



**#KtoPomozeUkrajine**

**Lucia Pašková/Accommodation Coordinator**



**Good questionnaires spare you a lot of extra work**

- *exact*
- *detailed*



## I need help

- who is coming including children, names, age
- group size is needed for transport (fear to separate)
- special needs - material, psychological, health support - provide this info to accomodators
- how long do you plan to stay (I don't know as an option)
- location preference
- contact - Viber?



## Accommodation

inspired by professionals (Airbnb/Booking)

- hotels/private/paid/free (date-date for how long)
- number of rooms/beds
- when can we call
- when can we come with people
- third countries/protection groups
- access for people with handicap
- pets (which/how many)
- survey automatically after arrival of guests =>  
brochure for accomodaters with all updated  
informations
- rebbid - as an opportunity - but not successful



**Make survey and implement results immediately**



**Ako sa cítite?**  
Як ви себе почуваєте?  
[Jak vy sebe počuvajete?]



**Linka zdravia  
pre Ukrajinu**

**+421 2 21025075**  
**7:00 - 19:00**



**Ako hovoriť s ľuďmi,  
ktorí zažívajú traumu?**  
5/5

**Ako pomôcť dieťaťu,  
ktoré prežíva traumu?**



## Transport

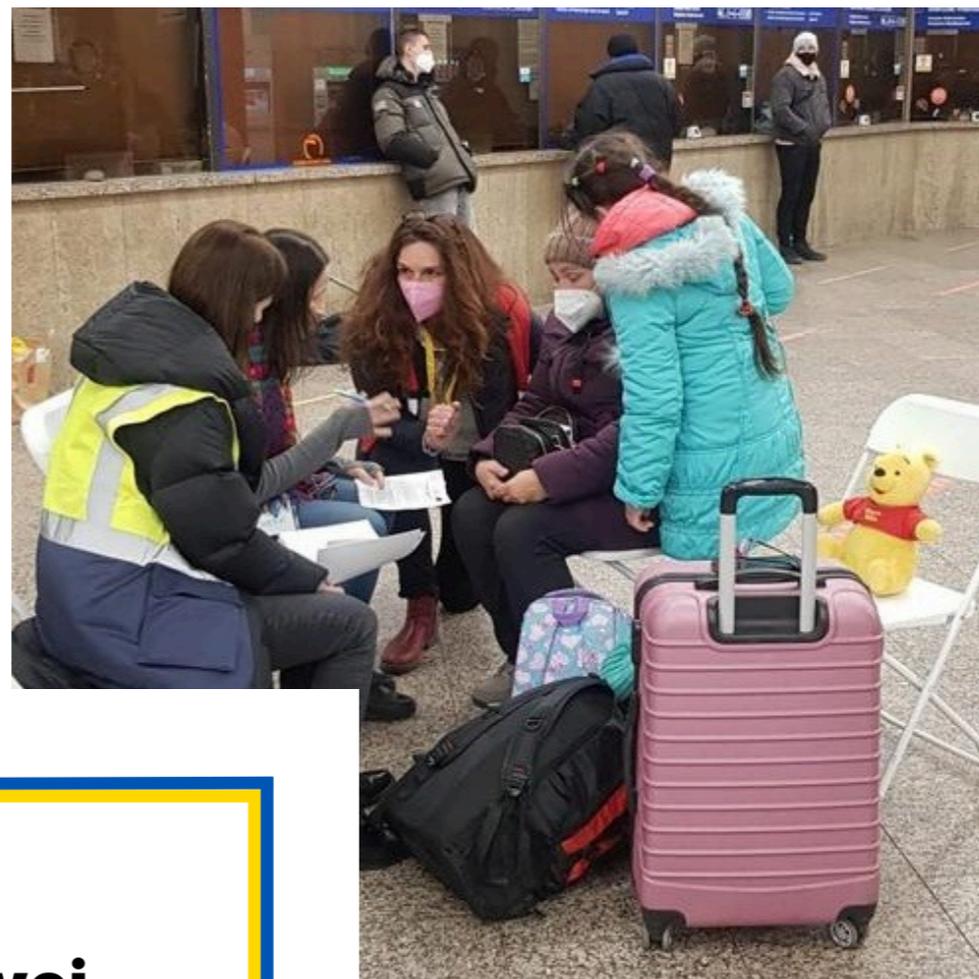
- car size
- number of seats
- children seats availability
- availability
- distance to travel + start location, end locations  
(border, station in which city, region)
- FB groups with these specifics for faster  
coordination
- later solved by municipality with their cars/buses

## Hot spots

- borders - in cooperation organisations
- train stations (free trains)
- visa hot spots

 RAILWAY CONNECTION / ЗАЛІЗНИЧНЕ СПОЛУЧЕННЯ 





## **Kurz krízovej intervencie pre dobrovoľníkov a dobrovoľníčky**



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## Communication for safety

- sms with address and contact - driver/ accomodation provider/people in need - follow up sms - when they arrive at the destination
- email with instruction for accommodator - automatically - link with contract and basic info, but also link to brochure with freshly updated data necessary for people in need
- people in need as well as accommodators confirm arrival

## Communication for safety of people from UA

- email with brochure in UA
- repeated contact - survey, what they need + providing them with new information - new places with material help, new opening hours at the zoll, new psychological help line...
- stay in touch - update email/Viber/whatsup - with call centre - send only relevant information - later Buddy programm, connection to locally helping NGO



## Nová informačná brožúra

v ukrajinskom a anglickom jazyku



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**Ako môžu  
Ukrajinci  
požiadať  
na Slovensku  
o dávku  
v hmotnej núdzi?**



## Nový web práce Workania

Práca pre ľudí z Ukrajiny  
Робота для людей з України

 workania



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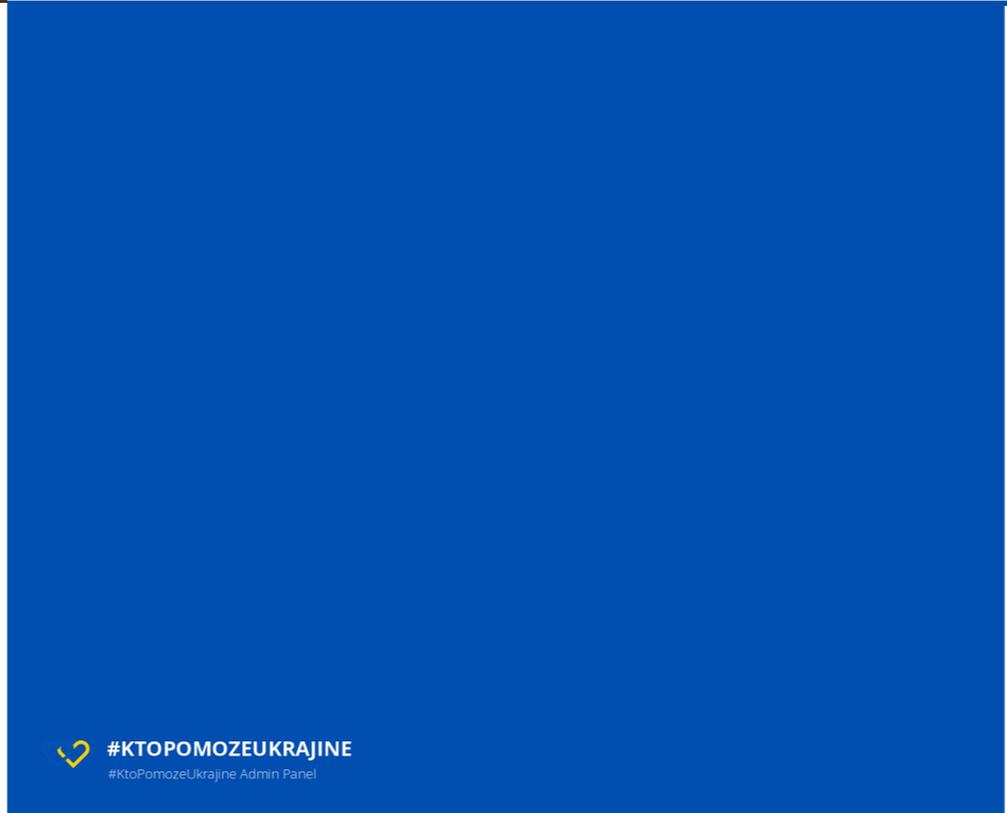
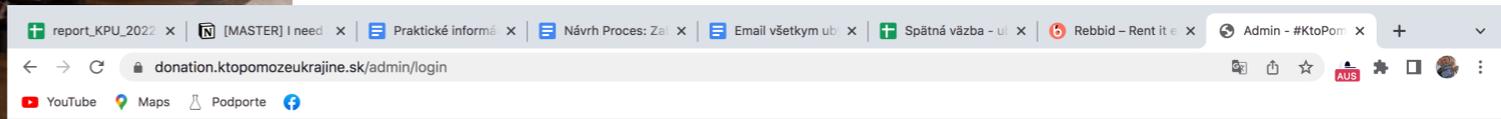
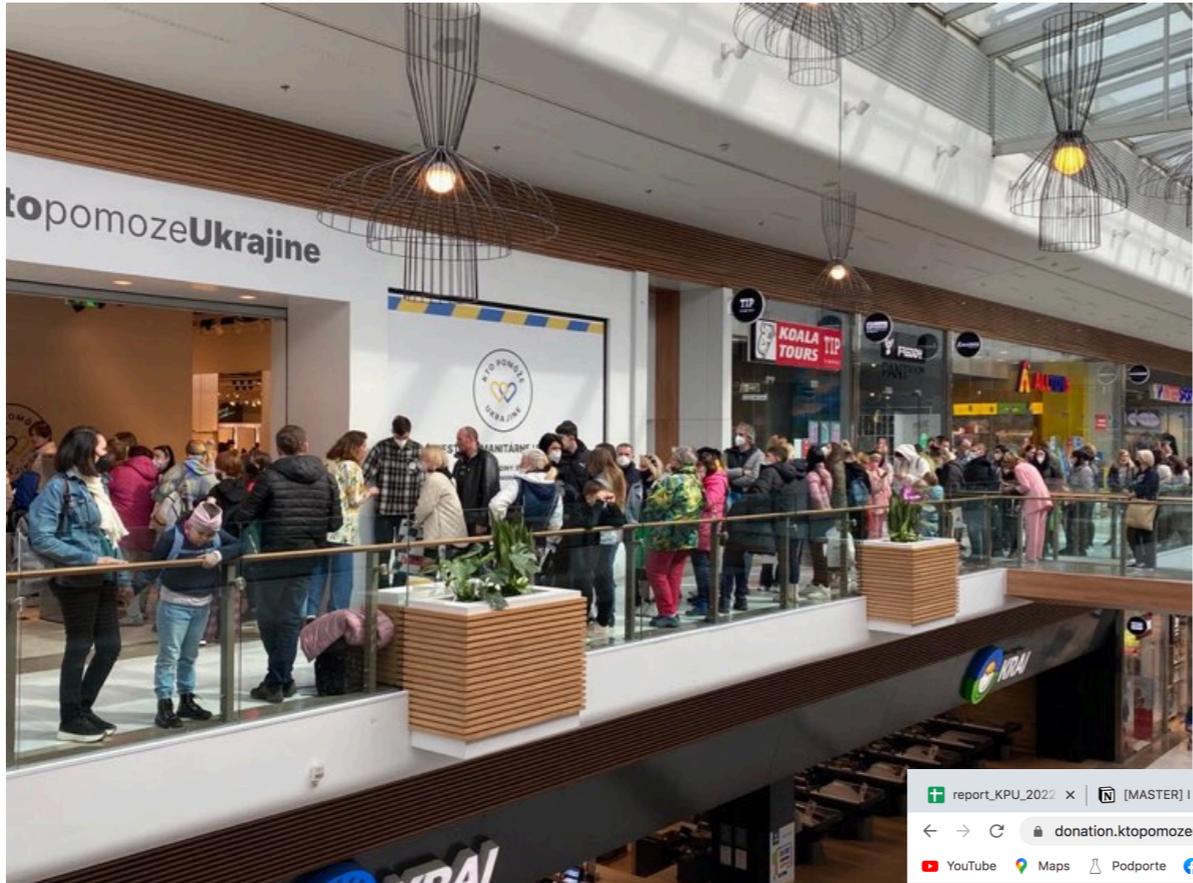


## Zmluva pre ubytovateľov

stiahnite si ju na našom webe



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SIGN IN BELOW:

E-mail  
E-mail

Password  
Password

Remember me

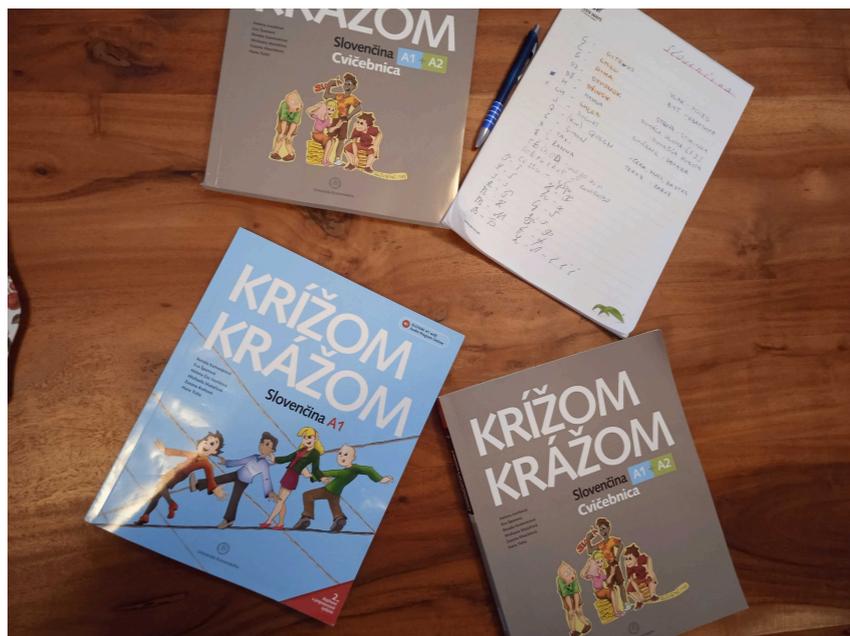
LOGIN

## System of work

- call center 24/7 - always at least 2 people
- slack for call centre + time manager
- fast reply mode
- guidelines/videos for fast onboarding
  
- stronger team support on time of train arrival/call centre as well on spot
  
- direct access of helping organisations to the database - Tenenet, Camp Zilina, Integra, later UNHCR, Unicef ... - GDPR compliance - include in the questionnaire



- **voice bot Ksenia = Xenia**
- **calling to accomodation providers**
- **checking if accomodation is still available**
- **checking if we can call at night**
- **checking if we can bring people to accomodate tonight/tomorrow night**



**Začali sa  
vyplácať dávky  
v hmotnej  
núdzi**



**Komunitné  
miesta pomoci  
Громадські  
довідкові центри**



## System of work

- slack for whole team
- daily automatic check for psychological state
- morning stand ups 30min
- daily evening calls - usually 1 hour - updates on each team
- guidelines for processes - volunteer do not last forever - easy replacement
- volunteer database + HR
- processes for finances - where to ask, what is paid and what is not

## Safety

- financial support from state for accommodation announced fast and understandable - do not wait, announce prolongement also soon enough
- correction of information possible - treat the providers as partners
- telecommunication operators - **free sim cards on hot spots** allowed free internet - amazing help
- posters from ministry of interior - against human trafficking and help line - in UA distributed to hotels/pensions/helping organisations

## Safety

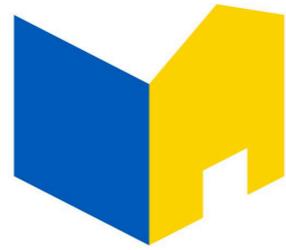
- LGBTQ support - rainbow ribbon, fliers, info in the brochure, identified accommodations
- people with handicap/health issues - follow up with health team
- Buddy system
- available food supply info

## Safety - long term

- same conditions for local people addressed by poverty - to prevent hate
- grant scheme for fast renovation of social apartments/houses in basic standard (one kitchen and bathroom for two/three units)

## Hacks

- Automation and programmers - Ective and it's team was amazing contribution
- Delloite system - voice bot
- CloudTalk software and later professional call centre
- involvement of professionals in all activities
- credibility -> fundraising
- branding -> also important for safety
- PR&social media experts
  
- constant coordination with NGO sector&public sector
- resilience&trust building before crises



**Everything is possible with amazing team**



**Thanks to all volunteers and contributors of  
Who will help Ukraine**