and, sent out a clear message that the Right to Protection is a driver for innovative changes in human rights protection in Ukraine.

In 2020, the Refugee Helper R2P chatbot started functioning on Facebook. This tool is intended to facilitate legal information provision to such a category of R2P clients as refugees and protection seekers in Ukraine.

This chatbot was developed in a test mode in December 2019 during the Access to Justice Hackathon in Kyiv.



HOW DOES REFUGEE HELPER FUNCTION?

This service is available on Facebook 24/7, and its users can receive free legal advice and answers to the most common questions. For example, it is possible to use the Refugee Helper to learn how to apply to receive refugee status, what to do in the case of a refusal, how to behave when documents are being checked in the streets, where to find residence and how to get a job. Advice is available in English.



SVITLANA BUTENKO,

R2P Senior Lawyer on Strategic Litigation

Specific life circumstances of our beneficiaries should be taken into account. They may need a lawyer's advice at any time: when crossing the border or at night when being unlawfully apprehended. Many of them do not speak Ukrainian, so it may be difficult for them to find common ground with supervisory authorities or the host community. For this reason, we deemed it important to use modern technologies to create an assistant accessible in every place in the world and at any time. Moreover, as it is available in English, it can be better understood by a wider number of potential users.

WE THANK OUR PARTNERS THAT SUPPORTED OUR ACTIVITIES IN 2020

FINANCIAL INFORMATION

Partner		Amount (UAH)
United Nations High Commissioner for Refugees	 UNHCR Агентство ООН у справах біженців	51 738 916
ACTED financed by ECHO and OFDA	 ACTED	6 919 135
PIN financed by ECHO		4 205 927
NRC financed by ECHO and NMFA	 NRC NORWEGIAN REFUGEE COUNCIL	3 012 123
FOSI	 OPEN SOCIETY INSTITUTE	1 751 963
USIP	 UNITED STATES INSTITUTE OF PEACE Making Peace Possible	1 084 306
UCBI		1 006 576
HIAS		989 540
USIF financed by KFW	 УФСІ	312 953
IRF	 МІЖНАРОДНИЙ ФОНД ВІДРОДЖЕННЯ	243 879
NED		210 466
Total:		71 475 784

Ukrainian Hryvnia (UAH)



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