



**Directory  
of psychological and legal aid  
providers assisting  
survivors of the Russian Federation's  
war against Ukraine**

**Psychological and Legal Aid Online during the First Year  
of the Full-Scale Invasion of Ukraine by the Russian Federation**



EASTERN PARTNERSHIP  
CIVIL SOCIETY FORUM



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This publication provides an overview of the initiatives and helplines that provide psychological and legal assistance, operate during the war in Ukraine and took part in the survey conducted by Human Rights Vector NGO.

This publication will be helpful to those who seek assistance for themselves or their family and friends, representatives of online help lines, Ukrainian and foreign non-governmental organizations, state authorities, local governance bodies, donor agencies, attorneys, lawyers, mediators, psychologists, psychotherapists, medical community, social workers, researchers and anyone interested in this topic.

*The publication uses a photo from the site [https://www.canva.com/uk\\_ua](https://www.canva.com/uk_ua)*

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## FOREWORD

After February 24, 2022, Human Rights Vector NGO, like many other organizations, rapidly reformatted its work. Having analyzed where and how we could be most useful, we have organized the online helpline providing psychological and legal aid. The helpline for psychological and legal assistance by Human Rights Vector NGO was launched on April 12, 2022 in response to the consequences of the full-scale invasion of Ukraine by the Russian Federation. Initially, it was called “Psychological and legal assistance for persons with disabilities under martial law”, which reflected our main target audience, and later, responding to the requests we received, we expanded the circle of people who could benefit from our assistance because the persons affected by war, unfortunately, is increasing every day.

This year resembled a very fast hurdle race, and sometimes it was hard to see those running next to us beyond an arm’s reach, what challenges we faced and what more could be done. For instance, many organizations and initiatives may be providing a similar type of assistance at the same time, but each of them has special features and important achievements. By understanding the big picture, we can join forces and analyze different practices to better help those in need.

For this reason, in early 2023, the team of Human Rights Vector NGO surveyed representatives of initiatives, organizations, institutions, individual specialists, and activists who provide psychological and legal aid. We held a two-day conference “Psychological and Legal Aid to Survivors of War: One Year after the Full-Scale Invasion of Ukraine by the Russian Federation and Current Challenges”, which has been evaluated by the participants as an important and helpful event. On February 17-18, 2023, the conference gathered Ukrainian and foreign speakers and 117 participants from Ukraine and abroad from various professional communities, including legal, psychotherapeutic, medical and other experts, who represented both governmental and non-governmental sectors<sup>1</sup>.

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1 «Успішно відбулась конференція «Psychological assistance та правова допомога потерпілим від війни: рік досвіду після повномасштабного вторгнення РФ в Україну та сучасні виклики» / сайт ГО «Вектор прав людини» – <https://hrvector.org/podiyi/23-02-21-k-17-18>

The conference helped many to exchange experiences, establish new partnerships, look at their activities from a new angle, analyze the challenges faced by representatives of different communities, discuss their own achievements and the experience of others during this extremely difficult crisis period, and find new solutions and inspiration in each other’s example. After all, people in Ukraine and abroad are doing incredible things that help so many people and bring our Victory closer.

We would like to help disseminate further the important experiences of providing psychological and legal aid online during the war of the Russian Federation against Ukraine and share an overview of the needs of Ukrainian providers of psychological and legal aid and the challenges they face. We have prepared the publication “Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation”, which consists of two parts:

- “Part I. An overview of the needs and challenges faced by psychological and legal aid providers”<sup>2</sup>,
- “Part II. Directory of Psychological and Legal Aid Providers Assisting Survivors of the Russian Federation’s War against Ukraine”<sup>3</sup>.

These publications can assist in:

- providing better assistance to people affected by the war in Ukraine, e.g. by sharing additional information about the services of various initiatives;
- finding a helpline or initiative that provides relevant aid;
- finding partners for cooperation in Ukraine and abroad;
- sharing experiences in Ukraine and abroad;

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2 Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation. An overview of the needs and challenges faced by psychological and legal aid providers. Part 1 / Rybak V. — Kyiv: the Human Rights Vector NGO, 2023. - <https://hrvector.org/en/reports/23-03-20-p1>

3 Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation. Directory of psychological and legal aid providers assisting survivors of the Russian Federation’s war against Ukraine. Part II. / V. Rybak, O. Bondarenko. — Kyiv: NGO “Human Rights Vector”, 2023. – <https://hrvector.org/en/publications/23-03-20-p2>

- summarizing and recording different experiences of assistance provision;
- looking for joint solutions to the new challenges;
- developing and conducting further in-depth research.

Part I is a report based on the research outcomes. Part II is a guide that can be used by both the aid-providers and those seeking assistance for themselves or their families.

We invite you to actively use and distribute both publications.

I express my sincere gratitude to everyone who participated in the survey and shared their experience, helped in the announcement, worked on this publication, to the team of the Human Rights Vector NGO, psychologists, lawyers, helpline operators and all those who are working together to help us survive these terrible events and bring Ukraine's Victory closer!

Together we are stronger!

*Valeriia Rybak,*

*Director, Human Rights Vector NGO*

## METHODOLOGY

This publication provides an overview of the initiatives and helplines that provide psychological and legal assistance, operate during the war in Ukraine and took part in the survey conducted by Human Rights Vector NGO. These include entities founded by legal persons or individuals from the state and civil society sectors.

The main objectives of the survey:

- A) to collect experiences of providing psychological and legal aid online in the conditions of the war of the Russian Federation against Ukraine;
- B) to conduct a brief overview of the needs of Ukrainian providers of psychological and legal aid and the challenges they face.

The survey was conducted online using a questionnaire<sup>4</sup> developed specifically for this research. The respondents described their activities, achievements and challenges that emerged in 2022, as well as discussed the help they need to continue and improve their activities.

The survey was conducted from January 17 to February 5, 2023. The team of Human Rights Vector NGO did not intend to survey all existing providers of online psychological and/or legal aid. Yet, we made every effort to reach as many initiatives and helplines working after the full-scale invasion as possible. The announcement was through the channels of Human Rights Vector NGO<sup>5</sup>, information

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<sup>4</sup> You can find the questionnaire at the link: <https://bit.ly/3QOQfnw>

<sup>5</sup> Links to the site and pages of social networks of the Human Rights Vector NGO – <https://hrvector.org/contact>

Examples of published announcements:

<https://hrvector.org/podiyi/23-01-19-publ>; <https://bit.ly/3D1Dmkj>;

<https://fb.me/e/2EpdBCCiN>;

<https://bit.ly/3XjSBML>; <https://bit.ly/3XchKsA>;

<https://bit.ly/3jFdYKL>

Only the mentioned publications received a reach of 102,035 internet users.

portals “Gurt”<sup>6</sup> and “Hromadskyi Prostir”<sup>7</sup>. It was disseminated among partners, media, all regional state administrations, inviting them to participate in the survey and/or distribute the announcement.

**We received 43 responses:** 32 responses to the online form and 11 responses by email and regular mail. Respondents presented various types of online psychological and legal aid provided by state bodies, institutions, civil associations, foundations and private individuals. Seven responses from the local authorities and local self-government bodies informed about the absence of such helplines and aid initiatives or the distribution of the survey announcement. Two responses described the same initiative. Some respondents provided answers about the needs and prospects for the development of initiatives and lines of psychological and legal assistance, but did not cover the question about the type of assistance provided by the body, institution, organization they represent.

**In total, this directory describes in detail 31 initiatives and helplines listed in alphabetical order.** In Appendix 1, you can find a full list of authorities, institutions, public associations, foundations and individuals who participated in the survey.

Initiatives and helplines were described in different length and detail, so for the sake of a unified description in this publication, the answers were abridged, edited or expanded using publicly available information and clarifications provided by the respondents at our request.

Each initiative or helpline is described in one article where you can find out who launched it and when, what kind of assistance it provides, who can receive it, and how to apply for such assistance. We have also added a description of achievements and quantitative indicators shared by the initiatives/helplines in the questionnaire or reported on their information resources.

The team of Human Rights Vector NGO can only be fully responsible for the information provided about the psychological and legal assistance helpline run by our organization.

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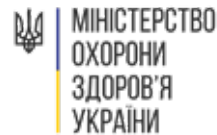
6 <https://gurt.org.ua/news/informator/83727/>

7 <https://www.prostir.ua/?news=dodajtk-svoyu-initsiatyvu-pro-nadannyaonlajnovojsipsholohichnoji-ta-pravovoji-dopomohy-v-umovah-vijny-do-zbirkyublikatsij>

# **PROVIDERS OF PSYCHOLOGICAL AID AND RELATED ASSISTANCE**

## **A) State sector**





**Organization name:**  
Ministry of Health of Ukraine (MOH)



**Initiative/helpline name (if any):**  
MOH Hotline, MOH Contact Center



**Types of assistance:**  
medical, psychological consultations



**Beneficiaries:**  
no restrictions specified



**Geographical coverage:**  
entire Ukraine



**How to contact:**  
Ministry of Health hotline 0-800-505-201,  
Ministry of Health Contact Center 0-800-60-20-19



**Launched:**  
before February 24, 2022



**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:**

during martial law, the national contact center of the Ministry of Health provides free medical advice. In particular, Ukrainians can get an answer to any healthcare question, such as how to find the necessary medicines; how to extend the validity of a disability certificate; how to download a COVID certificate. Volunteer doctors also provide free online consultations on the hotline. The contact center of the Ministry of Health, among other specialists, employs psychologists who provide consultations. The hotline of the Ministry of Health of Ukraine continues to operate under martial law. Operators answer the most common healthcare questions daily from 8 a.m. to 8 p.m.



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** the Ministry of Health contact center has 48 medical professionals specialized in different areas who provide advice and recommendations



**Link to more information:**  
<http://bit.ly/3loaRoA>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*

**MNE “City Institution for Psychiatric Care”**



**Organization name:**  
Municipal Non-Profit Enterprise (MNE) “City Institution for Psychiatric Care”

**Initiative/helpline name (if any):**  
Helpline of the Municipal Institution for Psychiatric Care

**Types of assistance:**  
psychological assistance

**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine

**Geographical coverage:**  
entire Ukraine

**How to contact:**  
tel. 0-800-50-12-12; +38-044-54-10-404;  
+38-044-54-10-405

**Launched:**  
before February 24, 2022.

**Availability of offline assistance by the initiative/helpline:** yes

**Helpline description:**  
psychological counseling is provided to prevent suicide, provide information and psychological assistance in case of domestic violence. Recommendations for the military on reducing risk factors in the combat zone are provided.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

“In 2022, 8177 calls were recorded. 49% of the clients had anxiety-phobic disorders, 24 percent had conditions related to depression”.

**Link to more information:**  
<https://bit.ly/3kPIUIJ>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
Nova Sloboda village council, Konotop district,  
Sumy oblast



**Initiative/helpline name (if any):**  
Telephone psychological assistance



**Types of assistance:**  
psychological assistance



**Beneficiaries:**  
internally displaced persons; persons with disabilities;  
children; people with injuries resulting from hostilities;  
members of the military; military family members; in  
general, individuals affected by the war in Ukraine



**Geographical coverage:**  
Dnipropetrovsk oblast, Sumy oblast (“we do not demand  
to know where a person is from”)



**How to contact:**  
+38-099-743-34-60



**Launched:**  
after February 24, 2022



**Availability of offline assistance by the initiative/  
helpline:** yes



**Helpline description:**  
anyone can get psychological help. People can apply once  
or several times. If additional help is needed, people can  
receive a referral for medical treatment, including by a  
psychiatrist. A lot of work is done with adolescent children  
and women.



**Quantitative performance indicators for 2022,  
shared by the initiative/helpline in the Human  
Rights Vector survey:**  
about 120 people were assisted in Sumy oblast.

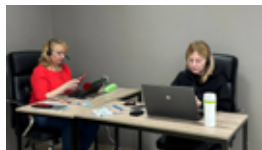
**Achievements in 2022 shared by the initiative/  
helpline in the Human Rights Vector survey:**  
“assistance was provided in crisis situations, we managed  
to ‘free’ people from panic attacks”.



**Link to more information:**  
<https://bit.ly/3kPIUIJ>



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*



**Organization name:**  
Budgetary institution Ukrainian Veterans Fund under the management of the Ministry of Veterans Affairs of Ukraine



**Initiative/helpline name (if any):**  
Crisis support hotline



**Types of assistance:**  
psychological assistance



**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; people affected by the war in Ukraine



**Geographical coverage:**  
entire Ukraine



**How to contact:**  
tel. 0-800-33-20-29



**Launched:**  
after February 24, 2022, namely in June 2022



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:** the helpline supports veterans, their families and all Ukrainians in difficult situations. The line is staffed by 12 psychologists who answer calls and provide assistance around the clock to:

- veterans who are adapting to civilian life
- families waiting for their loved ones from the front
- people in time of shelling
- people living in the temporarily occupied territories or after the occupation
- those who have returned from captivity
- those who are waiting for their loved ones
- those who lost relatives, home, or went through forced relocation
- people in difficult experiences, overwhelmed by emotions

Among the specialists of the helpline is a veteran psychologist. He provides peer-to-peer counseling to military personnel who have returned to civilian life.

In addition, every Sunday at 19:00, the Hotline's specialists hold support groups. The groups are held both online and offline. This is a place where you will be heard, supported, and advised on how to act.



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** as of December 28, 2022, the line specialists received calls and helped almost 6000 people.



**Link to more information:**  
[https://veteranfund.com.ua/projects/hot\\_line/](https://veteranfund.com.ua/projects/hot_line/)



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
Khmelnysky City Center for Social Services for Family, Children and Youth

**Initiative/helpline name (if any):**  
“15-50 helpline”

**Types of assistance:**  
psychological assistance

**Beneficiaries:**  
internally displaced persons; persons with disabilities; elderly persons; persons with reduced mobility; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine.

**Geographical coverage:**  
Khmelnysky city

**How to contact:**  
tel. 15-50 or +38 067 133 15 50

**Launched:**  
before February 24, 2022. The unit has been operating for over 20 years.

**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

the helpline unit was established at the Khmelnytsky City Center for Social Services for Families, Children and Youth. Psychological counseling is provided around the clock and anonymously. ‘If you are faced with certain issues, problems or remorse about yourself and do not find answers, do not hesitate to call, because your future and your family depend on you. In a difficult situation, when help is needed urgently and there is no time to go to a psychologist, at night or at any other time of the day, you can dial the city phone number “15-50” or from your mobile phone – (067) 133-15-50 and express your feelings and problems, while receiving professional advice, support, advice and assistance from a psychologist of the helpline. It is important that counseling is conducted anonymously, so it is easier to talk about things that you would never say to people you know. All of this is achieved provided that a qualified psychologist is working on the other end of the line”.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“Our specialists undergo training to provide even better services”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** 10082 requests received in 2022.



**Link to more information:**

<https://www.facebook.com/groups/TD1550>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



## АРЦИЗЬКА МІСЬКА РАДА



**Organization name:**

Municipal Institution “Center for Social Services of Artsyz City Council”



**Initiative/helpline name (if any):**

Psychological helpline



**Types of assistance:**

psychological assistance



**Beneficiaries:**

internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine



**Geographical coverage:**

Odesa oblast



**How to contact:**

+38-068-272-17-46, daily from 19.00 till 07.00.



**Launched:**

after February 24, 2022



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

urgent psychological assistance to persons who suffered from violence (physical, psychological, sexual) during the invasion of the occupation forces on the territory of Ukraine; psychologists of the psychological support service were involved to further provide psychological assistance to persons who survived such violence in a timely manner. Psychological assistance is provided on the territory of the community in the Municipal Institution “Center for Psychological Support” of Artsyz City Council (in-person) and by telephone (remote). Consultations are provided free of charge.



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** 348 requests for help, including 116 people who sought inpatient psychological help.

**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “Providing practical help, even to people who needed it abroad”.



**Link to more information:**

<https://www.arciz-rada.gov.ua/> <http://bit.ly/3KYCphm>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
Municipal Institution “Center for Social Services” of Ahromomichne Village Council of Vinnytsia Oblast

**Initiative/helpline name** (if any):  
“Trust Line” of the Municipal Institution “Center for Social Services” of Ahromomichne Village Council of Vinnytsia Oblast

**Types of assistance:**  
psychological assistance, as well as information counseling and support for families in difficult life circumstances

**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine

**Geographical coverage:**  
Vinnytsia oblast

**How to contact:**  
tel. + 38-098-22-58-201

**Launched:**  
before February 24, 2022.

**Availability of offline assistance by the initiative/helpline:** yes

**Helpline description:**  
in Ahromomichne territorial community, a hotline operates at the Center for Social Services of Ahromomichne Village Council to provide social and psychological support to people affected by the war in Ukraine and to support people affected by domestic and/or gender-based violence. Previously, the hotline was focused on survivors of violence, but since the beginning of the war, it has expanded its areas of work

**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**  
after people applied, needs were assessed and services were provided upon request

**Link to more information:**  
<https://bit.ly/3KAmgyl>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**

Mental Health Center (a structural unit of the municipal enterprise “Regional Institution for Psychiatric Care of Poltava Oblast Council”)



**Initiative/helpline name (if any):**

Mental Health Center



**Types of assistance:**

psychological assistance



**Beneficiaries:**

internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; people affected by the war in Ukraine; people with mental and behavioral disorders



**Geographical coverage:**

Poltava oblast; assistance to Ukrainians abroad; entire Ukraine



**How to contact:**

tel. +38-095-182-22-75, +38-0532-50-62-04, on working days from 8.00 to 16.00 (crisis counseling – around the clock); e-mail cpzpokpl@gmail.com



**Launched:**

before February 24, 2022.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

the vision of the Center is to overcome stigma on the way to sustainable mental health of Ukrainians. Psychological assistance on the basis of respectful and humane treatment by specialists, psychological examinations, consultations, psychotherapy sessions (in accordance with international and national standards), guarantees of confidentiality regarding the reason for the request, information received during the assistance, the fact of the request), taking into account the requirements of barrier-free access. Referral to other specialists and institutions, if necessary. Continuous support for as long as necessary. The service is free of charge.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“Ability to organize high-quality psychological assistance in the conditions of state funding”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

362 people sought help or continue to work with a psychologist. The largest number of applications at the time of filling out the survey were from IDPs.



**Link to more information:**

<https://bit.ly/3kNYPY6>



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*



# **PROVIDERS OF PSYCHOLOGICAL AID AND RELATED ASSISTANCE**

## **B) Non-governmental sector**



**Private individual's initiative:**  
Ramil Bielievstov, Community of Psychologists



**Initiative/helpline name** (if any):  
Community of Psychologists



**Types of assistance:**  
psychological assistance



**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine



**Geographical coverage:**  
entire Ukraine, assistance to Ukrainians abroad



**How to contact:**  
chatbot [https://t.me/psychologistUA\\_bot](https://t.me/psychologistUA_bot)



**Launched:**  
before February 24, 2022. In the process of development



**Availability of offline assistance by the initiative/helpline:** adding the ability to make an appointment is in the plans



**Helpline description:**  
a social project, the purpose of which is to help and support people, namely: to help people who are depressed; to identify suicidal people and technically identify them so that there is an opportunity to help later. "The project is now under development. It works in this way, a person who needs help writes about his problems to the chat bot. Then several volunteer psychologists will be able to answer him. Absolutely anyone can become a psychologist, it is only necessary to undergo moderation and meet the requirements. There is a test in the chat bot that measures the level of depression; one can also receive useful information".



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**  
"We set a goal to help people, to find a place where they can come anonymously if they are afraid of publicity or judgment from others, so we try to gain their trust and help them".



**Link to more information:**  
[https://t.me/psychologistUA\\_bot](https://t.me/psychologistUA_bot)



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*



**Organization name:** Non-governmental organization Vinnytsia City Organization for Social Development of Specific Categories of Vulnerable Youth “PAROSTOK”



**Initiative/helpline name (if any):** Humanitarian hub of the Vinnytsia community for IDPs with disabilities



**Types of assistance:** psychological, social, humanitarian assistance, household help, and school preparation assistance for children



**Beneficiaries:** internally displaced persons; persons with disabilities



**Geographical coverage:** Vinnytsia oblast



**How to contact:** tel. +38-067-78-31-061, +38-093-44-28-142; visit the hub from 12.00 to 17.00 at 51 Zamostyanska St., Vinnytsia, Ukraine



**Launched:** after February 24, 2022



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

The hub, where Parostok is located, operates offline and online. If necessary, a sign language interpreter is engaged. The humanitarian hub was created within the framework of the EU project “Emergency Support to Civil Society”, implemented by ISAR Ednannia with the financial support of the European Union.

“Many internally displaced people with disabilities and their families experience certain difficulties in adapting to a new place, and this is especially true for children. It is important that the humanitarian hub employs highly qualified specialists with many years of experience. In addition to individual counseling, the hub organizes art therapy classes for IDP families with disabilities, as well as developmental classes for children”.

“It should be emphasized that one of the key priorities today is to strengthen effective cooperation between NGOs and local authorities, donors, volunteers and civil society organizations that can provide humanitarian support to people with disabilities who have IDP status”.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“We planned to provide assistance to 200 people. But now the need has increased – we serve 400 IDP families with people with disabilities”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

at the time of publication, the hub served 400 IDP families with people with disabilities.



**Link to more information:**

<http://parostok.vn.ua/u-v%d1%96nnick%d1%96jj/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**

Charitable Foundation Zaporuka



**Initiative/helpline name (if any):**

Charitable Foundation Zaporuka's psychological support hotline



**Types of assistance:**

psychological assistance



**Beneficiaries:**

persons affected by the war in Ukraine



**Geographical coverage:**

entire Ukraine; assistance to Ukrainians abroad



**How to contact:**

tel. 0-800-4000-23 (for calls from Ukraine),  
+38-050-493-03-07 (for calls from abroad)



**Launched:**

after February 24, 2022



**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:**

Charitable Foundation Zaporuka launched a free psychological support hotline for Ukrainians in wartime conditions. “Today it is important not to be alone with our emotions and fears. Physical security is our basic need. However, psychological stability plays an equally important role.”

People can contact the helpline with any problem, in particular: if you have anxiety, feel chronically tired, have trouble sleeping, feel like you cannot cope anymore, have panic attacks, find it difficult to adapt to new conditions, or have difficulty coping with losses in your life. A team of 20 crisis psychologists guarantees confidentiality, anonymity, professionalism, and tact.

“Telling your family and friends about the free psychological support of the Zaporuka Charitable Foundation is already helping your neighbor”.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“The number of requests has been growing since the line was launched. We received calls even from the temporarily occupied territories and from the front line. Clients often ask for additional consultations. Our oldest client was 82 years old. 95.8% of our clients are ready to recommend the line to their family and friends. 97.6% of all respondents believe that the psychologist helped them”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

during the existence of the helpline – since May 2022 – 2029 people received 3788 consultations



**Link to more information:**

<https://zaporuka.org.ua/> , <http://bit.ly/3ZOcyNg>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



- Organization name:**  
non-governmental organization “Krisenchat gmbH”
- Initiative/helpline name** (if any):  
“Krisenchat Ukrainian”
- Types of assistance:**  
psychological assistance
- Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine
- Geographical coverage:**  
entire Ukraine; assistance to Ukrainians abroad (it is a chat-based consultation, so it does not matter where the person is)
- How to contact:**  
<https://krisenchat.de/en/ukraine?chat=true>


- Launched:** after February 24, 2022. Krisenchat has existed in Germany since 2020, Krisenchat Ukrainian was established on March 1, 2022
- Availability of offline assistance by the initiative/helpline:** no



**Helpline description:**

Krisenchat Ukrainian offers free, anonymous counseling for Ukrainians, regardless of their age or location. Consultations are conducted in the form of a chat via WhatsApp and Telegram. Professional psychologists provide counseling in Ukrainian and Russian. Both adults and children who live in Ukraine or have moved to other countries can apply for help. Communication takes place in a chat format, and the service is available around the clock and seven days a week



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“With the outbreak of the war, we realized that we also need to support people who are stressed by the war, who are displaced or refugees. To do this, we have assembled a team of more than 400 Ukrainian and Russian-speaking psychologists and psychotherapists, and removed age restrictions. Now children, teenagers and adults can seek help”.

Psychologists do not offer long-term therapy, but are ready to provide the necessary support for Ukrainians. In particular, during the conversation, you can share your experiences and feelings; get support and advice on how to cope with anxiety, panic attacks, stress, guilt, etc.

Krisenchat employs counselors with academic degrees in psychology or social pedagogy. The team is constantly undergoing special training programs in crisis counseling and other methods of psychological assistance

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** more than 5000 consultations were provided



**Link to more information:**

<https://krisenchat.de/ukraine>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
the charitable organization “Lifeline Ukraine Charitable Fund”

**Initiative/helpline name (if any):**  
Lifeline Ukraine

**Types of assistance:**  
psychological assistance

**Beneficiaries:**  
internally displaced persons; members of the military; military family members; in general, individuals affected by the war in Ukraine; persons with suicidal behavior

**Geographical coverage:** entire Ukraine; assistance to Ukrainians abroad (calls to the 7333 hotline come from all over Ukraine. people from abroad apply through online text counseling)

**How to contact:**  
short number 7333, free of charge from any operator; chat on lifelineukraine.com; Facebook messenger at m.me/LifelineUkraine; Telegram channel t.me/LifelineUkraine73333



**Launched:** before February 24, 2022. The hotline started receiving calls on October 14, 2019

**Availability of offline assistance by the initiative/helpline:**  
no



**Helpline description:** the Charitable Organization “Lifeline Ukraine Charitable Fund” operates the national suicide prevention and mental health support hotline Lifeline Ukraine, working via the short number 7333 since October 14, 2019. The organization provides services in the field of counseling at the request of the subscriber by means of telephone and online counseling (chat and mail), adhering to the principles of anonymity, confidentiality, accessibility, and timeliness of the line (it operates 24/7). Since the launch of the line, specialists have provided more than 40 thousand consultations.

Services include crisis, information, psychological counseling and emotional support. The main task of the psychologists-counselors on the hotline is to prevent the development of a crisis situation, prevent the occurrence and increase the risk of suicidal behavior, if any, provide specific instructions to the caller to reduce emotional stress, help find and mobilize resources to solve the problems that provoked the crisis. The team has been trained by leading international experts from Israel, the United States and Europe in telephone counseling, suicide prevention and crisis psychological counseling and is constantly undergoing internal training and supervision in the organization



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “Over these 3 years and 3 months of work, we have provided more than 40 thousand crisis and psychological counseling sessions. We work 24 hours 7 days a week and have not stopped our work for a single day”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** The team of Lifeline Ukraine specialists consists of 22 people. “When comparing the number of consultations provided on the 7333 hotline in January 2022 and January 2023, we note a four-fold increase. In January 2022, 721 consultations were recorded, and in January 2023 there were 3103 consultations”



**Link to more information:**  
<https://lifelineukraine.com/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



- Organization name:**  
non-governmental organization “Ukrainian Volunteer Service”
- Initiative/helpline name (if any):**  
Hotline of the My Phone Friend project
- Types of assistance:**  
psycho-emotional support
- Beneficiaries:**  
persons with disabilities; elderly persons; lonely people; people who are socially isolated
- Geographical coverage:**  
entire Ukraine; assistance to Ukrainians abroad
- How to contact:**  
0-800-20-21-47 (from Monday to Friday from 12:00 to 20:00)
- Launched:** before February 24, 2022. The project was launched in June 2020 as a joint initiative of the Ukrainian Volunteer Service and the United Nations Children’s Fund (UNICEF) in Ukraine.
- Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

My Phone Friend is the first non-governmental support line in Ukraine for people who feel lonely and lack communication. My Phone Friend functions as a platform for communication and development. People in need of communication register on the hotline and the project team finds volunteers who have been trained in the basics of telephone volunteering. On the one hand, the volunteers keep in touch with their clients through phone calls, and on the other hand, they get the opportunity to learn, develop, and make new friends.

“The hotline was created at the beginning of the pandemic, when the problem of loneliness became more acute, as people of certain categories of the population were forced to stay in self-isolation, but now we continue our work, as the problem of loneliness has not disappeared and people especially need support in difficult times.

We have also added the option of processing non-targeted requests: counseling and referrals to organizations/foundations/initiatives that specialize in this or that type of assistance”.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“Over the two years of the project’s existence, we have had about 12,000 phone volunteers and more than 3,000 clients join us”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

More than 1700 people registered to become telephone volunteers, and 500 clients received psycho-emotional support during the year. In total, we received more than 10,000 calls to the project’s hotline.



**Link to more information:**

<https://bit.ly/3JnuFUK>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
UNFPA / Implementing partner – NGO “Innovative Social Solutions”

**Initiative/helpline name (if any):**  
Mobile brigade of social and psychological assistance

**Types of assistance:**  
psychological and social assistance

**Beneficiaries:**  
internally displaced persons; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine; survivors of gender-based violence and domestic violence

**Geographical coverage:**  
Kyiv oblast, Bucha district

**How to contact:**  
+38 050 527 5653 (telephone, Telegram)

**Launched:** after February 24, 2022

**Availability of offline assistance by the initiative/helpline:** yes

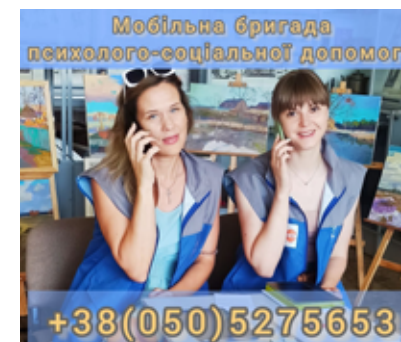
**Helpline description:**  
consultations with psychologists and social workers online, by phone, and on-site in Bucha, and emergency visits. Specialists of the mobile brigade provide psychological assistance to survivors, respond to reports of violence, inform survivors about medical, legal and other services available to address the consequences of violence, inform survivors about their rights and opportunities to receive assistance, and conduct awareness-raising activities

**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** you can watch the video about the creation and activities of the mobile brigade after the liberation of Bucha – <https://youtu.be/Qcs-2YBKK98>



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** about 60 requests per month.

**Link to more information:**  
<https://www.facebook.com/ISS.Ukraine/>

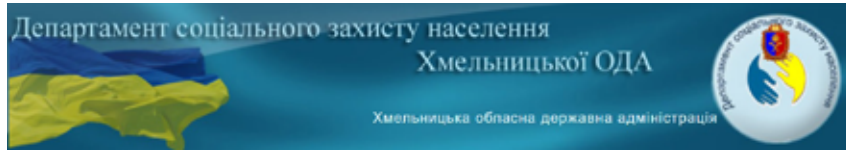


*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



# **PROVIDERS OF LEGAL AID AND RELATED ASSISTANCE**

## **A) State sector**



**Organization name:**  
Department of Social Protection of Khmelnytsky Regional State Administration

**Initiative/helpline name (if any):**  
Legal aid

**Types of assistance:**  
assistance on social protection issues, including legal aid

**Beneficiaries:**  
internally displaced persons; persons with disabilities; elderly persons; persons with reduced mobility; military family members

**Geographical coverage:**  
Khmelnyskyi oblast

**How to contact:**  
tel. +38-0382-65-68-79, fax +38-0382-79-57-83

**Launched:** before February 24, 2022.

**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

implementation of the state policy on social support and provision of social services to families and individuals from vulnerable groups and/or in difficult life circumstances (in particular, elderly people, people with disabilities, war veterans and participants of the anti-terrorist operation/ Joint Forces Operation (hereinafter – ATO/JFO), citizens affected by the Chernobyl disaster, low-income people, internally displaced persons, children, other categories of people who, in accordance with the legislation of Ukraine, are entitled to benefits and housing subsidies under the law), children’s health and recreation, prevention of domestic violence, combating human trafficking, and ensuring equal rights and opportunities for women and men



**Link to more information:**

<https://hmsoczahist.com.ua>



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*



**Organization name:**  
Coordination Centre for Legal Aid Provision



**Initiative/helpline name (if any):**  
Contact center of the free legal aid system 0800 213 103



**Types of assistance:**  
legal aid



**Beneficiaries:**  
any person who needs legal advice. The line's consultants provide free primary legal aid (legal information and/or legal advice) to citizens of Ukraine, foreigners, stateless persons, including refugees or persons in need of additional protection



**Geographical coverage:**  
entire Ukraine, Ukrainians abroad



**How to contact:**  
tel. 0-800-213-103 (calls from landline and mobile phones within Ukraine are free of charge). The number for calls from abroad: +38-(044)-363-10-41 (the cost of a call from abroad is charged at the rates of the operator). Lawyers work daily, Monday – Friday from 08:00 to 19:00; Saturday and Sunday from 09:00 to 18:00.



**Launched:** before February 24, 2022. The unified telephone number was launched on October 3, 2015.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**  
a lawyer of the contact center will interview the client and provide legal advice. If the lawyer finds out that, in order to receive full legal advice, it is necessary either to examine the documents of the client or to draft a legal document, such a client will be offered to contact a lawyer working in the legal aid bureau (in the office). In addition, if the lawyer discovers that the client needs drafting of procedural documents or representation in court (free secondary legal aid), the lawyer of the contact center will explain to such a client about his or her right to receive free secondary legal aid and, if necessary, will coordinate such a client with a lawyer of the legal aid bureau.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

- practicing lawyers are involved in the work of the helpline, which allows to provide practical, effective legal advice to resolve legal issues of clients;
- if necessary, the contact center lawyer will ask where it would be convenient for you to meet with a legal aid office specialist, and within 2 hours a lawyer in the office nearest to you will call you back and arrange a meeting;
- if all consultants are busy when the client calls, or the conversation is cut off due to a power outage, the contact center lawyer will call the client back;
- the line is open seven days a week and on holidays.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**  
in 2022, the legal hotline received more than 313 thousand calls and provided more than 277 thousand legal consultations and legal information. In total, since October 2015, the number 0 800 213 103 has received 2.5 million calls



**Link to more information:**  
<http://bit.ly/3niED1f>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*

# **PROVIDERS OF LEGAL AID AND RELATED ASSISTANCE**

## **B) Non-governmental sector**



**Private individual’s initiative:**  
Private Entrepreneur Bondarenko Rehina Yuriivna



**Initiative/helpline name** (if any):  
“Pravoman”



**Types of assistance:**  
legal assistance



**Beneficiaries:**  
internally displaced persons; Citizens who have questions on typical civil matters (rent, social security, purchase and sale, labor rights, etc.)



**Geographical coverage:**  
assistance to Ukrainians abroad; entire Ukraine



**How to contact:**  
<https://pravoman.com/>



**Launched:** before February 24, 2022. The service was launched in 2018, and in connection with the full-scale invasion, consultations for Ukrainians who left the country were added with the help of Ua.Support Pro Bono lawyers.



**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:** the chatbot provides legal advice 24/7 creates ready documents and helps find electronic services (government or private) for solving a problem. Chatbot works on Telegram, Viber, Facebook, webchat on websites Pravoman.com and UA.Support. The service provides automated legal advising for citizens and small business. In addition to advice, the bot can generate 40 documents (application for choosing a tax group, an application to the court, a lease agreement, sale and purchase, receipt, etc.). Consultations for those who have went abroad because of the war and advice on registration of death, birth registration, divorce, alimony, etc. are provided free of charge. Only the generation (creation) of documents for business, lease, sale, loan agreements and other documents are charged. However, the consultations before that are free of charge.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “Today, we cover 350 legal topics on which we provide advice. After the full-scale invasion of Ukraine by Russia, we added primary assistance for Ukrainians abroad. A whole battalion of lawyers from Europe and Ukraine worked on consultations to help users adapt to life in the host country”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** in total, the Pravoman project has 61,896 users who receive assistance on various issues. The category of inquiries related to overcoming the consequences of the war can be accurately attributed to those received through the “Abroad” section of the chatbot. This section was added after Russia’s full-scale invasion of Ukraine to advise those who had left the country because of the war. During the 7 months of the war, 17,520 requests were received on this topic, of which 12,963 were completed.



**Link to more information:**  
<https://pravoman.com/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
SICH Human Rights Protection Group



**Initiative/helpline name (if any):**  
SICH Human Rights Protection Group



**Types of assistance:**  
legal assistance



**Beneficiaries:**  
internally displaced persons; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine



**Geographical coverage:**  
Dnipropetrovska oblast; Donetsk oblast; Kyiv oblast, Lviv oblast, entire Ukraine (calls from all over the country with primary and secondary assistance)



**How to contact:**  
Dnipro city, tel. +38-095-90-33-361, +38-068-76-20-009, +38-093-45-44-054, legal support for people living with HIV +38-097-38-33-609. E-mail: pgsichdnipro@gmail  
Kramatorsk, tel. +38-098-28-02-922, E-mail: alexustas11@gmail.com  
More information: <https://sich-pravo.org/contact-us>



**Launched:** before February 24, 2022. The organization has been operating continuously since 2014, providing consultations by phone and in person.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:** SICH Human Rights Protection Group is a Ukrainian civic and non-political organization, registered on July 24, 2014. Our activity is aimed at protecting and maintaining the rights of survivors of Russian armed aggression, as well as helping the most vulnerable and unprotected categories of citizens. The organization is based in Dnipro, so it provides free legal aid mainly to residents of Dnipro oblast; it also provides legal advice in Donetsk oblast and has projects in Kyiv and Lviv oblasts. SICH provides comprehensive free legal assistance to those affected by the Russian armed aggression, in particular, military personnel and their family members, IDPs, family members of the dead and missing, prisoners of war and former hostages, survivors of torture, representatives of the volunteer movement, and the civilian population of the conflict zone; legal assistance to citizens who are in custody and in places of deprivation of liberty; legal advice and legal assistance to the most socially vulnerable population group; representation of applicants' interests in national and international courts etc



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “The organization has been systematically and professionally protecting the rights of survivors of Russian armed aggression since the first day – and to this day. During this time, we have provided more than 10,000 consultations and secondary legal aid. Every year, our lawyers prepare dozens of complaints to national courts and international organizations.” The organization systematically protects the rights of prisoners and civilian hostages, military personnel and their families, IDPs and civilians from active combat zones, and documents the aggressor’s war crimes in Ukraine. The organization creates professional video content as a tool for human rights protection.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** In 2022, the organization’s lawyers provided 1352 legal consultations and secondary legal aid. In particular, IDPs received 439 consultations, prisoners and civilian hostages received 257 consultations. Military personnel and their family members – 198, civic activists, journalists – 159, etc. 21 applications were prepared and sent to the ECHR on behalf of civilians and military who were taken prisoner by Russia and survived torture and ill-treatment.



**Link to more information:**  
<https://sich-pravo.org/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Private individual's initiative:**  
lawyer Sahaidak Andrii Vasyliovych



**Initiative/helpline name (if any):**  
–



**Types of assistance:**  
legal assistance



**Beneficiaries:**  
in general, individuals affected by the war in Ukraine



**Geographical coverage:**  
Dnipropetrovska oblast, entire Ukraine, assistance to Ukrainians abroad



**How to contact:**  
tel. +38-050-42-18-101



**Launched:** after February 24, 2022



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**  
assistance is provided in drafting forms of appeals to international human rights organizations.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**  
“by September 16, 22, [I] have drawn up and sent two applications to the European Court of Human Rights”.



**Link to more information:**  
<https://bit.ly/3Zmmai8>



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*

# ЮрШтаб



**Organization name:**  
non-governmental organization “YurShtab”



**Initiative/helpline name (if any):**  
“YurShtab”



**Types of assistance:**  
legal assistance



**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine; volunteers, public organizations, charitable foundations; other Ukrainians in need.



**Geographical coverage:**  
entire Ukraine; assistance to Ukrainians abroad.



**How to contact:**  
Telegram bot: <https://t.me/LegalforcesofUkraine>;  
Viber bot: <https://cutt.ly/d9WoCQ1>



**Launched:** after February 24, 2022 (from March 4, 2022).



**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:** “JurStab” was founded and started its work after the beginning of the full-scale invasion of Ukraine by Russia. The purpose of the organization is to provide free primary legal aid to Ukrainians on issues relevant to the war; to rebuild Ukraine; to protect and advocate for the rights of volunteers. Free and anonymous counseling through bots in Telegram and Viber, where citizens can communicate with lawyers in a live chat format and receive legal assistance in the following areas: mobilization and military service, border crossing, internally displaced persons, business under martial law, labor relations, etc.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “Volunteer Award” from the Ukrainian Volunteer Service and Euromaidan SOS; winners of the “Creators of Change 2022” project; together with the Ukrainian Volunteer Service, launched a project of legal support for volunteers; became legal partners of the Irpin reconstruction summit project, a memorandum of cooperation with the Irpin City Council; a separate line of work – counseling for Ukrainians in the UK (the project is currently on hold); cooperation with the Nova Poshta trade union – pro bono counseling on labor issues (cooperation ended); at the invitation of the Center for the Rule of Law and Democracy, we joined the improvement of legislation for volunteers and organizations that involve them; IT headquarters developed 2 own bots from scratch: Telegram and Viber, and created a website.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** statistics as of 04.01.2023 (for 10 months of operation): 16,295 free legal consultations were provided; 20,129 users visited the bot in Telegram (Viber was launched on 27.01.23); 3,165 people evaluated the consultations; 1,029 reviews were received.



**Link to more information:**  
<https://www.yurshtab.com/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*





## **PROVIDERS OF PSYCHOLOGICAL, LEGAL AND RELATED ASSISTANCE**

### **A) State sector**



**Organization name:**  
Ministry of Defense of Ukraine



**Initiative/helpline name (if any):**  
–



**Types of assistance:**  
psychological and legal assistance



**Beneficiaries:**  
wounded and ill service members who are undergoing treatment in healthcare facilities in the system of the Ministry of Defense of Ukraine



**Geographical coverage:**  
entire Ukraine



**How to contact:**  
tel. +38-044-522-83-58,  
kms\_zsu@post.mil.gov.ua



**Launched:** before February 24, 2022.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

Helpline description: according to the information provided by the Command of the Medical Forces of the Armed Forces of Ukraine, psychological and legal assistance to wounded and ill servicemen and women treated in healthcare facilities in the system of the Ministry of Defense of Ukraine is provided by specialists of the psychological assistance office and specialists of the legal service of military hospitals.

In addition, the Main Directorate of Moral and Psychological Support of the Armed Forces of Ukraine organized the work of a freelance psychological hotline of the multichannel Call Center of the Armed Forces of Ukraine at the toll-free number 0-800-500-410 (box 8). However, since the introduction of martial law in the country, the hotline has been suspended.



**Link to more information:**

<https://www.mil.gov.ua/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
State Institution “Government Contact Center”



**Initiative/helpline name** (if any):  
1547 Hotline on combating human trafficking, preventing and combating domestic violence, gender-based violence and violence against children



**Types of assistance:**  
legal, psychological and other assistance



**Beneficiaries:** internally displaced persons; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine; witnesses or survivors of violence or threats of violence



**Geographical coverage:**  
entire Ukraine, assistance to Ukrainians abroad



**How to contact:** tel. 1547, +38(044)-284-19-43 – for calls from abroad (payment at the rates of the respective telecommunications operator), around the clock; contact form at <https://1547.ukc.gov.ua/>



**Launched:** before February 24, 2022.



**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:**  
the hotline on combating human trafficking, preventing and combating domestic violence, gender-based violence and violence against children operates around the clock throughout Ukraine. Calls to the hotline are free of charge from landline and mobile phones, anonymous and confidential. Within the competence of the 1547 hotline, appeals from applicants, witnesses or survivors of violence or threats of such violence are registered. The recorded appeal is forwarded for further consideration by the executive authorities

If necessary, first psychological assistance is provided and referrals are made to the appropriate services.



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** since the beginning of the full-scale war in Ukraine, the hotline 1547 has been receiving calls on various issues, including the most urgent ones related to humanitarian aid, psychological and legal support, contact information, assistance to IDPs and other issues related to the hostilities. In addition, there are appeals from combatants and their family members on issues related to their emotional state (anxiety, depression, and anger control), relationships with loved ones, searching for relatives, etc.



**Link to more information:**  
<https://ukc.gov.ua/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**

Municipal Institution “Center for the Provision of Social Services of the Dobrosyn-Maheriv Village Council”



**Initiative/helpline name (if any):**

Hotline to identify the needs of vulnerable groups



**Types of assistance:**

psychological, legal assistance and social services



**Beneficiaries:**

internally displaced persons; persons with disabilities; children; elderly persons; military family members; individuals/families in difficult life circumstances



**Geographical coverage:**

Lviv oblast



**How to contact:**

tel. +38-068-313-43-72 (calls are accepted on working days from 8: 30 to 17:00, except for lunch break from 13:00 to 13: 30)



**Launched:** after February 24, 2022



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

the Municipal Institution “Center for the Provision of Social Services of Dobrosyn-Maheriv Village Council” operates a telephone hotline to identify the needs of single elderly citizens, persons with disabilities, families with children, including children with disabilities.



**Link to more information:**

<https://bit.ly/3yioURX> <https://bit.ly/3L684oi>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**PROVIDERS OF PSYCHOLOGICAL,  
LEGAL AND RELATED ASSISTANCE**

**B) Non-governmental sector**



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**Organization name:**  
 Ukrainian Women Lawyers Association “JurFem”

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**Initiative/helpline name (if any):**  
 JurFem Support

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**Types of assistance:**  
 psychological, legal assistance

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**Beneficiaries:**  
 in general, individuals affected by the war in Ukraine; survivors of sexual violence (both adults and children)

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**Geographical coverage:**  
 entire Ukraine

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**How to contact:**  
 tel. +38-068-145-55-90 (Monday – Friday, 09.00 – 18.00), Telegram, Viber, Signal; through an application form on the website <https://jurfem.com.ua/jurfem-pidtrymka/>


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**Launched:** after February 24, 2022


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**Availability of offline assistance by the initiative/helpline:** yes

 **Helpline description:** the helpline has a phone number that receives calls on a daily basis. The vast majority of inquiries are related to violence. If the request concerns sexual violence or discrimination, legal advice is provided. If a person needs legal support, he or she is referred to a lawyer who will handle the case.

“YurFem: Support” unites more than 30 female lawyers located in different regions of Ukraine, and therefore can provide legal assistance to survivors regardless of their location. The initiative provides not only legal advice, but also full legal support of the case to those survivors who need it, from filing a complaint with law enforcement agencies to representing the interests of survivors in all state bodies, protection and representation at all stages of criminal proceedings.

Legal assistance may include drafting documents, representation and defense of survivors at all stages of criminal proceedings. Along with legal aid, a person can receive psychological assistance. If a person needs psychological support, they will be referred to partners who specialize in providing psychological assistance.

 **Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “We have a number of cases on legal support and have intermediate results in criminal proceedings”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** more than 150 requests, 80% women, 20% men

 **Link to more information:**  
<https://jurfem.com.ua/>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
non-governmental organization “Blue Bird”



**Initiative/helpline name** (if any):  
Psychological support for families of prisoners, families of missing persons and survivors of captivity



**Types of assistance:**  
psychological, legal, and social assistance



**Beneficiaries:**  
families of prisoners of war; families of missing persons; survivors of captivity



**Geographical coverage:**  
entire Ukraine online and in person in Kyiv



**How to contact:** Psychological assistance +38-095-016-26-22, +38-050-509-40-49, legal assistance +38-050-937-53-70, medical and humanitarian assistance +38-099-668-72-80, e-mail p.o.bluebird@gmail.com, <https://www.facebook.com/po.bluebird>



**Launched:** before February 24, 2022. The specialists have been working since 2014, and the Blue Bird organization was established in 2015.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:** since 2015, specialists of the Bluebird NGO have been providing comprehensive social, psychological and legal support to people who survived captivity, their families, and families of missing and deceased persons.

The organization’s database contains information about 866 citizens who have been illegally detained, disappeared, or died in the territory under Russia’s effective control since the beginning of the Russian-Ukrainian war. You can report a case of captivity or disappearance by phone, e-mail to the Blue Bird NGO or Facebook.

Activities:

- providing professional psychological assistance and support;
- social, psychological and legal support;
- training specialists from other organizations to communicate with people who have lost loved ones.

The organization provides full psychological support up to the complete restoration of the mental balance of those who have applied for help.



**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** since the beginning of the full-scale invasion of Ukraine by the Russian Federation on February 24, 2022, more than 700 people from among the people who were in captivity (military and civilian) and family members of people who are currently in captivity or hostages (civilians) have applied to the Blue Bird NGO for various types of assistance (information, psychological, legal, social, medical or rehabilitation assistance, humanitarian aid). In total, since the beginning of the armed conflict in Ukraine in 2014, more than 6,000 people have applied for assistance



**Link to more information:**  
<https://www.facebook.com/po.bluebird>, сайт <http://hostage.org.ua>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**

non-governmental organization “Human Rights Vector”



**Initiative/helpline name** (if any):

The helpline for psychological and legal assistance from the Human Rights Vector NGO



**Types of assistance:**

psychological, legal assistance, training for specialists



**Beneficiaries:** internally displaced persons; persons with disabilities; children; elderly persons; persons with reduced mobility; LGBTIQ+; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; members of the military; military family members; in general, individuals affected by the war in Ukraine



**Geographical coverage:**

assistance to Ukrainians abroad; entire Ukraine



**How to contact:** by filling out a Google form

<https://bit.ly/36ZxDPd>, e-mail: [helplinehrv@gmail.com](mailto:helplinehrv@gmail.com)



**Launched:** after February 24, 2022



**Availability of offline assistance by the initiative/helpline:**

no



**Helpline description:** “The helpline for psychological and legal assistance from the Human Rights Vector NGO” began operating on April 12, 2022 as a reaction to the consequences of the full-scale invasion by the Russian Federation on the territory of Ukraine. In the initial stages, it was called “Psychological and Legal Support Available for People with Disabilities in Wartime”, which reflected the main target audience.

Later, responding to the requests received, the organization expanded the circle of people who can receive assistance. In 2022, the team of specialists provided individual psychological and legal counseling, held psychotherapeutic mutual support groups, supervision groups for psychologists, webinars, and prepared information materials. In early 2023, the team of the Human Rights Vector NGO held a number of events (conferences, research, broadcasts) aimed at uniting, increasing the capacity and resilience of specialists providing psychological and legal assistance to war survivors. The NGO plans to continue this line of work, in particular, educational activities for specialists. For more information: <https://hrvector.org/podiyi/>



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** the work of highly professional specialists was combined to provide psychological and legal assistance to people in need. A comprehensive approach to work was developed and implemented, including direct assistance to people who called the helpline, psychological and methodological support to the specialists working on the helpline, preparation of information materials, and educational activities for the general public. Importantly, people received psychological assistance not just once, but for one or more months until they stabilized and adapted to the current conditions. An important element is working with the community of psychological and legal aid providers, establishing partnerships, and finding ways to support each other. At the [Open Doors] Award Ceremony, Dostupno.UA recognized the Human Rights Vector NGO as one of the organizations that has contributed to supporting and assisting people with disabilities and reduced mobility groups.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** 395 individual psychological consultations were provided during the period of the helpline’s operation. 248 legal consultations were provided by project lawyers and information consultations by project operators. 36 psychotherapeutic group consultations, 10 supervision groups, during which work is carried out both with the condition of the specialists themselves and with the cases of clients, the challenges that arise in this regard and ways to overcome them.



**Link to more information:**

<https://hrvector.org/podiyi/>







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**Organization name:**  
ECOM – Eurasian Coalition on Health, Rights, Gender and Sexual Diversity

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**Initiative/helpline name (if any):**  
Hotline of psychological assistance for LGBT Ukrainians

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**Types of assistance:**  
psychological, legal assistance, other consultations

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**Beneficiaries:**  
LGBTIQ+, their family and friends

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**Geographical coverage:**  
assistance to Ukrainians abroad, entire Ukraine

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**How to contact:**  
Telegram chatbot [https://t.me/ecomwork\\_bot](https://t.me/ecomwork_bot)



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**Launched:** after February 24, 2022

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**Availability of offline assistance by the initiative/helpline:** yes. Offline psychological counseling is provided in 3 LGBT shelters in Ukraine (Kryvyi Rih, Zaporizhzhia, Odesa)


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**Helpline description:** the hotline operates through a chatbot, where one can get information advice from social workers, psychological, medical, legal advice, and peer-to-peer counseling. At the start of the war, ECOM conducted a quick study about the needs of LGBT Ukrainians, and one of the most important was the need for psychological help.


To provide this assistance, they created a Telegram chat bot [https://t.me/ecomwork\\_bot](https://t.me/ecomwork_bot), which became a psychological help hotline for LGBT Ukrainians.

The topics of the consultation requests are about everything: how to find HIV treatment in Germany, can an HIV-positive person cross the border of Ukraine, how to take an HIV test in an unknown city, how to come out to parents during the war, how to support a boyfriend in the army, where to find a shelter, everything you can imagine. Applications are received by a social worker in a chat and then distributed to the specialists on duty, who contact the person who applied. The consultation takes place directly between the client and the specialist, who can be contacted via email, phone or video call.

 **Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:** “Our achievements are the positive feedback from our clients, their success stories. Thanks to psychological counseling, our clients regain faith in themselves, overcome fears and losses of loved ones, professional crises, get jobs, move to safe places, find a circle of friends and inspiration to help Ukraine win this war as soon as possible”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** the bot started on March 8, now the team includes 12 specialists: social workers, psychologists, doctors, a lawyer and peer consultants. In 2022, 2726 consultations were provided through the chatbot: 853 informational consultations, 721 psychological consultations, 773 peer-to-peer consultations, 262 medical consultations, and 117 legal consultations. LGBT Ukrainians, both in Ukraine and abroad, call the line.

 **Link to more information:** <https://ecom.ngo/news-ecom/ukraine-10-months-war>



*The information was prepared based on the responses to the Human Rights Vector NGO survey.*



**Organization name:**  
Triangle Génération Humanitaire Ukraine



**Initiative/helpline name** (if any):  
Triangle Génération Humanitaire Ukraine (TGH) Hotline



**Types of assistance:**  
legal, psychological and financial assistance



**Beneficiaries:**  
internally displaced persons; persons with disabilities; elderly persons; LGBTIQ+; people who lost their homes as a result of hostilities; military family members; in general, individuals affected by the war in Ukraine



**Geographical coverage:**  
entire Ukraine



**How to contact:**  
tel. 0-800-203-242,  
communication.ukraine@trianglegh.org



**Launched:** before February 24, 2022, namely in 2016.



**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**  
the TGH hotline consists of 3 items:  
1) monetary assistance,  
2) psychological assistance,  
3) legal assistance.

The team of lawyers consists of 6 people. The helpline team advises people on various types of issues, prepares documents for them, builds an algorithm of actions, and tries to fully help a person in solving a problem. If the team fails at something, they find a lawyer who will bring the case to a positive conclusion free of charge



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**  
“We have been addressing the issues of restoring lost documents, establishing the fact of death, and conducting awareness sessions among IDPs and the local population”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:** the calls come from all over Ukraine, both from IDPs and people who stayed in the war zone. One TGH hotline specialist handles more than 400 cases in six months.



**Link to more information:**  
<https://www.facebook.com/profile.php?id=100066616914009>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



**Organization name:**  
non-governmental organization “Ukrainian Volunteer Service”

**Initiative/helpline name** (if any):  
“Project to support volunteers from the temporarily occupied and frontline territories “Blyzki”

**Types of assistance:**  
psychological, legal assistance

**Beneficiaries:**  
volunteers working with the temporarily occupied and frontline territories

**Geographical coverage:**  
entire Ukraine

**How to contact:**  
for legal advice – Telegram bot (section Legal support for volunteers) [https://t.me/ua\\_law\\_help\\_bot](https://t.me/ua_law_help_bot); for psychological support – Google form <https://forms.gle/uCxqcMDxuY5EXPK96>



**Launched:** after February 24, 2022

**Availability of offline assistance by the initiative/helpline:** no



**Helpline description:**

as part of the psychological support for volunteers, the Ukrainian Volunteer Service provides volunteers who help Ukrainians in the temporarily occupied and frontline cities of Ukraine with the opportunity to receive individual psychological counseling with a psychotherapist. The main purpose of the counseling is to help and support volunteers in critical situations and requests that arise during danger and assistance in times of war and crisis; to give strength and resources to support themselves, avoid burnout and continue volunteering.

“Legal support is vital for volunteers, as it enables them to help others in the frontline and occupied territories in dangerous and uncertain conditions. Volunteers receive legal advice based on their wishes and needs. The Ukrainian Volunteer Service works with JurShtab to effectively advise volunteers on such complex topics. In case of unreliable access to the Internet, the lawyer advises the volunteer by phone”.



**Achievements in 2022 shared by the initiative/helpline**

**in the Human Rights Vector survey:** “One of our biggest achievements in these programs is the expert and professional team in both legal and psychological counseling. As part of the legal assistance, the Ukrainian Volunteer Service works with the NGO YurShtab, which has a team of professional lawyers who provide consultations for volunteers. As part of psychological assistance, we have a team of 8 crisis psychologists who support volunteers”.

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

as of January 2023, 82 people received legal advice. 30 people were receiving psychological support.




**Link to more information:**

[https://www.instagram.com/p/Cm\\_k799NKCa/](https://www.instagram.com/p/Cm_k799NKCa/)




*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*



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**Organization name:**  
Non-governmental organization “Center for Psychological Assistance “Confidence”

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**Initiative/helpline name (if any):**  
“SPILNO project. Your support at hand”

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**Types of assistance:**  
psychological, legal assistance

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**Beneficiaries:**  
internally displaced persons; persons with disabilities; children; elderly persons; people who lost their homes as a result of hostilities; people with injuries resulting from hostilities; military family members; in general, individuals affected by the war in Ukraine

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**Geographical coverage:**  
assistance to Ukrainians abroad


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**How to contact:** by filling out the form on the website <https://confidence.net.ua/> or by sending a message in Telegram @Confidenceua




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**Launched:** after February 24, 2022

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**Availability of offline assistance by the initiative/helpline:** yes



**Helpline description:**

The project “SPILNO. Your support at hand” for families raising children with disabilities is being implemented by the Confidence Psychological Assistance Center as part of the United Nations Children’s Fund (UNICEF) program, which aims to join forces with the government, local authorities, the public sector and business partners to provide comprehensive assistance to families with children affected by war.

The NGO “Center for Psychological Assistance Confidence” is a team of professionals (psychologists, psychotherapists, lawyers) who have joined forces to create a safe and comfortable space for parents and children, to provide psychological assistance and support to families: children under 18 years of age (children raised in alternative forms of care; children with special educational needs), adults (parents/guardians of alternative forms of care; parents of children with special educational needs).

The organization works on prevention of the consequences of psychological trauma through group and individual online meetings with elements of fairy tale therapy with children; reducing the level of injuries due to online stabilization group classes with elements of art therapy, music therapy, body-oriented therapy for children and parents; as well as providing self-help and stabilization tools.



**Achievements in 2022 shared by the initiative/helpline in the Human Rights Vector survey:**

“Trust has increased from parents/guardians of family-type children’s homes, as well as from specialists of inclusive resource centers and social services.”

**Quantitative performance indicators for 2022, shared by the initiative/helpline in the Human Rights Vector survey:**

reaching 15,000 people in 2022. Kyiv region is the most active.



**Link to more information:**

<https://confidence.net.ua>



*The information was prepared based on the responses to the Human Rights Vector NGO survey and publicly available information.*

**Appendix 1. A full list of authorities, institutions, public associations, foundations and individuals who participated in the survey**

<b>Organization name</b>	<b>Initiative/helpline name (if any)</b>	<b>Link to more information (if any)</b>
Ministry of Health of Ukraine	MOH Hotline, MOH Contact Center	<a href="http://bit.ly/3loaRoA">http://bit.ly/3loaRoA</a>
Municipal Non-Profit Enterprise “City Institution for Psychiatric Care”	Helpline of the Municipal Institution for Psychiatric Care	<a href="https://www.facebook.com/groups/807657993923646/?ref=share">https://www.facebook.com/groups/807657993923646/?ref=share</a>
Nova Sloboda village council, Konotop district, Sumy oblast	“Telephone psychological assistance”	<a href="https://bit.ly/3kPIUIJ">https://bit.ly/3kPIUIJ</a>
Budgetary institution “Ukrainian Veterans Fund” under the management of the Ministry of Veterans Affairs of Ukraine	Crisis Support Hotline	<a href="https://veteranfund.com.ua/projects/hot_line/">https://veteranfund.com.ua/projects/hot_line/</a>
Khmelnysky City Center for Social Services for Family	Children and Youth, “15-50 helpline”	<a href="https://www.facebook.com/groups/TD1550">https://www.facebook.com/groups/TD1550</a>
Municipal Institution “Center for Social Services of Artsyz City Council”	Psychological helpline	<a href="https://www.arciz-rada.gov.ua/">https://www.arciz-rada.gov.ua/</a> ; <a href="http://bit.ly/3KYCphm">http://bit.ly/3KYCphm</a>
Municipal Institution “Center for Social Services” of Ahronomichne Village Council of Vinnytsia Oblast	“Trust Line” of the Municipal Institution “Center for Social Services” of Ahronomichne Village Council of Vinnytsia Oblast	<a href="https://bit.ly/3KAmgyl">https://bit.ly/3KAmgyl</a>
Mental Health Center (a structural unit of the municipal enterprise “Regional Institution for Psychiatric Care of Poltava Oblast Council”)	Mental Health Center	<a href="https://bit.ly/3kNYPY6">https://bit.ly/3kNYPY6</a>
Ramil Bielievstov	Community of Psychologists	<a href="https://t.me/psychologistUA_bot">https://t.me/psychologistUA_bot</a>
Non-governmental organization Vinnytsia City Organization for Social Development of Specific Categories Of Vulnerable Youth “PAROSTOK”	Humanitarian hub of the Vinnytsia community for IDPs with disabilities	<a href="http://parostok.vn.ua/u-v%d1%96nnick%d1%96jj/">http://parostok.vn.ua/u-v%d1%96nnick%d1%96jj/</a>
Charitable Foundation Zaporuka	Charitable Foundation Zaporuka’s psychological support hotline	<a href="https://zaporuka.org.ua/">https://zaporuka.org.ua/</a> ; <a href="http://bit.ly/3ZOcyN9">http://bit.ly/3ZOcyN9</a>
Krisenchat gGmbH	Krisenchat Ukrainian	<a href="https://krisenchat.de/ukraine">https://krisenchat.de/ukraine</a>
The charitable organization “Lifeline Ukraine Charitable Fund”	Lifeline Ukraine	<a href="https://lifelineukraine.com/">https://lifelineukraine.com/</a>
Ukrainian Volunteer Service	Hotline of the project “My phone friend”	<a href="https://bit.ly/3JnuFUK">https://bit.ly/3JnuFUK</a>
UNFPA / Implementing partner – NGO “Innovative Social Solutions”	Mobile brigade of social and psychological assistance	<a href="https://www.facebook.com/ISS.Ukraine/">https://www.facebook.com/ISS.Ukraine/</a>

**Appendix 1. A full list of authorities, institutions, public associations, foundations and individuals who participated in the survey**

<b>Organization name</b>	<b>Initiative/helpline name (if any)</b>	<b>Link to more information (if any)</b>
Department of Social Protection of Khmelnytsky Regional State Administration	“Legal Aid”	<a href="https://hmsoczahist.com.ua">https://hmsoczahist.com.ua</a>
Coordination Centre for Legal Aid Provision	“Contact center of the free legal aid system 0800 213 103”	<a href="https://legaid.gov.ua/kliientam/pro-bezoplatnu-pravovu-dopomogu-bpd/kontakt-czentr/">https://legaid.gov.ua/kliientam/pro-bezoplatnu-pravovu-dopomogu-bpd/kontakt-czentr/</a>
Private Entrepreneur Bondarenko Rehina Yuriivna	«Pravoman»	<a href="https://pravoman.com/">https://pravoman.com/</a>
SICH Human Rights Protection Group	SICH Human Rights Protection Group	<a href="https://sich-pravo.org/">https://sich-pravo.org/</a>
Lawyer Sahaidak Andrii Vasyliovych	lacking	<a href="https://bit.ly/3Zmmai8">https://bit.ly/3Zmmai8</a>
Non-governmental organization “YurShtab”	“YurShtab”	<a href="https://www.yurshtab.com/">https://www.yurshtab.com/</a>
Ministry of Defense of Ukraine	lacking	<a href="https://www.mil.gov.ua/">https://www.mil.gov.ua/</a>
State Institution “Government Contact Center”	“1547 Hotline on combating human trafficking, preventing and combating domestic violence, gender-based violence and violence against children”	<a href="https://ukc.gov.ua/">https://ukc.gov.ua/</a>
Municipal Institution “Center for the Provision of Social Services of the Dobrosyn-Maheriv Village Council”	“Hotline to identify the needs of vulnerable groups”	<a href="https://bit.ly/3yioURX">https://bit.ly/3yioURX</a> ; <a href="https://bit.ly/3L684oi">https://bit.ly/3L684oi</a>
Ukrainian Women Lawyers Association “JurFem”	“JurFem Support”	<a href="https://jurfem.com.ua/">https://jurfem.com.ua/</a>
Non-governmental organization “Blue Bird”	“Psychological support for families of prisoners, families of missing persons and survivors of captivity”	<a href="https://www.facebook.com/po.bluebird">https://www.facebook.com/po.bluebird</a> <a href="http://hostage.org.ua">http://hostage.org.ua</a>
Non-governmental organization “Human Rights Vector”	“The helpline for psychological and legal assistance from the Human Rights Vector NGO”	<a href="https://hrvector.org/podiyi/">https://hrvector.org/podiyi/</a>
ECOM - Eurasian Coalition on Health, Rights	Gender and Sexual Diversity, Hotline of psychological assistance for LGBT Ukrainians	<a href="https://ecom.ngo/news-ecom/ukraine-10-months-war">https://ecom.ngo/news-ecom/ukraine-10-months-war</a>
Triangle Génération Humanitaire Ukraine	TGH Ukraine Hotline	<a href="https://www.facebook.com/profile.php?id=100066616914009">https://www.facebook.com/profile.php?id=100066616914009</a>

**Appendix 1. A full list of authorities, institutions, public associations, foundations and individuals who participated in the survey**

<b>Organization name</b>	<b>Initiative/helpline name (if any)</b>	<b>Link to more information (if any)</b>
Non-governmental organization “Ukrainian Volunteer Service”	“Project to support volunteers from the temporarily occupied and frontline territories “Blyzki”	<a href="https://www.instagram.com/p/Cm_k799NKCa/">https://www.instagram.com/p/Cm_k799NKCa/</a>
Non-governmental organization “Center for Psychological Assistance “Confidence”	“SPILNO project. Your support at hand”	<a href="https://confidence.net.ua">https://confidence.net.ua</a>
Mykola Makar is a representative of the government commissioner in the Ivano-Frankivsk Regional Military Administration	lacking	lacking
Transcarpathian regional center of social services	lacking	<a href="https://www.facebook.com/zakarpattyzocsssdm/">https://www.facebook.com/zakarpattyzocsssdm/</a> <a href="https://zocss.com.ua/page/ORDER/#">https://zocss.com.ua/page/ORDER/#</a>
Big dream of little Kharkiv resident	littleKharkiv.forpeace	<a href="https://www.facebook.com/littleKharkiv.forpeace">https://www.facebook.com/littleKharkiv.forpeace</a>
Sergey Chistyakov	user-1d3kv5gl9d (Sergey Chistyakov)	<a href="https://www.youtube.com/channel/UCITdUIodexFkkBNsqapvkHQ">https://www.youtube.com/channel/UCITdUIodexFkkBNsqapvkHQ</a>
Department of Social Policy of the Solotvyn Settlement Council, Ivano-Frankivsk District, Ivano-Frankivsk Region	lacking	<a href="https://www.if.gov.ua/struktura/departament-socialnoyi-politiki">https://www.if.gov.ua/struktura/departament-socialnoyi-politiki</a>
Kalush district state administration, Kalusa district military administration	lacking	<a href="https://kalushrda.gov.ua/">https://kalushrda.gov.ua/</a>
Department of Social Protection of the Population of the Kharkiv Regional State Administration	lacking	<a href="https://kharkivoda.gov.ua/oblasna-derzhavna-administratsiya/struktura-administratsiyi/strukturni-pidrozdili/139">https://kharkivoda.gov.ua/oblasna-derzhavna-administratsiya/struktura-administratsiyi/strukturni-pidrozdili/139</a>
Department of Social Protection of the Population of the Poltava Regional State Administration	lacking	<a href="http://plsz.gov.ua/">http://plsz.gov.ua/</a>
Department of Youth and Social Policy of the Vinnytsia Regional Military Administration	lacking	<a href="https://www.vin.gov.ua/dep-smp">https://www.vin.gov.ua/dep-smp</a>
Regional Center of Social Services of the Khmelnytskyi Regional State Administration	lacking	<a href="http://hocsssdm.org.ua/">http://hocsssdm.org.ua/</a>
Department of Social Policy of the Ivano-Frankivsk Regional Military Administration	lacking	<a href="https://www.if.gov.ua/struktura/departament-socialnoyi-politiki">https://www.if.gov.ua/struktura/departament-socialnoyi-politiki</a>




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Krisenchat bietet Kindern und jungen Erwachsenen 24/7 in allen Krisen ein rundumdigitales Krisen-Beratungsangebot im Livechat.

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