

A large indoor shelter with many people resting on the floor. The room has high ceilings and large windows. In the foreground, three men are standing and talking. The man in the center is wearing a dark green t-shirt with the 'GOAL' logo. The background shows rows of people lying on mats or blankets on the floor, some covered with blankets. The overall atmosphere is one of a busy but organized humanitarian response.

GOAL

# RESILIENCE IN CRISES

**GOAL UKRAINE RESPONSE**  
**NOVEMBER 2022**

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## 1. MESSAGE FROM GOAL'S HEAD OF EMERGENCY RESPONSE

Dear Friends,

As the crisis in Ukraine unfolded at the beginning of 2022, GOAL staff were on the ground within days assessing the nature and magnitude of the humanitarian need. Working in tandem with local structures and partners, GOAL immediately began tending to the overwhelming needs of displaced people and in partnership with PHA (Polish Humanitarian Action) organised the provision of essential items for survival such as a hot meal, food packs, water, hygiene kits, warm clothes, access to shelter, blankets and other critical emergency items. As the perilous war continues to escalate, experienced GOAL staff remain on the ground and continue to assess the evolving need of the Ukrainian people. Today, our response also prioritises mental health and psycho-social counselling, legal support, and the provision of information on protection and ways in which to access to critical social services.

It is the scale of need, as well as the complex global consequences and volatility to livelihoods caused by this war that has proved so shocking: Over twelve million people have been displaced - the same number over a matter of months that Syria generated over ten years. A conservative estimate of 14,000 civilians have been killed and nearly €200 billion is estimated in reconstruction costs.

GOAL has a long history tending to such crises, responding to nearly every major humanitarian disaster of the time for the last forty-five years: From the 1980's Horn of Africa famine to the Rwandan



Head of Emergency Response, GOAL  
Georgina Jordan

Genocide; from the Indian Ocean Tsunami to the West Africa Ebola crisis, and many more, GOAL's reputation as an agency at the vanguard of humanitarian response was forged in these crises.

GOAL also has the experience to effectively respond in Ukraine, having previously programmed in the eastern regions of Donetsk and Luhansk when conflict initially erupted there from 2015 to 2017. This response focused on providing emergency response items and temporary shelter for vulnerable, affected communities, particularly women and the elderly. As a result, at the dawn of war earlier this year, GOAL was already familiar with the local context and acquainted with local partners. This enabled us to scale-up an emergency response quickly to address the overwhelming humanitarian needs that presented and continue to present.

The below report represents a summary of what has been achieved over the last six months. This response would simply not have been possible without the extraordinary support and solidarity of the Irish public, as well as a number of key donors, namely: Irish Aid, AIB, JP McManus Charitable Foundation, Electric Aid, NLW, Bryan Guinness Charitable Trust and more: This report represents what we have achieved together this last six months. Thank you so much for fundamentally enabling this response.

Sincerely

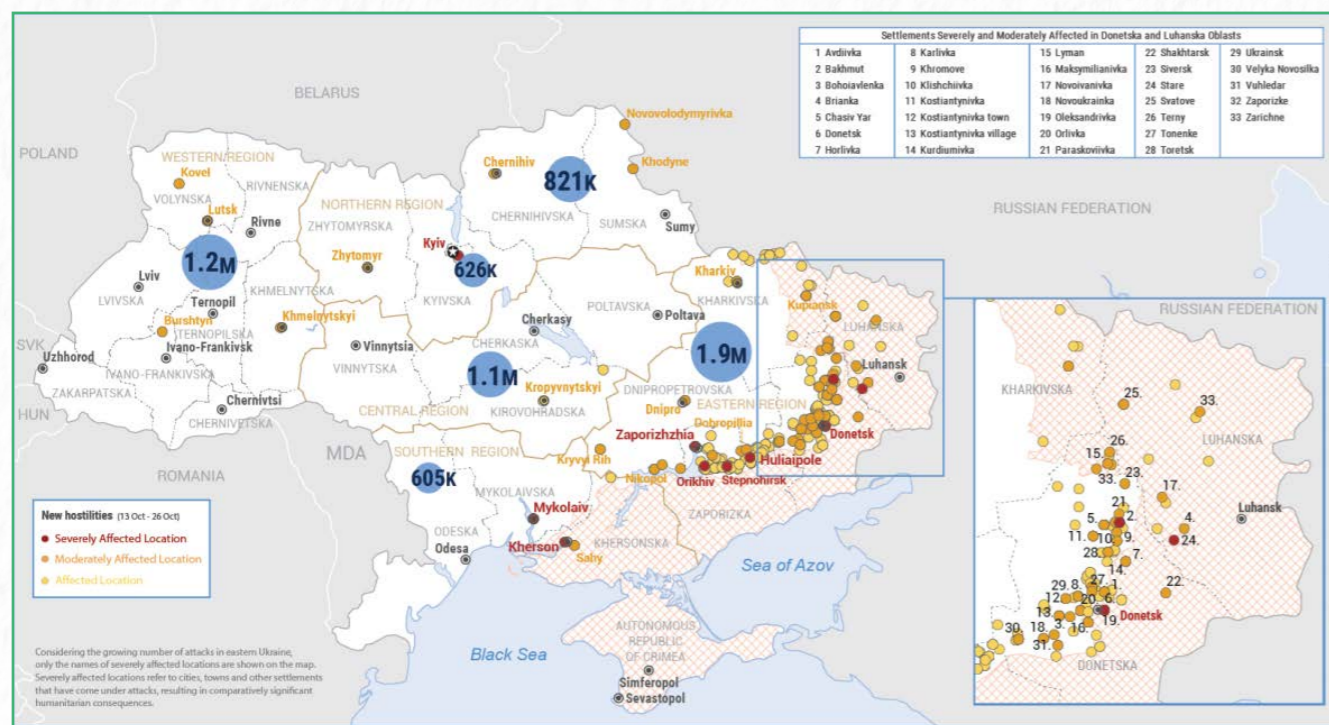
*Georgina Jordan*

Head of Emergency Response, GOAL



## 2. CONFLICT IN UKRAINE - THE CONTEXT BEHIND THE CRISIS

 **OCHA SITUATION REPORT - 26<sup>TH</sup> OCTOBER 2022**



## 3. GOAL ON THE GROUND

**GOAL responded to the Ukraine crisis within days in the knowledge that critical emergency response items would be to the fore, but also, that deeper, concomitant humanitarian issues were at play that would demand a dedicated needs assessment. Consequently, GOAL's work on the ground has taken the following shape and comprised the following activities.**

### 3.1 EMERGENCY RESPONSE ITEMS

Our first programming task in emergency response settings is to ensure people are safe and provided with the core essentials they need to sustain themselves in the immediate term. From departing trains and buses, we provide a hot meal, food packs, water, hygiene packs, clothes, access to temporary shelters, blankets and other items.

Over the past six months, GOAL has distributed these items both with our own teams and through local partner, PHA, in Donetsk Oblast, in southeastern Ukraine. Then in the Lviv Oblast, GOAL worked with Lviv City Council, supporting temporary shelters and setting up a Business Centre to promote job opportunities for IDPs (Internally Displaced Persons) and host communities. GOAL is also increasingly working in the urban centres of Kyiv, Chernihiv, Cherkasy, Poltava and Sumy further east.



GOAL's area of operation in Ukraine are highlighted in red

To date, GOAL has distributed 1,200 food kits (comprising canned meat and fish, buckwheat, pasta, salt, sugar, and many other products) and 3,000 NFI (non-food item)/hygiene kits (comprising bed linen, blankets, towels, soap, clothes and other household items) serving circa 17,000 people, getting these vital items to those who need it most and ensuring a basic level of protection is met.

Furthermore, GOAL has worked with Lviv, and more recently Irpin and other City Councils, to provide temporary accommodation for IDPs both in transit and settled. GOAL has engaged in repurposing and managing various municipal buildings to accommodate attending IDPs, as well as offering them GOAL's programming services - emergency items, information on access to services, legal support, and psycho-social support. In furtherance of this activity, GOAL has procured 20 diesel and 10 gasoline electric generators to provide a power source for these temporary shelters, highly in need due to the affected provision of power and heating services. In all, GOAL is managing a variety of ad-hoc shelters in Lviv, Irpin, Kyiv and Chernihiv offering protection to thousands of IDPs.

**17.7M**

People in need of humanitarian assistance

**6.24 M**

People internally displaced

**7.68 M**

Ukrainian refugees in European countries

**15,592+**

Civilian casualties

**€190 B**

Estimated reconstruction costs

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Please also see Ukraine Situation Reports (unocha.org)



## 3.2 ASSESSING THE NEED

Before GOAL can respond and have our 'boots on the ground' it is essential that we follow strict guidelines and carry out a rapid needs assessment. This is a tool used in emergencies to collect and analyse information in a crisis and informs how we respond. Crucial to the response plan is having a multi-sectorial overview of the needs of people affected by the war, both displaced and host communities. Top of our agenda is understanding the needs of the people we are working with (particularly of children, youths, elderly, people with disabilities and special needs etc etc). It is also critical to get an overview of how our peers are responding. A considerable challenge to disaster relief is coordination. Good coordination means not duplicating efforts and enables the most efficient use of generously donated funds.

At the outbreak of the war in February 2022, GOAL's humanitarian teams were deployed in a matter of days to Ukraine and Poland, to carry out scoping missions, coordinate with local government & humanitarian structures, and engage with local partners.

Following a thorough needs' assessment, GOAL's initial response focused on Ukraine's eastern border with Poland and the west Ukrainian city of Lviv. From there, and as the response gathered pace, we expanded our programming in partnership with PHA further east to the urban centres of Kyiv, Chernihiv, Cherkasy, Poltava and Sumy. GOAL now has offices in both Lviv and Kyiv.

## 3.3 MENTAL HEALTH AND PSYCHOLOGICAL SUPPORT

GOAL in partnership with Right to Protection (a Kyiv based human rights and humanitarian NGO) is delivering Mental Health and Psychological Support Services (MHPSS) and legal aid services in Kyiv, Chernihiv, Sumy, Poltava and Cherkasy oblasts in Ukraine. These services are being delivered following receipt of €500,000 by GOAL in May 2022, from Irish Aid to provide humanitarian intervention and aid in Ukraine.

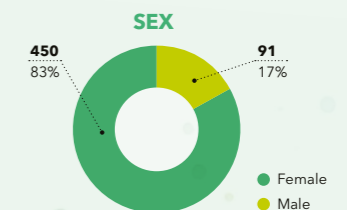
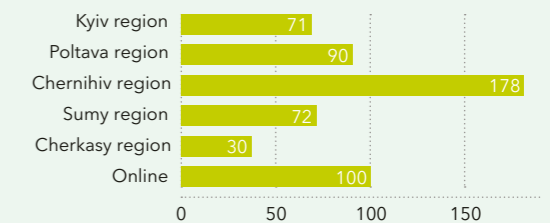
From June - August 2022, the GOAL-Right to Protection partnership has provided 830 individual MHPSS sessions and 120 MPHSS group sessions and 540 internally displaced people have benefitted from individual sessions and 1,000 from the group sessions. During the same three-month period, the partnership provided 1,150 individual legal advice sessions and 22 group sessions and 1,150 people have benefitted from the individual sessions and 290 from the group sessions.

The MPHSS team comprises 17 psychologists, all of whom are trained to provide crisis related psychological support. Those attending the sessions are suffering from anxiety, depression and insomnia and express acute sadness about life that has been lost. They also mourn dead relatives and worry about where to live, what to eat, whether they have enough money, how to build a life in shelters and modular towns and what is the new meaning of life. Children are presenting with deep trauma following movement from the home they know and dangers of war.

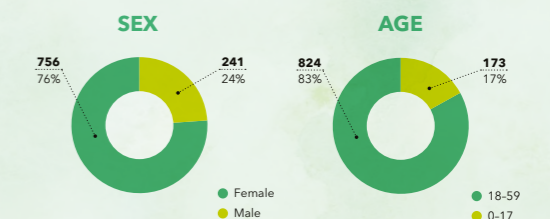
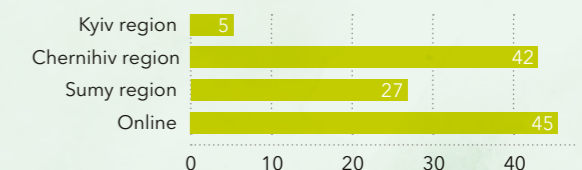
Speaking about the delivery of the MPHSS sessions over the last three months, Nadia Kovalchuk, Right to Protection VP said 'Participants report panic attacks, fear of sirens, fear of falling asleep because there may be an air raid and traumatic reactions to loud noises. People who were not allowed leave occupied territories report fear of torture, fear of showing a pro-Ukrainian position, shame associated with receiving 'humanitarian help' from the occupants for survival and fear of winter and humanitarian disaster.'

'These psychological support sessions help people make sense and speak about the horrors of war. And after attending we ask participants by way of surveys, if this psychological support is delivered in a safe and accessible way and how it has benefitted them. Participants are reporting an improvement in their physical well-being, better sleeping patterns, an improvement in family and parental relationships and being able to be more joyful and take care of themselves' continued Nadia Kovalchuk.

### NUMBER OF UNIQUE BENEFICIARIES BY LOCATION



### GROUP THERAPY SESSIONS BY LOCATIONS



3.4 LEGAL SUPPORT

The legal team that devises and delivers the legal aid sessions comprises eight lawyers and provides broad ranging primary legal consultations on topics such as IDP registration, social payments and services and restoration of personal documents. The lawyers also advise on complicated legal issues concerning violation of human rights in view of international humanitarian law and human rights law.

Speaking about the scaling up of these operations in Ukraine, Georgina Jordan, GOAL’s Head of Emergency Response said

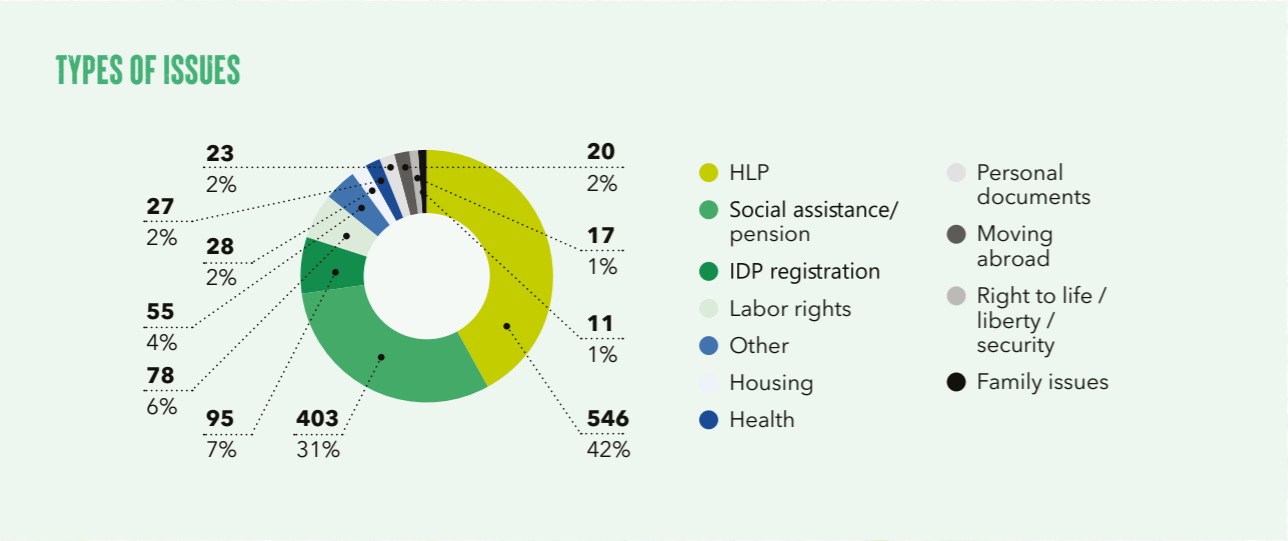
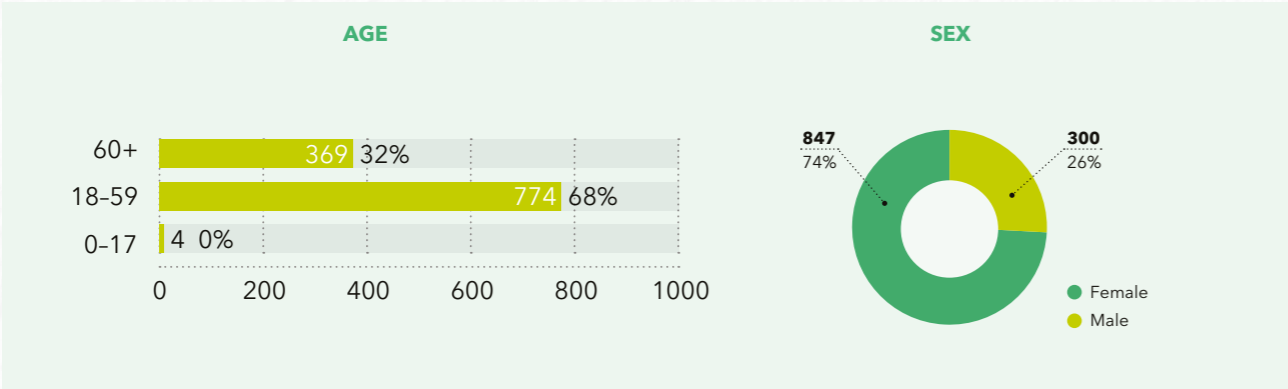
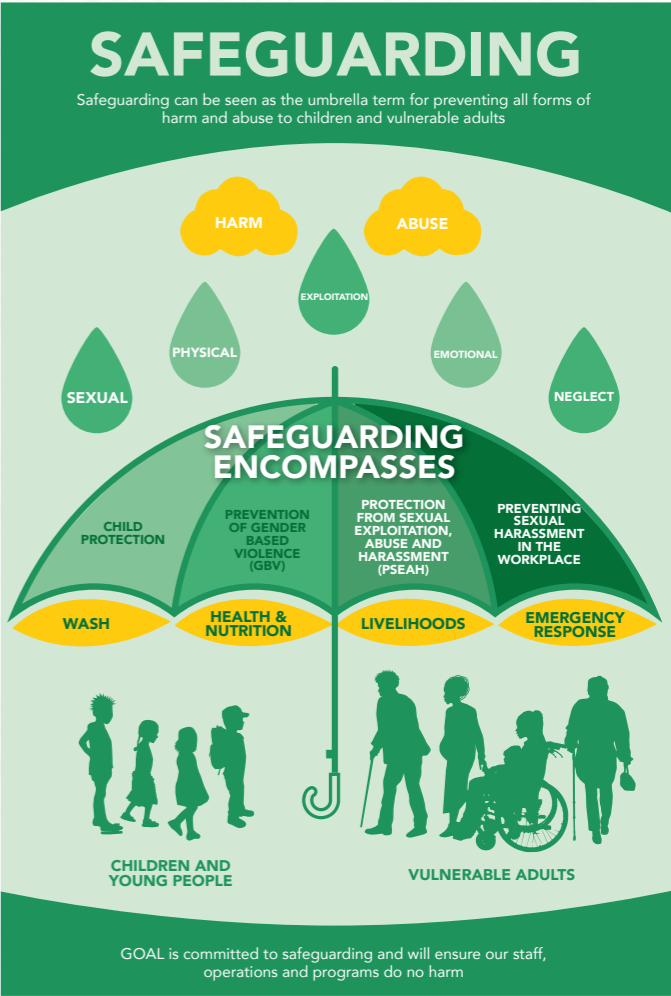
‘The UN Office for Coordination of Humanitarian Affairs estimates that there are now seven million IDPs in Ukraine which confirms the overwhelming need to offer protection, psychological support and legal advice to these displaced and highly vulnerable people, in this entrenched and protracted conflict and crisis. Hence our partnership with Right to Protection and our intent to continue to expand this programme of support.’



4. PROTECTING PEOPLE IN A HUMANITARIAN EMERGENCY

GOAL’s extensive experience in humanitarian setting teaches us that the larger the crisis, the greater the safeguarding risk. Conflict breeds an environment where significant risks are heightened.

GOAL is ensuring that all our partners in Ukraine (Polish Humanitarian Action & Right to Protection) are upskilled with the best safeguarding practices so as to able to identify when clear safeguarding risks such as the above present themselves. In addition, all GOAL responses in Ukraine have information stands in Ukrainian that inform vulnerable people of the attendant risks and how they can seek help to stay safe.





## 5. LOOKING AHEAD

While the current mix of our integrated programming offering remains hugely relevant, circumstances may dictate a pivot in our response. To this end, with increasing numbers of Ukrainians returning, and military engagement continuing in a stalemate, GOAL envisages a gradual transition of programming pivoting more towards sustainable livelihoods in suitable settings.

Currently we are liaising with Kharkiv City Council, an area which was recently de-occupied by Russian forces and where humanitarian needs are exacerbating with winter season approaching. Thousands of vulnerable people, especially those who lost their houses, are returning to their towns but are hosted in collective centres. GOAL is seeking further funding to support humanitarian efforts in Kharkiv area, firstly in collective centres with the provision of furniture, food, NFIs and hygiene items to ensure minimum protection standards are met, and setting up referral systems for psychological support and legal aid for IDPs.

Building on our collaboration with Lviv City Council, GOAL is currently scaling a pilot livelihoods project in the city and has conducted market analysis regarding the feasibility of livelihoods programming in the other aforementioned locations.

In tandem, GOAL has undertaken market analysis as to the viability of cash-assistance & voucher programming. We recently submitted a number of applications regarding such programming to stimulate local economic activity in suitable areas, in conjunction with livelihoods' support.



“ IRELAND HAS ALWAYS BEEN A CARING NATION AND HAS RESPONDED TO COUNTLESS GLOBAL HUMANITARIAN CRISES OVER MANY DECADES. THE PEOPLE OF IRELAND HAVE VOICED THEIR SOLIDARITY WITH THE UKRAINIAN PEOPLE ”  
Siobhan Walsh, CEO. GOAL

# GOAL

## OUR IMPACT TOGETHER

GOAL AND OUR SUPPORTERS SHARE A MISSION TO SAVE LIVES AND EMPOWER COMMUNITIES TO DEVELOP GREATER RESILIENCE. TOGETHER, WE ARE RESPONDING.



GOVERNMENT  
DONORS



INDIVIDUALS  
& FAMILIES



TRUSTS AND  
FOUNDATIONS



CORPORATE  
PARTNERS



LEGACY  
DONORS



COMMUNITIES  
AND SCHOOLS



PEER NGOS  
AND GLOBAL  
CHAMPIONS

# 6. GOAL 45 YEARS OF HUMANITARIAN RESPONSE





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