

## **EU+ countries continue to address the protection needs of displaced persons from Ukraine**

EUAA Situational Updates provide key information on immediate measures which are being implemented to accommodate the arrival of displaced persons from Ukraine. The updates cover EU Member States bound by the Temporary Protection Directive, as well as Denmark, Iceland, Norway and Switzerland which have introduced similar provisions.

Based on official resources, Situational Update No 15 covers developments reported by national authorities, international organisations and civil society organisations for the period 6-20 April 2022. Links to the official sources are provided. For developments covering the previous periods, please consult Situational Update [No 9](#) (24 February to 3 March 2022), [No 10](#) (4-10 March 2022), [No 12](#) (11-17 March), [No 13](#) (18-23 March), and [No 14](#) (24 March to 6 April).

The reporting does not mean an endorsement of practices or opinions on the part of the EUAA. Due to the rapidly-changing situation, information may have been revised or updated. Please consult the original sources.

### **Key findings**

#### **Developments at the European and international levels**

The European Commission published [a recommendation](#) on the recognition of academic and professional qualifications for people fleeing Russia's invasion of Ukraine. It provides Member States with guidance and practical advice to ensure a quick, fair and flexible recognition process.

On 9 April 2022, the [“Stand Up for Ukraine”](#) global pledging event and campaign raised EUR 9.1 billion for people fleeing the Russian invasion, inside Ukraine and abroad, including EUR 1 billion from the European Commission. On top of that, the European Bank for Reconstruction and Development announced an additional loan of EUR 1 billion to cover the needs of people displaced by the invasion.



The EUAA started sharing weekly statistical analysis on [Asylum and Temporary Protection in the EU+ in the Context of the Ukraine Crisis](#) based on data exchanged within the Early Warning and Preparedness System (EPS) with EU+ countries.

In addition, the Agency launched on 8 April 2022 a rapid data collection initiative to gather information on displaced populations from Ukraine to address information needs at the global level. The [EUAA Survey of Arriving Migrants from Ukraine](#) is available in English, Russian and Ukrainian, and it is promoted in partnership with the OECD.

UNHCR has shared additional Flash Updates on [6](#) and [13 April](#) and an [Operational Response Delivery Update](#) on 11 April. In addition, UNHCR shared [Important information on air transfers for Ukrainians in Moldova](#) as the Republic of Moldova is organising, in collaboration with UNHCR, the IOM and EU Member States, free transportation by plane directly from Moldova to selected EU countries.



## Activation of temporary protection at the national level

The [Temporary Protection Directive](#) applies in all EU Member States, except Denmark and non-Schengen states (Iceland, Liechtenstein, Norway and Switzerland). The countries which are not bound by the directive may apply similar national provisions. Following the [Council implementing decision](#) of 4 March 2022, EU Member States have been enacting legislative measures to enable the activation of temporary protection at the national level and ensure immediate support to Ukrainian civilians.

The [Decree of the President of the Council of Ministers of 28 March 2022](#), which activates temporary protection in Italy for people who fled Ukraine, was published in the Official Gazette on 15 April 2022. The decree formalises the procedure and provides the legal background for the issuance of temporary protection permits. It also regulates specific situations of Ukrainian citizens who were already in Italy before the invasion. Displaced persons from Ukraine can apply for temporary protection in the Immigration Office of the police.

In [Poland](#), an amendment to the law on assistance to Ukrainian citizens entered into force on 15 April 2022, allowing other officers to register the PESEL number, specifying the conditions for minors, enabling Ukrainian citizens to provide psychological services to other Ukrainians and clarifying the temporary provision of medical assistance (health care services) to Ukrainian citizens in Poland by doctors and dentists from countries outside the European Union.

The legislative procedure to active temporary protection is still ongoing in the [Netherlands](#), although registration is already in place.

While not bound by the EU temporary protection framework, [Denmark](#), [Iceland](#), [Norway](#) and [Switzerland](#) have introduced similar provisions.



## Information provision and counselling

Information provision has been fundamental for displaced persons to understand their rights, practicalities and procedures to be followed. Border and neighbouring countries provide information directly at border crossings or main points of arrival, such as train and airport stations. The majority of EU+ countries have launched new phone lines and websites, including dedicated areas for questions and answers (see *previous Situational Updates*). As of 7 April 2022, additional initiatives have been implemented.



- The Federal Ministry of the Interior compiled all available and relevant information on a specific dedicated website on "[Help for refugees from Ukraine](#)". The Federal Office for Migration and Refugees made [FAQs](#) available for Ukrainian war refugees with information on welcome services, integration courses and language support which are available free of charge and designed to help with the initial orientation in Germany. In addition, the information portal, [Germany4Ukraine](#), from the Federal Ministry of the Interior was made available as a mobile phone application. It can be downloaded for [Android](#) and Apple [IOS](#) devices.



## Registration procedures

EU+ countries continued efforts to structure registration procedures for temporary protection and increase processing capacity. To this end, online systems are developing to speed up registration for temporary protection.

- The Malta Refugee Council [published a list of documents](#) required by the International Protection Agency in order to schedule an appointment to apply for temporary protection. The information was provided by the International Protection Agency.



## One stop service points

In an effort to streamline and coordinate first reception and registration services, various countries have initiated one-stop service centres where various services, such as registration, information provision, referral to accommodation and counselling, takes place (see *previous Situational Updates*).

- In [Slovakia](#), an additional large-capacity assistance centre that can assist up to 1,200 displaced persons from Ukraine has opened in Žilina. This is the fifth large-capacity centre operating in Slovakia, with centres already operating in Michalovce, Humenné, Nitra and Bratislava. The Žilina centre will be open 24/7. Transportation, medical assistance, accommodation in the region, refreshments while waiting, social assistance and counselling for job opportunities, a children's corner and facilities for hygiene are available. The Office of Labor, Social Affairs and Family also receives applications for benefits.



## Reception and accommodation



Establishing reception points and emergency structures has been critical for border and neighbouring countries facing mass arrivals of displaced persons from Ukraine. EU+ countries are enhancing capacity for long-term accommodation (*see previous Situational Updates*). In the period under review, efforts concentrated on contingency planning to meet changing needs and ensure a balanced geographical distribution of the arrivals.



Following the approval of a government bill, the [Minister for Integration and Migration in Sweden presented](#) new legislation to regulate the distribution of displaced persons from Ukraine among the country's municipalities. It is expected to enter into force on 1 July 2022. Until then, the SMA can distribute applicants in need of reception in consultation with the municipalities. To this end, the SMA is now developing a model, so-called distribution key, to provide housing as evenly distributed across the country as possible. The new model will take into account the number of inhabitants, conditions in the labour market and the number of applicants for international protection in the municipality. The [Swedish Migration Agency](#) model will be based on the model already used for the settlement of new arrivals and quota refugees. Distribution is done based on the following criteria:

- the municipality's population size
- labour market conditions
- number of unaccompanied children
- number of asylum seekers staying in the municipalities
- settlement for those in need of protection who are already staying in the municipalities.

Distribution figures at the county level and proposals for the municipal level are available [online](#).

In addition, the [SMA](#) has reported that the need for evacuation places in temporary accommodations continues to decrease due to the stabilisation of the reception needs of displaced persons from Ukraine.



In [Switzerland](#), the SEM assigned displaced persons to a canton of residence. People who already had relatives in a canton without being able to stay with them were allocated to this canton in order to be able to maintain family ties. This practice resulted in disproportionate allocations to cantons. In this regard, the Special Asylum Staff (SONAS) has adopted several measures to optimise the allocation of displaced persons from Ukraine with protection status S.

SONAS has decided that refugees who do not yet have private hosts will be systematically distributed to compensate for the imbalances between the cantons. The Swiss Refugee Aid Organization (OSAR), which places refugees with host families on behalf of the SEM, will also take the distribution key into account. When registering, people who indicate that they already have private accommodation must in principle be again allocated to the cantons in accordance with the distribution key.



Well-founded requests for a specific canton will be taken into account as far as possible. SONAS has set up a working group made up of representatives of the Confederation and the cantons, which will draw up the criteria to be applied when deciding on requests. In order to avoid new disproportionate allocations, SONAS has also decided that requests for a change of canton will only be accepted exceptionally and in duly justified cases, for example to reunite a nuclear family or to allow the person to take up employment in a remote location.

- The [Danish Immigration Service](#) is continuously working to create additional accommodation places for the increasing number of displaced persons from Ukraine. Two additional asylum centres were opened, namely the Center Augustenborg located in the Sønderborg municipality and Center Dronninglund in the Brønderslev municipality.
- In [Bulgaria](#), the need for a complaint mechanism for accommodation facilities arose. In this context, displaced persons from Ukraine can officially complain and report irregularities in the hotels which provide free accommodation (e.g. with food, hygiene and other conditions). The reports can be submitted by e-mail to [report@tourism.government.bg](mailto:report@tourism.government.bg). The e-mail to the Ministry of Tourism must indicate the name of the hotel for which the complaint was submitted, the address where it is located, and the names and contact details of the person submitting the report. The authorities are seeking information on significant irregularities in hotels, which are included in the Humanitarian Aid Programme approved by the Council of Ministers for displaced persons from Ukraine. The Humanitarian Aid Programme includes guidelines for accommodation, such as temperature controls in the rooms (not lower than 18-21 degrees), clean common areas, hot and cold water in the rooms, conditions for personal hygiene, food three times a day (with products in line with the standards provided by the legislation in Bulgaria), and sufficient amounts of drinking water.
- In Estonia, the [Social Insurance Board](#), in cooperation with Kinnisvara 24, launched a real estate portal ([www.kinnisvara24.ee/ukraini/abi](http://www.kinnisvara24.ee/ukraini/abi)) which indicates living spaces offered by private citizens (for free or at a price) to Ukrainian war refugees.



### Social assistance, medical care and integration support

As the registration of displaced persons from Ukraine continued, EU+ countries began to focus on the provision of rights and integration support, for example access to work, health care, education and social assistance.

- In Switzerland, [the Federal Council](#) decided to provide additional support to Ukrainians entitled to S protection status for language classes in order to ensure their access to employment and social life. On 13 April 2022, the Federal Council granted the cantons a financial contribution of SF 3,000 per person with protection status S, in particular to encourage the acquisition of language skills. During the consultation, the cantons supported, in principle, the proposal drawn up by the SEM.



- In [Italy](#), a [declaration of intent](#) to promote the integration of migrants in Italy was signed by the Minister of Labour and Social Policies, the president of the Conference of Regions and Autonomous Provinces and the immigration delegate of the National Association of Italian Municipalities. The document recognises the importance of the regional and urban dimensions in the integration process of foreign citizens and their families and the need for approaches which are tailored to local specificities. Hence, there is a need for commitment from all levels of government to strengthen joint actions in the field of integration and to act in a coordinated and consistent manner with the programming of the funds and the shared objectives, outlined in the Strategic Framework 2021-2027 and in the PNRR (Piano Nazionale di Ripresa e Resilienza) on inclusion, cohesion, social and labour policies.

In addition, the [National Association of Employment Agencies](#) (Assolavoro) and the trade unions, Nidil Cgil, Felsa Cisl and UilTemp, have signed an agreement to facilitate the reception, inclusion and work integration of the following categories of vulnerable migrants: holders of international protection (refugee status and subsidiary protection), temporary protection and special protection .

The goal is to activate training courses to facilitate work integration, reducing the mismatch of skills, providing immediate support for self-sufficiency and supporting the workers of the Employment Agencies that welcome these people.

- In [Lithuania](#), after deliberation, the Seimas unanimously approved the amendments to the Law on Health Insurance and the Law on the Health System (drafts No [XIVP-1394 \(2\)](#) and No [XIVP-1395 \(2\)](#)), which regulate the provision of health care to migrants and define to whom health care and other health care services would be paid from the state budget.
- To respond to the Ukrainian emergency and in support of Ukrainian refugees who have arrived in Italy, [the Italian Red Cross](#) has set up a psychological assistance hotline: 800065510. The toll-free number, active from 1 April 2022, is nationwide and free of charge. The service is available from Monday to Saturday from 8.00 to 20.00. The service is designed to offer psychological support, both to all Ukrainian citizens who have arrived in Italy and host families. To facilitate access to the support service, services are provided in Italian and English.
- In [Czechia](#), people who fled the war in Ukraine and obtained temporary protection in Czechia can now communicate easily with Czech authorities online by setting up a databox and establishing a citizen's identity. Special websites and information leaflets provide instructions on how to set up an electronic identity and databox. The Ministry of the Interior used existing eGovernment tools and translated the websites [chciidentitu.cz](#) (get a citizen's certificate) and [chciidatovku.cz](#) (create a databox) into Ukrainian and Russian.
- The Malta Refugee Council [published information for Ukrainians who are in need of material support](#), such as food and other supplies. Foodbank Lifeline can provide 6 weeks of support on a weekly basis.



## Combatting trafficking

Following initiatives by [Bulgaria](#), [Finland](#), [Germany](#), [Iceland](#), [Portugal](#), [Slovakia](#) and [Switzerland](#), more countries are introducing communication tools to raise awareness of the risks of being a victim of trafficking in human beings (THB).



In this regard, [Switzerland](#) launched an information campaign on trafficking in human beings, "Protect yourself! – Human trafficking and other forms of abuse", to raise awareness and alert potential victims. The SEM produced a poster and a flyer which include general information and concrete advice on how refugees can protect themselves against abuses. They also include emergency numbers and the addresses of the consultation centres for victim support in Switzerland. The poster and flyer are available in Ukrainian, Russian, English, French, Italian and German on the campaign [page](#) and can also be used and shared by other organisations. All persons who register in a federal centre for asylum seekers (CFA) receive the flyer and CFA employees were asked to spot signs of human trafficking and to directly report any suspicious cases.



## Impact of temporary protection on the asylum procedure

As the registration of displaced people continued, additional procedural adjustments were made with regard to simultaneous asylum applications.

In Bulgaria, [the State Agency for Refugees under the Council of Ministers](#) adopted on 7 April 2022 Order No RD 251/07.04.2022 which provides the following:

- All registration and procedures for granting international protection for displaced persons from Ukraine must immediately cease and all applications are to be registered for temporary protection.
- An individual international protection procedure may be initiated by a displaced person from Ukraine only in exceptional situations where the person does not have any valid documents or other documentary evidence from which it can be established that he/she falls within the category of persons covered by the temporary protection directive introduced pursuant to Article 2 of EU Regulation No 2022/382 of 4 March 2022 and points 1 and 3 of Council of Ministers Decree No 144 of 10 March 2022, as amended by Council of Ministers Decision No 180 of 30 March 2022.

Furthermore, [the State Agency for Refugees](#) provided a clarification note for the order adopted on the procedure to be applied when applying for international protection by persons fleeing the war in Ukraine.





## The trends in numbers

The following incoming flows were reported by national authorities. With the evolving situation, the data are continuously being updated. Please consult official sources.

- The NDGAP ([Hungary](#)) shares daily information on the number of people from Ukraine who apply for temporary protection.
- In [Estonia](#), the PBGB has issued nearly 20,000 temporary protection permits or 1-year residence permits to Ukrainian war refugees. There is no longer a queue to get a residence permit, and a reservation can be rescheduled earlier. Since the outbreak of the war, nearly 30,000 Ukrainian war refugees have arrived in Estonia, more than 35% of whom are children. Nearly 5,500 of them need accommodation in the country, of whom nearly 2,000 are children.
- According to the Greek Ministry of Migration and Asylum, 17,683 displaced persons from Ukraine have entered Greece to date. 9,423 displaced individuals have already been pre-registered using the digital platform that was launched on 28 March 2022. The registration of beneficiaries of temporary protection has officially started on 4 April 2022 in four one-stop-shops. After their registration, the beneficiaries are issued a temporary protection card to access the health and social security systems, as well as to enter the labour market. 1,463 temporary protection cards have been issued to date. The daily arrivals are available online: <https://migration.gov.gr/en/ukraine/>
- As of 20 April, 47,003 war refugees from Ukraine have been registered [in Lithuania, including 19,348 minors.](#)