

# 100 Days On UKRAINE CRISIS Response

## **Table of Contents**

Response Overview	3
Response Goal	5
Impact by sector	6
Strategic Objective 1: BASIC NEEDS	6
Strategic Objective 2: PROTECTIVE ENVIRONMENTS	9
Strategic Objective 3: ACCESS TO INFORMATION	10
World Vision programming approaches in review	13
Working with Partners	13
Moving forward	14
External Engagement	16
Advocacy	16
Media & Communications	17
Financial Report	18
Thank you to all our partners and donors	18

## **Response Overview**

Europe is experiencing the largest refugee and humanitarian crisis on its soil since World War II. Families are being torn apart, and children are suffering the worst of all. In Ukraine itself, children and their families are facing extreme hardships. They are at constant risk of injury or death and living amongst ongoing armed conflict, whilst shielding from bombardments and artillery fire. They are surviving in basements, whilst struggling with shortages in food, water, healthcare, and power.

**World Vision has been responding since the onset of the crisis.** Our response began in Romania where World Vision has been operating for over 30 years. We initially met basic needs on the border, providing sustenance and connecting refugees to essential services, such as transport, shelter, and healthcare. From early March, World Vision pivoted to building a more complex multi-country, multi-sector response to meet the varying needs of refugees, delivering life-saving assistance to meet basic needs, creating and supporting protective environments, and facilitating access to information and basic services.

#### **SITUATION IN NUMBERS**



6.8 million refugees





# More than 1/3 of Ukraine's pre-war population

and 2/3 of its children,

have now fled their homes



## over 24 million people,



more than half of Ukraine's population, will require humanitarian assistance in the months ahead.

## 15.7 million people



need protection assistance and services, including

2.1 million children

## 15.7 million (over 65%)



of the people in need are inside Ukraine

## 3.3 million people



will need protection services due to gender-based violence

## 10.2 million people



need food and livelihood assistance.

## 14.5 million people



will need mine action-related assistance

In the first 100 days of our response, we have established offices and projects in Moldova and Ukraine, with a focus on delivering life-saving assistance to meet the basic and protection needs of refugees, internally displaced people, and host community members in Romania, Moldova, Georgia, and Ukraine.

We have rapidly scaled up our own projects to implement directly - delivering essential aid to hospitals and host communities in Chernivtsi, Ukraine, working with World Food Programme to hire a team and deliver cash to host communities in Moldova, and creating new programmes giving children safe environments to learn and play in Romania and Georgia.

However, above all this has been a response about partnering, and we are incredibly proud of the wide range of partners we are working with, from coalitions of social workers in Romania, to large international NGOs in Ukraine. In total we have vetted, and are either partnering or planning to work with, 24 national NGOs in Ukraine, Romania and Moldova, 13 government institutions, and 10 international NGOs.

The fluid nature of this crisis, and the scale of the need means over the past 100 days we have frequently needed to adapt and flex our response to meet daily challenges, while also scaling our response to meet the needs of millions. The scale of the numbers being displaced, the damage to infrastructure, and the harm being done to people and places are things we have witnessed in conflicts before. We know that the needs will be long-lasting and complex, with many opportunities to support emerging.

We call on all sides to promote peace, asking and praying that diplomatic solutions can be found in order to halt a worsening humanitarian crisis. Children deserve our very best attempts to keep peace. Our hearts and sincere prayers go out to them and their families.



## **Response Goal**

Deliver life-saving assistance to meet the basic and protection needs of refugees, internally displaced people and host community members in Romania, Moldova, Georgia and Ukraine.

#### **PEOPLE REACHED IN THE FIRST 100 DAYS**





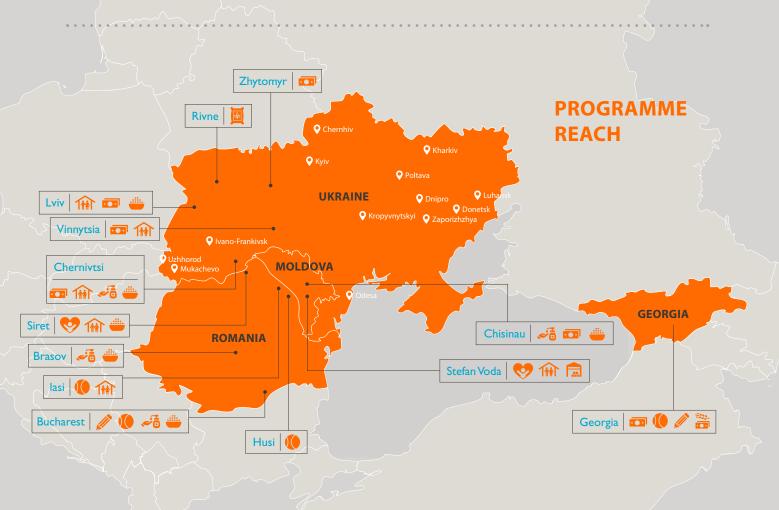
Men 13,426 Women 55,911



Children 46,976
Boys 23,019 Girls 23,957

#### **PEOPLE REACHED BY COUNTRY:**





## Impact by sector



### **OBJECTIVE 1: BASIC NEEDS**

## Deliver life-saving in-kind and cash assistance to meet basic food, shelter and WASH needs

From the earliest days of the crisis, the World Vision Romania team responded to the sudden influx of Ukrainians by mobilising over 40 staff to assist them as they crossed the borders and came to shelters in Bucharest and lasi. This included food, shelter, hygiene items and portable latrines, as well as referrals to key services and information. In Georgia, our office took action to support stranded families when they no longer had a safe home to go back to.

Our Romania office then became a launch pad for our operations in Ukraine and Moldova, focussing on addressing the basic needs of the millions of displaced families in Ukraine, and those transiting or staying in Romania and Moldova with essential food, hygiene and shelter support.

In Romania, we partnered with several shelters in lasi, the first major city many refugees come to after crossing Moldova, or the busy border crossing in Siret with Ukraine. In Bucharest, we partnered with the General Directorate of Social Assistance and Child Protection (DGASPC) to supply RomExpo, a community hub in the city that began life as an overflow shelter, but was quickly supplying over 1000 refugees daily with essential food, hygiene and other necessities. We've also applied what we learned from RomExpo, and used it to set up or support existing hubs in other major cities in Romania. And we built on relationships with local government in Romania to partner with hospitals across the border in Chernivtsi, addressing local needs and growing our response based on local knowledge.

#### **Food**



**60,274** people reached with food assistance



**108.44 MT** of food assistance distributed

#### **Shelter**



**12,181** people reached with temporary shelter assistance



1,095 shelter kits distributed

#### **WASH**



**22,916**hygiene kits distributed



**42,215** people reached with hygiene kits

#### **CASH**



9,991 people reached with cash and vouchers



\$624,170 USD value of cash distributed

In Moldova, World Vision partnered with World Food Programme to bring our collective expertise in cash voucher programming to the Ukraine response. World Vision and World Food Programme have worked together to deliver cash assistance in dozens of other emergencies, and in Moldova tailored this work to support host families in one of the poorest countries in Europe. Through our cash programmes, we also made new contacts in the community, met new partners, and listened and responded to their needs to identify other essential gaps.

In general in our Ukraine Crisis Response, supporting local agencies, shelters, and NGOs has allowed us to reach further quickly, supporting many thousands with food, shelter and hygiene through existing networks. Access to basic needs such as food, shelter, and sanitation and hygiene continues to be critical for both refugees and displaced families, and will continue to be a major part of our response after the first 100 days. Local procurement of food commodities from a localised food basket in Moldova, Ukraine and Romania significantly reduced the turn-around time for much needed emergency assistance to reach disaster-affected families and helps support the local economy of towns and centres where we are working.



Britain's Prince Charles, Prince of Wales, Custodian of the Crown of Romania Princess Margareta (L) and Head of the Romanian Emergency Service and State secretary at the Internal Affairs Ministry Raed Arafat (R) speak with volunteers as they visit the center for Ukrainian refugees at the "ROMEXPO" exhibition center in Bucharest, Romania, on May 25, 2022. @ALEX MICSIK/ AGERPRES FOTO/AFP via Getty Images)

## **Case study**

## Supporting shelters in lasi, the crossroads from Siret and Moldova

## "We didn't want to leave, of course. We hoped that the victory would be fast."

Evhen\*, 17, brought his mother, Alla, to Romania from Ukraine in hopes of finding a safe place for her to escape the conflict. Their home city of Dnipro saw a handful of bombings before the two fled.

Evhen made the decision to leave out of concern for his mother's health. Alla has several health problems, and has previously had a stroke. Evhen feared the stress from the conflict might make her health deteriorate further.

"I was really worried about her because her mental state was also getting bad. Everyone's mental state in Ukraine [is] getting bad right now," Evhen says. "But I was really worrying for my mother, so I decided we had to go."

Their final night in Dnipro was terrifying for Alla. "There were sirens...we were staying in the basement because the sirens were non-stop."

Alla and Evhen travelled by car from Dnipro to Moldova. After crossing the border, volunteer drivers brought them to the Egros Refugee Transit Centre in lasi, Romania, where World Vision is helping Ukrainian refugees.

Though many around the globe were shocked when conflict broke out in February, Evhen and his friends were not. Seeing conflict within Ukraine's borders was a part of his childhood, so much so that he understood war to be a part of what makes Ukraine.

"You know, many people are thinking that war in our country began the 24 of February. War in our country has been going on for eight years. It came back in 2014." he explains. "I've grown up with war. I was nine when war started. I guess I'm lucky that I wasn't seeing it with my own eyes for a big part of my life."

He is the only person from his friend group who has made the journey out of Ukraine as a refugee, and he worries for the safety of his friends and extended family who chose to stay. Alla feels the same, and encourages their loved ones back in Ukraine to make the journey across the border.

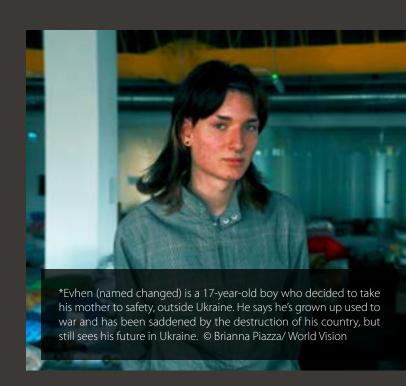
"We are always calling people back home and telling them...how good it is here" she says through tears. "There is a feeling that we've left them behind." Evhen leaves behind not just his friends, but a blossoming career and education. As a second-year university student, he was studying law and psychology and was performing as a theatre actor outside of class. The day the conflict broke out in Ukraine, Evhen was meant to sign a modelling contract. Instead of a career, the arts quickly became a way for Evhen to escape the tragedies happening outside his city.

"Leading up to the conflict, there was tension in the air. The theatre that I perform in was my safe space where I could be myself and not think about those things."

Evhen's goal now is to find his mother a safe place to stay in Europe, and then return to Ukraine. He remains hopeful for what the future might bring—for both himself and Ukraine.

"I see my future back in Ukraine. As long as Ukraine exists, my future exists for me."

\*Evhen's name has been changed to protect him and keep him safe.





## **OBJECTIVE 2: PROTECTIVE ENVIRONMENTS**

Support affected women and children with child protection, gender-based violence and mental health and psychosocial support services and protect against sexual exploitation and abuse

Along with a provision of basic needs, food assistance and cash distributions, our response activated a minimum package of protection interventions, identifying and working with local partners that had the capacity to support the ecosystem children are living in. This involved training partners on basic psychological first aid (PFA), humanitarian accountability and principles, as well as safeguarding standards and mechanisms.

In Romania, we initially established child play areas at the major border crossing points in Siret and Husi, before moving to focus on the urban centres where children and their families were staying. In Bucharest we have established three Happy Bubbles - enhanced Child Friendly Spaces – that provide recreation and non-formal education to refugee children.

In Georgia, our existing pool of experienced music therapists and psychologists were able to instantly respond to the needs of children suddenly trapped on holiday, conducting music therapy and inclusive dancing sessions for children aged 3 to 14. Working with UNHCR, we also maintain a 24/7 hotline that can provide protection and assistance to Ukrainian refugees anywhere in the country. And in Tbilisi, Batumi and Kutaisi, our staff have worked with the government of Georgia and UNHCR to hold sessions on gender-based violence for Ukrainian women.

In the coming months we will continue to focus and expand our protection activities, with a pool of highly dynamic local partners and direct implementation in Ukraine, Romania, Moldova and Georgia. Across our response, we have strived to integrate child protection and MHPSS with education as much as possible, and this will continue to be the case in our forthcoming summer camps and back to school activities.

#### **Child protection**



Happy Bubbles (service hubs with integrated activities – MHPSS, education and child protection) established and supported



1,128 children supported with child protection programming



341 child protection kits distributed

## Mental health and psychosocial support services (MHPSS)



**966**people benefitting from MHPSS activities





# OBJECTIVE 3: FACILITATE ACCESS TO INFORMATION, EDUCATION, HEALTH CARE, SOCIAL PROTECTION, AND OTHER BASIC SERVICES

Access to information, education, health care, social protection and other basic services is challenging for a population on the move, especially for children. World Vision's Ukraine Response pivoted very quickly from a focus at the border crossings to a focus on assisting refugees in the urban centres. This was necessitated by the improved processes at the border, which facilitated the movement of people to the cities quickly. While continuing to address immediate needs for food, shelter and hygiene items, we are increasingly addressing longer-term needs of the refugees as well, such as education.

World Vision has identified and engaged Ukrainian teachers to pair up with Romanian teachers in the facilitation of nonformal activities in Happy Bubbles and for formal activities connected to Romanian schools. This enhances social cohesion between refugees and host communities and ensures that Ukrainian refugee children continue learning in their curriculum with the support of Ukrainian teachers. We are also working on integration activities in Georgia, Romania and Moldova to help children enrol in local schools, for refugees to learn the local languages, and to help parents find jobs.

In the coming months, we are planning to roll-out over 90 non-residential summer camps in Ukraine to help displaced children process their experiences and catch up on schoolwork. There will be additional summer camps in Moldova, and a series of educational summer activities in Romania. The summer camps are in large part a result of the commitment our technical experts have made to the education cluster in Ukraine and the Education sub-Working Group in Romania, to ensure standardisation of practice and incorporation of key programming elements across diverse partners during design and implementation.



192 children benefitted from education programming



100 education kits distributed



**117** people referred to medical care



**186**people provided with livelihood support services



1,000 hospital NFIs supplies distributed



**4,000** people reached with hospital supplies



## Case study

# Navigating bureaucracy to continue education in Georgia

Masha is a 12-year-old girl from Zaporizhzhia, who's been in Georgia for nearly four months now. She came to Georgia for a skiing holiday with family and friends in February, but stayed after the beginning of the conflict in her home country.

"In the beginning it was very boring. We were all sat in the hotel feeling homesick, constantly checking our phones, but one day World Vision came with musical instruments, and everything changed; we started playing games and doing fun activities with them."

In Georgia, World Vision has been supporting children from Ukraine from the very first day of the crisis, providing psycho-social support through music therapy, as well as direct assistance with cash vouchers for food, medicine, clothes, and other necessities. World Vision heard from parents that one of their main concerns was the limited access to education for Ukrainian children.

The Ministry of Education and Science in Georgia took the decision to simplify the process for enrolling children from Ukraine into public and private schools. The World Vision team was actively involved in supporting families with documentation and bureaucratic processes and has helped more than 70 children enrol in schools to date.

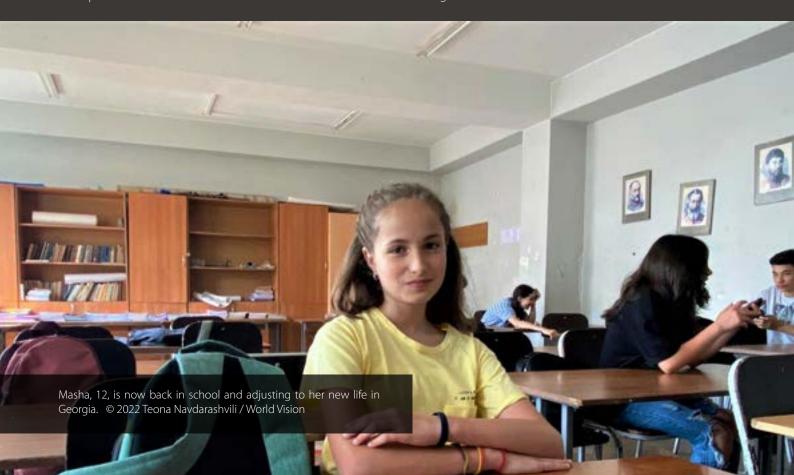
An important part of Masha's new life has been adapting to studies at her new school. She's at a school that offers classes in Russian, so she can continue her education in Georgia without facing a language barrier.

Her teacher recalls, "At the start she was shy and a little constrained, but now she wears a smile on her face and is well liked by classmates and teachers alike."

Masha's favourite subjects are biology and sports, as well as Georgian, which helps her communicate with her new classmates. Every day she also rides the bus with her Ukrainian friends that are staying at the hotel with her. And of course, every week she takes part in the extracurricular social and sport activities organised by the World Vision team

Overall, Masha is satisfied with the help World Vision Georgia has provided her and has given us 'a high score!'. With the end of the school year approaching and the start of holidays in sight, she hopes she and her friends will be able to spend some time by the sea.

Overall, 1424 people (523 children among them) have benefited from World Vision's Ukraine Crisis Response in Georgia.





## **World Vision programming** approaches in review

It has been really positive to reflect on what went well in the first 100 days of our response. From not having an established office in Ukraine, we quickly began cross-border shipments to support hospitals treating displaced families in Chernivtsi and worked with NRC to deliver hygiene supplies to their long-standing projects in the Donbas. We established offices in Chernivtsi and Lviv, out of which we signed additional partnerships. There are now shelters in Vinnytsia that World Vision has helped partners to make more child-friendly, and farmers in Rivne planting seeds so affected communities can contribute to food supply, diversify nutritional food baskets and strengthen their resilience.

In Moldova, too, we are now officially registered and have established an office. We recently even received an official appreciation letter from the President of the Government of Moldova, thanking World Vision for our support to the most vulnerable people in the refugee and host communities since the conflict in Ukraine.

#### **WORKING WITH PARTNERS**

In this response, we established a strong local partnership network which has allowed the response to be grassroots driven. Partners have impressive reach and systems of their own that add immense value and who we can learn from, for instance, Arms of Mercy in Chernivtsi, Ukraine, who use an innovative QR code system for stock management.

As a Christian organisation, we believe that communities of faith within and outside Ukraine have a key role to play in restoring peace to Ukraine as well as praying for those caught up in and responding to the crisis. It has been inspiring to see the work of faith groups in places including Stefanvoda in Moldova and Lviv in Ukraine, and World Vision has a role to play in supporting their efforts. Faith and humanitarian agency partnerships are key to getting aid and support to those who need it. We work with all people of goodwill to save lives and livelihoods, help those who have lost or fled their homes, and to protect the vulnerable.

By working with partners, we are able to support and complement existing systems – such as the shelters in Iasi, RomExpo in Bucharest, and Mission EurAsia in Chernivtsi. We have also had to learn and improve ourselves, deepening our expertise in partnering and developing differing approaches to partnering for governments, NGOs, and churches. There is no one size fits all approach – they all require different types of agreements, different ways of engaging, and different types of support.

Going forward, we are committed to working with our

partners to build capacity and ensure humanitarian standards are upheld. In the first 100 days, we conducted rapid organisational capacity assessments of eight national NGOs in Ukraine, with more planned. This is a crisis where it is clear to see the strategic importance of localisation, and of World Vision's role in supporting these actors. In Moldova and Romania, we have already rolled out a series of trainings in child protection, preventing sexual exploitation and abuse, psychological first aid, procurement, and finance topics.





#### **MOVING FORWARD**

#### Addressing host community needs

Our response has understandably been focused on Ukrainian refugees, but it is important to keep in mind and monitor the needs of the local host communities as well. In Moldova, we (and the UN agencies) quickly discovered huge needs in the host community due to their existing vulnerability as one of the least developed countries in Eastern Europe. This has been further stressed by the social-economic crisis, and elevated levels of inflation. In Moldova, we will adapt our response to support not only the refugees, but also the local Moldovan community, to improve their livelihoods, mitigate the negative economic impact of the crisis in Ukraine and strengthen their resilience for future influxes.

#### Scaling up cash

World Vision has been committed to a cash-first humanitarian response since 2016<sup>1</sup>, and promotes its use as best practice<sup>2</sup>, as in our Venezuela refugee crisis response in Colombia.<sup>3</sup>

Cash has been at the heart of the planning for our response to the crisis in Ukraine from the very

beginning. And in this response, we have heard clearly from our partners and families themselves about the dignity of cash in giving families choice – to buy clothes for new job interviews, to diversify their food and buy things they like, to repay debts caused by the chaos of displacement, and in some cases, to cover family funeral costs.

Disbursements have already begun in Ukraine, Moldova, and Georgia, and this will be rapidly scaled up in the coming months with largescale multipurpose cash programming planned for all four response countries. We will also implement an increasing proportion of these programmes directly now that we are registered in Ukraine and Moldova.

It has been great to work with different partners, including local organisations, to provide cash assistance. In some cases, partners have not previously been involved in humanitarian assistance or cash transfers, but they clearly see the value in this modality, and are highly motivated to use cash to respond to the needs of displaced children and their families.

¹ https://jliflc.com/wp-content/uploads/2016/06/World-Vision-International\_12-commitments\_Presence\_World-Humanitarian-Summit.pdf

 $<sup>^2\</sup> https://www.wvi.org/sites/default/files/2019-12/CVP\%20Overview\%20Report\%20links.pdf$ 

<sup>&</sup>lt;sup>3</sup> Taetzsch, K. 2022. Economic Resilience "On-the-Move": new tools to leverage local markets for basic needs through conflict-sensitive approaches. World Vision. March 8th 2022. Accessible: https://www.wvi.org

## **Case study**

# Supporting host communities with cash assistance in Moldova

Since late February, Angelica Tanasi has offered shelter to as many as 14 people at a time in her 3-bedroom apartment where she lives with her 19-year-old daughter and 30-year-old son.

"I think I'm a person who always helps someone who needs it," she says.

In Moldova, World Vision and the World Food Programme (WFP) worked together to provide a one-time cash distribution to families hosting at least two Ukrainian refugees for more than one week. The program began in Moldova in April 2022 and concentrated on Dubasari and the capital, Chişinău. Each host family receives 3,500 Moldovan lei (\$190) to help cover their expenses, and the cash can be used on anything the family deems necessary.

Angelica was already hosting, and learned about the programme from the people staying in her house. It's been a huge help to her, and helps cover her rising expenses, especially electricity and water.

#### **Building an extended family**

By late April 2022, one family remained at Angelica's home—a mother and three daughters. Angelica and her children embraced them. She says, "We do everything together. We cook, clean, go for a walk."

"This is a family who took us in like we are their family," says 14-year-old Eugenia.

"When we were leaving, everything was usually like they show [on tv] the war, shooting, bombing," Eugenia continues. "I was very scared. I didn't know how I would be received."

Angelica's 19-year-old daughter, Elisabeth, acts as an older sister for Eugenia and her sister Ana—helping them navigate around Chişinău. Angelica and Elisabeth babysit the kids while their mom works.

Elisabeth's face lights up as she talks about the girls. "They helped me feel like I'm a big sister," she says. She takes this role seriously by walking with the girls to local parks and helping nine-year-old Ana with her homework.

Elisabeth doesn't see her family's generosity as anything extraordinary. "It's important to help because we are people, and we don't know what it will be tomorrow. Today I help. Tomorrow, you help."

Even though Ana and Eugenia miss those left behind in Ukraine, they didn't feel safe once the war began. "I couldn't sleep well there. I couldn't go out for a walk, but I can do all these here," says Eugenia. "I'm happy here."

Youssef Mhanna, World Vision's lead in Moldova, thanks all the Moldovan host families. "We as World Vision appreciate what you are doing. And we will pray for you, and we will try to help you to continue supporting the Ukrainian refugees."

Youssef stresses the need for continued aid. He says, "Let's take this opportunity to support all of them and to ensure that the children, women, and men are helped and supported."



## **External Engagement**

### **ADVOCACY**

Since the activation in March 2022 of the Temporary Protection Directive (TPD) in the European Union to respond to the influx of refugees from Ukraine, World Vision has advocated for this instrument to be applied to other refugees in need of immediate protection. Doing so would allow them to respond more efficiently and to avoid overwhelming national asylum systems. In Germany, World Vision briefed Members of Parliament on the TPD and non-discrimination of all refugees.

World Vision participated in a high-level virtual briefing organized by OCHA for UN Member States and partners on the current humanitarian situation in Ukraine and neighbouring countries, where our organisation highlighted World Vision's concerns for the protection of children trapped in Ukraine, on the move, and arriving in neighbouring countries. World Vision called on Member States and the humanitarian community to urgently establish mechanisms to identify and register vulnerable girls and boys in order to reduce the risks they face and begin to respond to their needs.

As co-chair of the Alliance for Child Protection in Humanitarian Action, World Vision contributed to the development of the Child Protection Advocacy Messages for the Ukraine Crisis<sup>4</sup> issued in April and endorsed the Moratorium on Intercountry Adoption from Ukraine<sup>5</sup>. As a member of the Joining Forces alliance, we called for urgent actions to protect children and their families in Ukraine<sup>6</sup>.

The child protection advocacy messages for the Ukraine crisis include key messages and recommendations for donors, humanitarian agencies and humanitarian leadership, as well as the wider international community. While children and their protection are at the centre of this document, the issues and recommendations address children and armed conflict, unaccompanied and separated children, accountability to children and families, localisation, child protection and education, food security and nutrition, trafficking, and genderbased violence.

The Moratorium calls for reunification of unaccompanied and separated children with their families when possible, if such reunification is in their best interest. This includes children who were living in residential care facilities when the crisis escalated, many of whom are children with disabilities. Intercountry adoption should only be considered once all family tracing and reunification efforts have been exhausted and stable in-country solutions, including kinship care, foster care, and national adoptions have been considered in accordance with the principle of subsidiarity.

In the United States, World Vision has launched a petition directed at Congress and the Administration that has been signed by over 5,000 donors and advocates calling on leaders to take action through prayer, emergency assistance, and ongoing care in the aftermath of Ukraine crisis – by creating or passing legislation that prioritises funding for refugees, addresses malnutrition and hunger crises in the wake of the conflict and provides mental health assistance for children

In the next 100 days World Vision's advocacy will focus



Increasing the access of refugees from Ukraine to services and legal rights based on temporary protection



Protection of unaccompanied and children from separated separation and placement in residential institutions in Romania and protect and provide adequate services for children from institutions in Ukraine, including children with disabilities



Advocating for access to protection, especially child protection, for returnees and IDPs located inside Ukraine



Advocacy against attacks on education and to ensure access to education of refugee children in Romania, Moldova and of children in Ukraine

<sup>4</sup> ukraine\_crisis\_child\_protection\_advocacy\_messages\_the\_alliance\_cpha\_may\_2022\_final.pdf (alliancecpha.org)

<sup>&</sup>lt;sup>5</sup> Call for a Moratorium on Intercountry Adoption in Response to the Conflict in Ukraine | The Alliance for Child Protection in Humanitarian Action

<sup>&</sup>lt;sup>6</sup> Statement - Joining Forces (joining-forces.org)

### **MEDIA & COMMUNICATIONS**

In the first 100 days of the crisis, World Vision was included in 7,730 articles with a total potential reach of over 30 billion. You can read some of our spokespeople quoted below:



## **Financial Report**

Funding confirmed for Ukraine Crisis Response:

Funding approved/allocated for field:

Grant Pipeline:

USD 97,748,775

USD 44,234,154

USD 34,992,700

## Thank you to all our partners and donors





















































Thanks to the generous World Vision supporters in Australia, Austria, Canada, France, Germany, Hong Kong, Japan, Netherlands, New Zealand, UK, USA, Switzerland, Taiwan, South Korea, and Spain.













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