

TWO YEAR REPORT

UKRAINE RESPONSE

IN ROMANIA



IOM
UN MIGRATION

ROMANIA



TWO-YEAR OVERVIEW OF UKRAINE RESPONSE IN ROMANIA



Non-Food Items

30,000

Items distributed



Mental Health & Psycho-Social Support

4,000

People assisted



Protection

500,000

People reached



WASH

37,000

People assisted



Humanitarian Movement

20,000

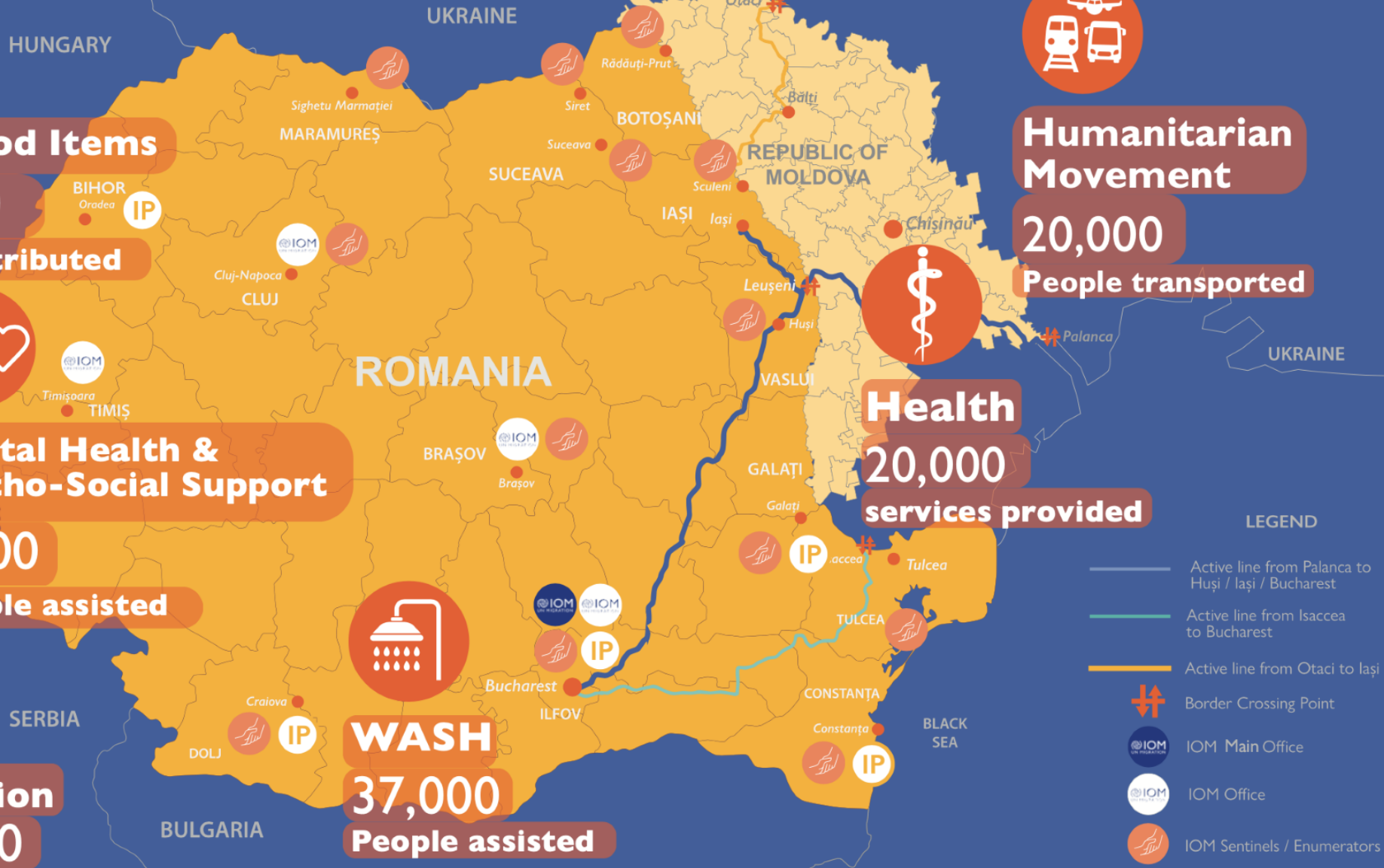
People transported



Health

20,000

services provided



LEGEND

- Active line from Palanca to Huși / Iași / Bucharest
- Active line from Isaccea to Bucharest
- Active line from Otaci to Iași
- Border Crossing Point
- IOM Main Office
- IOM Office
- IOM Sentinels / Enumerators
- IP Presence

This map is for illustrative purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM

FOREWORD

The publication date of this report, 24 February 2024, marks **two years** since the start of the full-scale war in Ukraine, as well as two years of the International Organization for Migration's **Ukraine Response**.

The full-scale war in Ukraine has caused massive civilian casualties and widespread destruction of critical infrastructure, resulting in untold suffering, with people being forced to flee their homes to seek safety, protection, and assistance. Over 3.4 million people have been internally displaced within Ukraine, and, since 24 February 2022, over **6 million** Ukrainian refugees were recorded worldwide, of which 47% were women and 33% were children.

Those that fled Ukraine crossed into neighbouring countries, including Poland, Romania, Hungary, and the Republic of Moldova. In Romania alone, over **5.4 million** border crossings from Ukraine and Moldova were registered. Of these, over **157,000** total refugees from Ukraine applied for Temporary Protection in Romania, of which over **78,000** were living in Romania, as of the publication of this report.

Immediately responding to the outbreak of the war the IOM Country Offices in the neighbouring countries jumped into action. **IOM Romania** has worked around the clock, delivering assistance to all people forced to flee from Ukraine, including Third Country Nationals (TCNs). On the opposite page, there is an overview of the presence and headline numbers of IOM Romania's Ukraine Response.

IOM Romania has provided a wide range of **humanitarian assistance**; organised safe and orderly movements; delivered assistance and capacity building to organisations, authorities, and frontline responders in key areas of the humanitarian response, including protection; ensured access to information and counselling; provided screening for vulnerabilities; supported the distribution of non-food items (NFIs) and hygiene products; provided medical, mental health, and psychosocial support (MHPSS); as well as providing educational, socio-relational, and other inclusion activities.

Entering the third year of the full-scale war, the Ukraine Response continues. IOM Romania see the future in continued efforts for encouraging **inclusion** and strengthening the capacity of the local authorities to provide sustained support to all Ukrainians, and other foreign nationals, residing in their host communities.

INCLUSION PROGRAMMING AND SUPPORT

IOM Romania scaled-up its personnel and presence across the country to respond to the needs of the people fleeing Ukraine. One part of this was the establishment of the **Ukraine Information Center** in Bucharest, alongside the IOM desk at RomExpo.

The Ukraine Information Center was designed as a “one-stop-shop” for Ukrainians, where they can receive IOM’s services all under one roof. To date, over **16,000** people have registered with IOM for integrated support (information, counselling, livelihoods, etc.)

LIVELIHOODS

IOM Romania continues to support the conflict-affected populations fleeing to Romania by providing direct assistance through a network of seven **Migrant Resource Centres** (MRCs) which provide information, counselling, and tailored assistance to conflict affected populations, in close cooperation with the local authorities and partners. The assistance is also provided to other Third Country Nationals and refugees residing in Romania.

Assistance provided includes: language courses, protection information to reduce vulnerabilities to labour exploitation, socio-cultural activities, orientation sessions and other non-formal educational activities, support for access to the labour market, as well as support for registration in the educational and health systems.

EDUCATION

Together with the Ministry of Education, IOM Romania has provided a wide range of support, including training sessions for **170** teachers

from public schools to teach Romanian as a foreign language to migrant adults and children; and **11,149** manuals and notebooks were distributed on the national level to County School Inspectorates and civil society organisations.

In partnership with Jobs4Ukraine, IOM Romania organised a job fair in November 2022 for over **200** Ukrainian job seekers, and in February 2023 launched a MHPSS campaign, in cooperation with employers in Romania aimed at assisting those who hire Ukrainians.

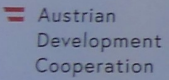
LANGUAGE TRAINING

To assist in issues with the **language** barrier, IOM Romania and partners host Romanian and English language lessons for adults and children all over the country, aimed to help with their inclusion in the workplace, schools, and communities. In the two years, over **2,250** Ukrainians have taken part in IOM Romania’s language classes.

DATA COLLECTION

IOM Romania gather insights into mobility flows, local needs, and social inclusion through the **DTM**. To date, they have conducted over **32,000** individual surveys. Over the two years, reports of basic survival needs, such as shelter and clothing have decreased, primarily due to the increased availability of humanitarian assistance and other support. However, at the same time, the needs related to social inclusion – such as access to school, childcare, and healthcare – have continued to grow as Ukrainians begin to settle and seek **inclusion** in Romania.

IOM ROMANIA'S UKRAINE RESPONSE IS SUPPORTED BY



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COUNSELLING, PROTECTION, AND INFORMATION

Throughout the past two years, IOM Romania continued to utilise its **360-degree approach** in assistance to those fleeing Ukraine. This helps to reduce vulnerabilities by taking a holistic approach that includes information provision, protection, legal counselling, health assistance, transport, and socio-cultural activities.

Throughout the Ukraine Response, IOM Romania has provided protection information to well over **500,000** people, and assisted over **50,000** people through the Sentinel network, a group of intercultural mediators. This approach relies heavily on the use of enumerators in the DTM network, conducting regular **data collection** to ensure that the support provided is tailored to meet the needs of the affected population.

MHPSS & WELLBEING

IOM Romania, together with Implementing Partners, offered mental health and psychosocial support (MHPSS) for around **3,700** Ukrainians that participated in socio-relational and wellbeing activities.

Furthermore, from June 2022 onwards, IOM Romania's Implementing Partners having been undertaking individual psychological counselling for both adults and children, helping over **570** Ukrainians. Additionally, **120** group counselling sessions have helped around **1,200** people.

IOM Romania also partnered with the British Council and UNICEF to support the 'Teaching and Learning in Difficult Times' initiative, in which over **225** teachers from Ukraine, Romania, and Bulgaria, learned how to support their students who may be affected by traumatic experiences.

INCLUSION IN ROMANIA

Over **16,000** people have registered with IOM for integrated support (information, counselling, livelihoods, etc). IOM Romania has worked to help those who have settled in Romania to access the services they require, and to be included in day-to-day life.

YARA AND ALISA

Yara came to Romania with her daughter, Alisa, immediately after the beginning of the war in Ukraine (pictured left). They fled seeking safety, which they found in the Brasov area. Here, they have been assisted by IOM Romania to settle in and find their feet.

They both describe themselves as very active, loving outdoor sports, and enjoying their time spent together. They are proud of their traditions and links to nature, which they cultivate through a deep connection with Ukrainian handcrafts. They proudly weave seasonal flowers into small wreaths.

IOM Romania had the opportunity to be part of their story, and two years on from the start of the full-scale war, continues to support them—and thousands of other Ukrainians—living in Romania.



HUMANITARIAN TRANSPORT

Throughout the Ukraine Response, IOM Romania has provided **humanitarian transportation** for people at the Ukrainian–Moldovan border, safely bringing them to locations within Romania through the fast-track transfer bus lines.

The fast-track transfer lines were jointly developed by IOM and UNHCR, together with the Governments of Romania and the Republic of Moldova. IOM Romania also run a humanitarian bus line to Bucharest from the border crossing with Ukraine at Isaccea.

There have been three main routes operated:

- Palanca – Huși – Iași / Bucharest
- Isaccea – Bucharest
- Otaci – Huși – Bucharest

To date, these bus lines have helped to safely transfer well over **20,000** unique individuals.

During the Ukraine Response, IOM Romania has also provided **movement assistance** to Ukrainians and other Third Country Nationals (TCNs) transiting Romania, onward to their final destinations in locations outside of Romania.

IOM Romania has also provided internal transfers between cities for around **300** persons, including medical cases, under the Ukraine Response.





HEALTH CARE AND MEDICAL ASSISTANCE

Over the past two years, the public hospitals and social institutions in Romania have faced unprecedented pressure. With partners, IOM Romania has been working to support the **public health** sector.

ACCESS TO HEALTH CARE

Throughout the Ukraine Response, IOM medical team have placed the **medical needs** of the Ukrainians and other Third Country Nationals at the heart of the support provided.

IOM Romania has facilitated **access** to healthcare providers, through medical evaluations, medicine prescriptions, recommendations, and referrals to specialists. Since 24 February 2022, IOM Romania has provided well over **20,000** health services to approximately **15,000** persons, with over **3,000** referrals to specialist doctors.

ASSISTANCE TO PUBLIC HEALTH PROVIDERS

After assessing the needs of public hospitals and social institutions, IOM Romania supported public health units around Romania by supplying them with **vital medical equipment**. The assistance was aimed to develop the capabilities of the public health system to cope with the increased demand for services.

Since February 2022, IOM Romania provided **over 32,000 medical items** and pieces of equipment to around 50 medical facilities all across Romania. The items include specialised medical devices; syringes, gowns, gloves, surgical equipment; drug test kits; and more.



MOBILE TEAM, VISION TESTS, & OTHER SUPPORT

Through the IOM Mobile Team, medical assistance was provided for approximately **1,000** beneficiaries all across Romania.

In addition to the other medical check-ups and referrals, throughout the Ukraine Response, IOM Romania also provided over **1,000** visual tests for Ukrainian beneficiaries, and over **750** free-of-charge eye glasses to those who needed visual correction. Additionally, for those with hearing challenges, IOM Romania has provided free-of-charge hearing aids.

SUPPORTING AND STRENGTHENING PUBLIC INSTITUTIONS

IOM Romania has worked in close partnership with local and central institutions, and has provided support and **capacity building** to the Government of Romania throughout the whole country.

MINISTRY OF INTERNAL AFFAIRS

On 28 April 2023, IOM Romania handed-over **15** equipped minibuses to the Romanian Ministry of Internal Affairs (MAI). The vehicles will be used by different branches of the Ministry, including the Department for Emergency Situations (DSU), to support the safe and dignified transport of refugees, migrants, and local communities all over Romania as part of the Ukraine Response, as well as to develop the **resilience** and capacities of the Romanian Government to respond to any future incidents or crises. These vehicles were procured by IOM Romania thanks to the kind support from the United States of America and the Republic of Korea.

MINISTRY OF HEALTH

In February 2022, with funding provided by the Government of the Republic of Korea, IOM Romania procured **500** medical devices, which had been specifically requested to meet the needs of the Romanian Ministry of Health.

Following the event, the **medical devices** were distributed to **37** hospitals in 14 counties across Romania. Specifically, the equipment consisted of **250** Biolight P500 injection pumps, and **250** Biolight M800 Handheld Pulse Oximeters.

GOVERNMENT CALL CENTRE

In December 2022, the Government of Romania and the United Nations Agencies in Romania — namely IOM, UNHCR, WHO, and UNICEF — jointly established the **Call Centre** for Ukrainians.

In February 2024, the Call Centre was moved to a Government building in Bucharest, and has become a key part of the **accountability** efforts and related support measures for Ukrainian refugees, aiming to ensure two-way communication in the provision of information and support for specific issues related to healthcare, education, labour and employment, vulnerable persons, and other relevant inclusion topics.

To date, over **5,500** phone calls were answered and directed to the correct information sources.

SENTINEL NETWORK

To facilitate communication between the people fleeing Ukraine and the authorities, IOM Romania has developed a network of **Sentinels**. These are linguistic interpreters and intercultural mediators, available at key locations across Romania. They provide support in schools, government offices, collective centres, medical facilities, and border crossings. To date, the Sentinels have assisted over **50,000** people.



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SHELTER AND HUMANITARIAN AID

An integral part of the initial phase of Ukraine Response was the provision of **humanitarian aid** and **shelter**, to meet the immediate needs of those who fled — often leaving their homes with little more than the clothes they were wearing.

SHELTER & ACCOMMODATION

In partnership with Airbnb and other funding partners IOM provided safe, secure, private, and accessible accommodation for up to 30 days, to over **2,500** people — ultimately providing over **18,000** nights of safe accommodation between 2022 and 2023.

Over the last two years, IOM Romania has also supported the refurbishment of accommodation and shelter sites, including one kindergarten in Sighișoara (Mureș county) and two accommodation centres in Cut (Neamț county) and Bucharest.

NON-FOOD ITEMS (NFIs)

NFIs are relief items provided to people, crucial for survival and maintaining dignity. With the support of donors, IOM Romania has supported over **7,000** people with more than **30,000** NFIs, as well as over **186,000** hygiene items to more than **14,000** people to date.

The **NFIs and hygiene kits** distributed have included sanitary products, toilet paper, nappies/diapers, soap, toothpaste, and other hygiene items. Additionally, IOM Romania has distributed **water** to more than **23,000** people fleeing Ukraine.

WINTER CLOTHING

In partnership with Amazon, together with the support of *Direcția Generală de Asistență Socială a Municipiului București* (DGASMB) and the Department for Emergency Situations (DSU), IOM Romania has been distributing **winter clothing** to refugees from Ukraine, as well as other vulnerable communities, all over Romania.

In October 2023, over **1,100** pallets of brand-new winter clothes were delivered from Amazon warehouses directly to IOM Romania. By 24 February 2024, over **56,000** clothing items had been distributed to more than **18,000** people across the country.



PRIVATE SECTOR PARTNERSHIPS

In order to respond promptly to the needs of people fleeing Ukraine, IOM Romania scaled-up its partnerships developed over time with **private sector partners**, and developed new ones. Throughout the Ukraine Response, IOM Romania have offered a wide range of support in collaboration with the following private sector partners:

AIRBNB

In 2022 and early 2023, based on previous cooperation, IOM Romania initiated the negotiation of a regional partnership with Airbnb to connect people fleeing from Ukraine to free, short-term **housing** in Poland, Republic of Moldova, Romania, Hungary, and Slovakia. This partnership provided temporary housing adapted to their accommodation needs over the coming weeks and months for all those fleeing the war in Ukraine. These stays were free and were funded by Airbnb, Inc., donors to the Airbnb.org Refugee Fund, and the generosity of hosts through Airbnb.org. All Airbnb fees were waived for Airbnb.org refugee stays. IOM, Airbnb, and Airbnb.org have a history of partnering to support the refugee community around the world and have worked together in Romania to offer housing to Syrian and Afghan refugees.

AMAZON

Since October 2023, IOM Romania have partnered with Amazon to provide much-needed **clothing** and other items, including soap for hygiene. Together with social services departments, and the support of the Ministry of Internal Affairs, IOM Romania have distributed

clothing to Ukrainians and other people in need, including vulnerable Romanians, migrants, and refugees, all across the country.

EDENRED

IOM Romania partnered with Edenred Romania to provide **social vouchers** to Ukrainian refugees. The social vouchers were used to cover basic needs and complemented the assistance being provided by the central and local authorities. Edenred Romania is one of the largest companies that distributes vouchers to employees, as part of the system of benefits associated with salary. In the context of the Ukraine Response, the company partnered with two major international organisations, the Red Cross and IOM, in order to provide assistance to people fleeing Ukraine. The two organisations distributed vouchers to refugees in order for them to buy food and other basic necessities from stores such as Auchan, Kaufland, Cora, Lidl, Carrefour, Penny, and Mega Image.

SYNEVO

IOM Romania partnered with Synevo Romania to provide a series of free **laboratory tests** as well as testing for the identification of Sars-CoV2 virus (by rapid antigenic tests and RT-PCR) to all refugees from Ukraine, including Third Country Nationals, fleeing the war.

See more about IOM Romania's Private Sector Engagement activities at: <https://romania.iom.int/private-sector-engagement>



CLOTHING ITEMS
IOM
UN MIGRATION
PROVIDED BY **amazon**
PACKED WITH CARE BY **DGASMB**
DIRECȚIA GENERALĂ DE ASISTENȚĂ SOCIALĂ A MUNICIPIULUI BUCUREȘTI

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DIRECȚIA GENERALĂ DE ASISTENȚĂ SOCIALĂ A MUNICIPIULUI BUCUREȘTI

VOLUNTEER

CSB
VOLUNTEER

CLOTHING ITEMS
FEMALE MALE UNISEX
ADULT CHILD
SIZE XL

CLOTHING ITEMS
FEMALE MALE UNISEX
ADULT CHILD
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“Around 80% of refugees hope to return home to Ukraine one day, however the vast majority are not planning to do so in the near future due to the continued fighting.”

Now, entering the **third year** of the full-scale war in Ukraine, the international community’s continued support for the humanitarian response in Ukraine and neighbouring countries hosting refugees is critical.

The European Union’s extension of the application of the Temporary Protection Directive until March 2025 is a sign of the continued **solidarity** with refugees from Ukraine across Europe.

While notable progress has been observed overall in terms of Ukrainian refugees’ access to services and inclusion in national systems, both in Romania and in Europe more broadly, many people, including those with specific needs such as older people, people with disabilities, and those with serious medical conditions, are facing **continued challenges**.

Around **80%** of refugees hope to return home to Ukraine one day, however the vast majority are not planning to do so in the near future due to the continued fighting. However, in some cases, the challenges they face through access to services and inclusion may compel refugees to make premature decisions to return home to Ukraine, where the situation remains volatile.

Assisting Ukrainian where they are — and supporting their effective inclusion such as access to socioeconomic rights, services, education, and decent work opportunities — is necessary to pave the way for **sustainable solutions**, today and in to the future.

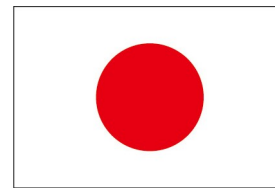
IOM Romania will continue to work with our partners to address the inclusion of Ukrainians in Romania, for **as long as it takes**.

IOM ROMANIA'S UKRAINE RESPONSE GOVERNMENTAL DONORS

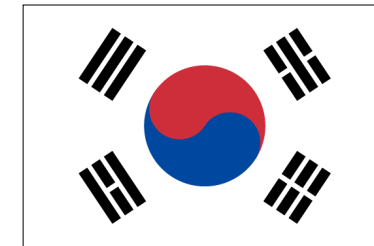
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Norwegian Ministry
of Foreign Affairs

SWISS – EUROPE
Rapid Response Fund



Donors are listed in alphabetical order

