



REAct system in Ukraine: CHALLENGES OF WAR

(as of 09.24.2022)

Even under conditions of war and active hostilities in some regions of Ukraine, REActors are registering cases of human rights violations of key communities, interact with clients and provide the necessary assistance.

REAct key data for the period 24.02-24.09.2022



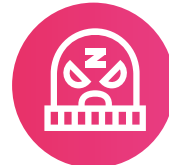
1634
registered
cases of rights
violations



1616
clients, of which
387 are internally
displaced people



715
cases which are related
to a full-scale war of the
Russian Federation
against Ukraine



75
cases where the
violators are the
occupiers



90%
cases which are
resolved fully
or partially



69
REActors



52
NGOs

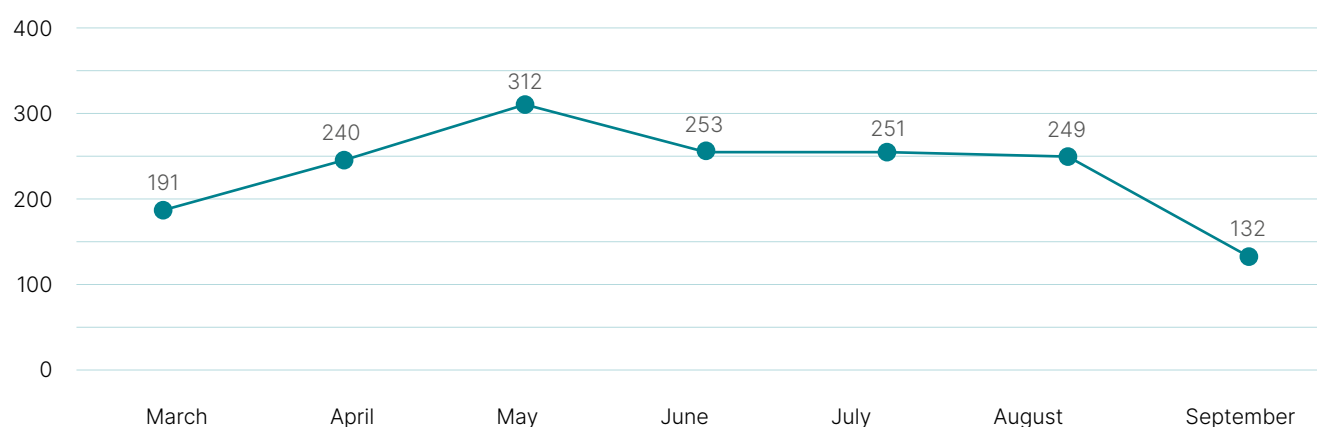


16
regions

Changes in the work of REActors during the war:

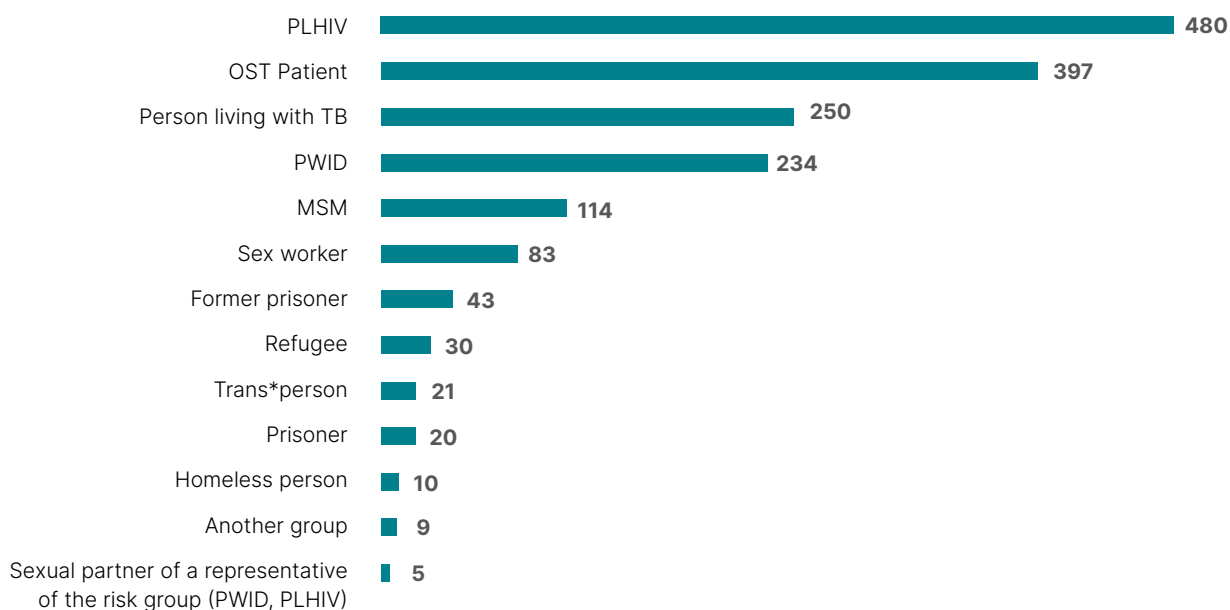
- A distant format of interaction with clients began to prevail in some regions, in some it changed to the main one.
- A change in the spheres of engagement of REActors (help for territorial defense, participation in humanitarian projects, volunteering) affects their time and efforts in REAct and the timeliness of submitting recorded cases.

Registered cases in the REAct system by months (2022) *



*September stands for the period up to and including September 24.

Risk groups related to violation of right of clients



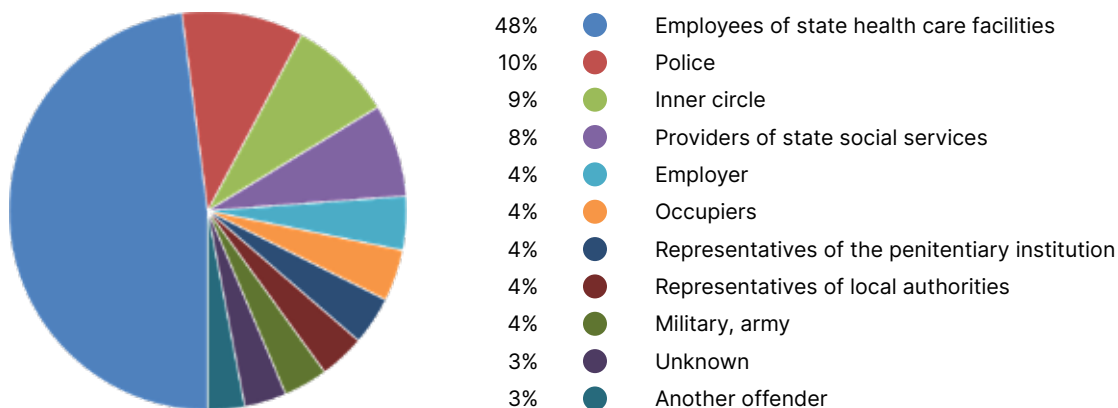
Changes in the needs of REAct clients:

- Some changes are due to the fact that a significant part of people who previously left Ukraine are returning to their places of residence now, which creates an **increased demand for certain services**.
 - The number of cases which are related to clients' access to medical services, restoration of documents, settlement in shelters, receiving humanitarian aid has increased..
- Other changes, on the contrary, concern those who were in Ukraine, including in the occupied territories, and also moved to other regions as internally displaced persons (IDP).
 - There is an increased need for **psychological help** for clients.
 - The need for **personal support of the client** to the necessary authorities to resolve problems has increased.
 - The number of people who tried to **cross the border** and needed consultation in this regard has decreased.

Key types of human rights violations among REAct clients

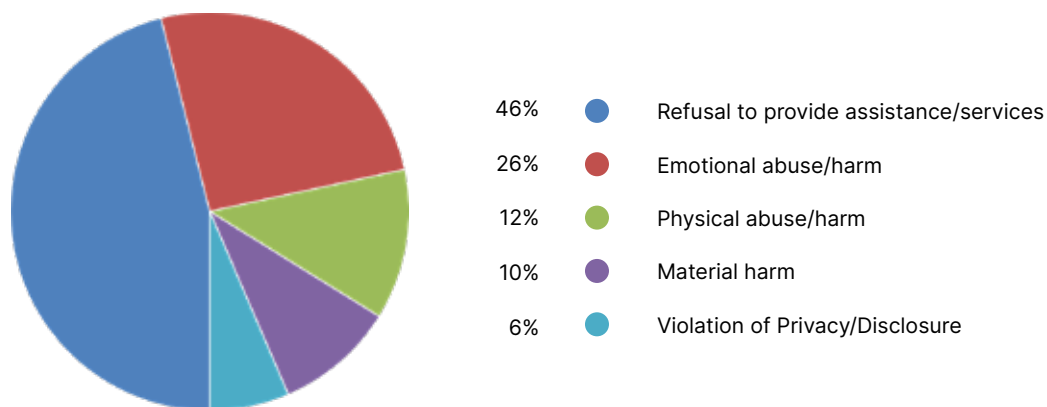
As before the beginning of the full-scale war, the rights of key communities are most often violated by representatives of state health care institutions - 48%. However, at present, the **number of cases of rights violations are caused by the consequences of the Russian military invasion**; it also affects the ability to provide medical services to clients

Key types of right violators of REAct clients*



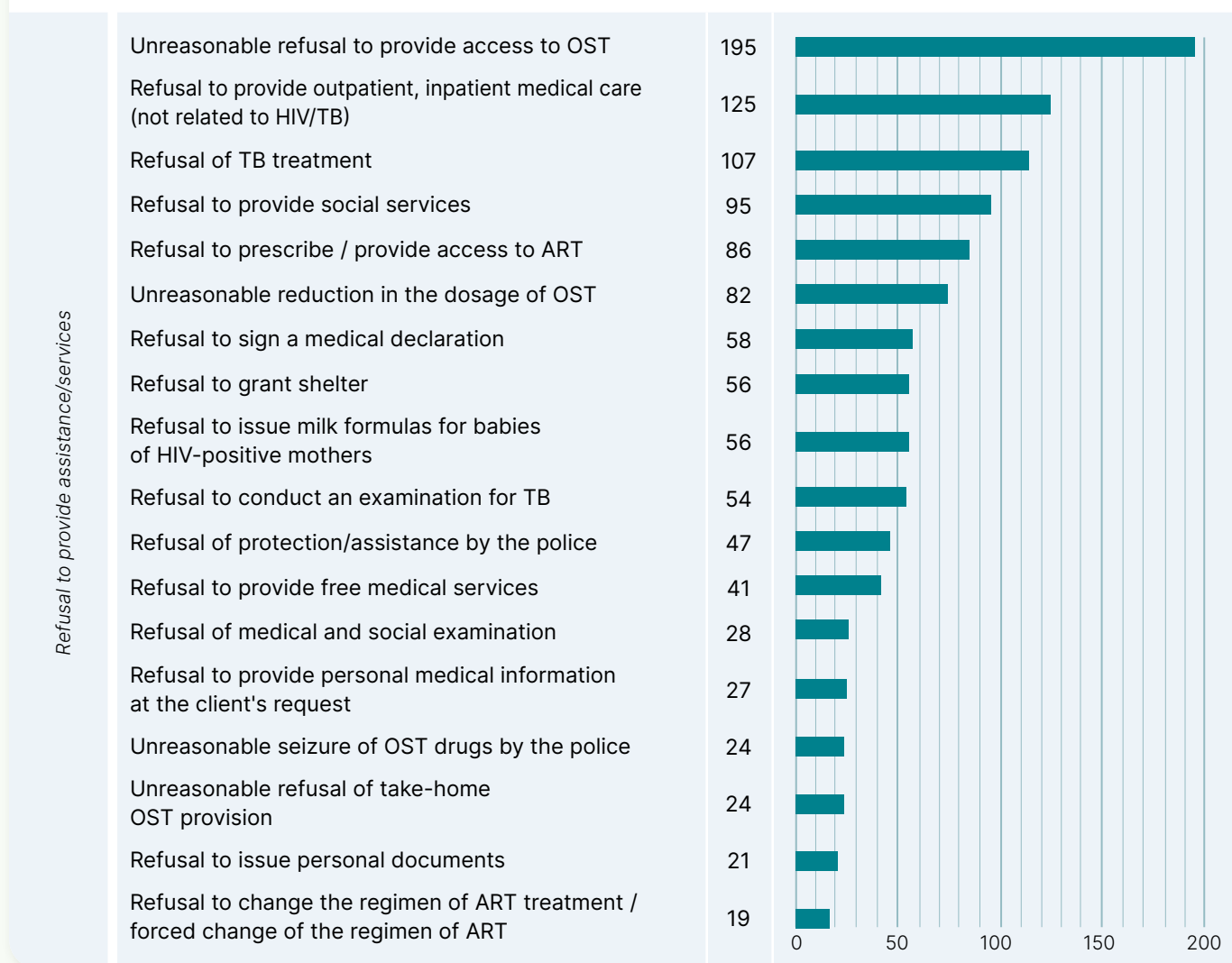
* Several types of violations are possible within one client case

Key types of rights violation of REAct clients*



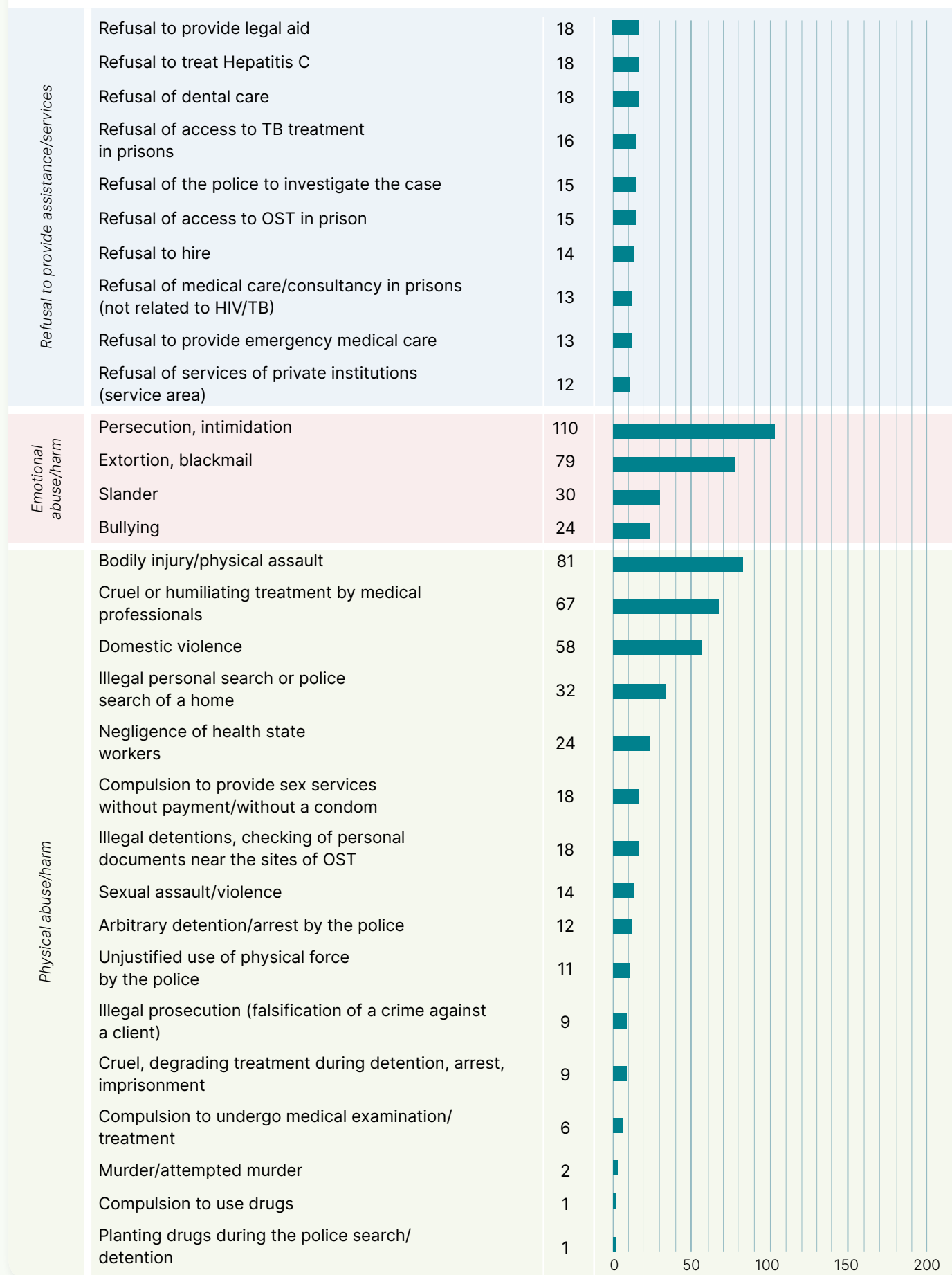
* Several types of violations are possible within one client case

Ключові типи порушення прав клієнтів REAct*



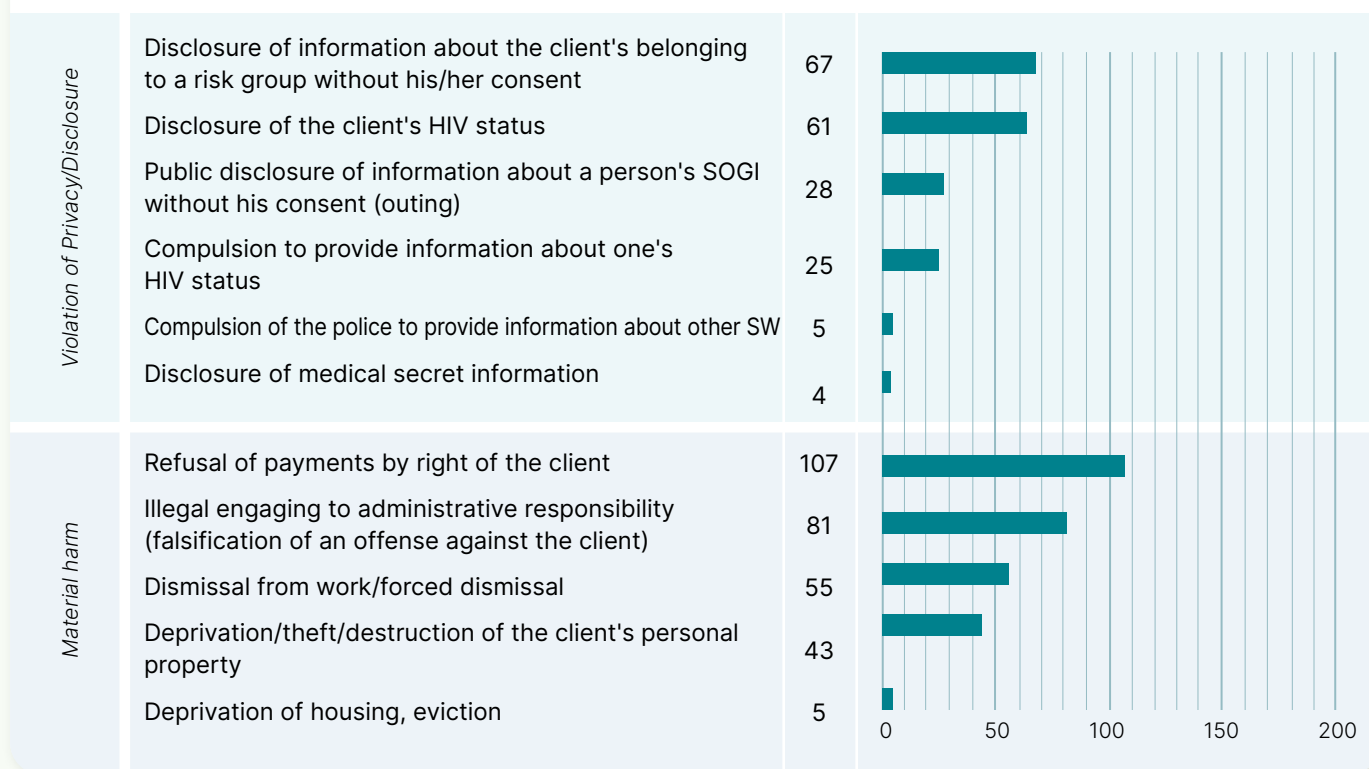
*В рамках одного випадку клієнта можливо кілька типів порушень

Ключові типи порушення прав клієнтів REAct*



*В рамках одного випадку клієнта можливо кілька типів порушень

Ключові типи порушення прав клієнтів REAct*



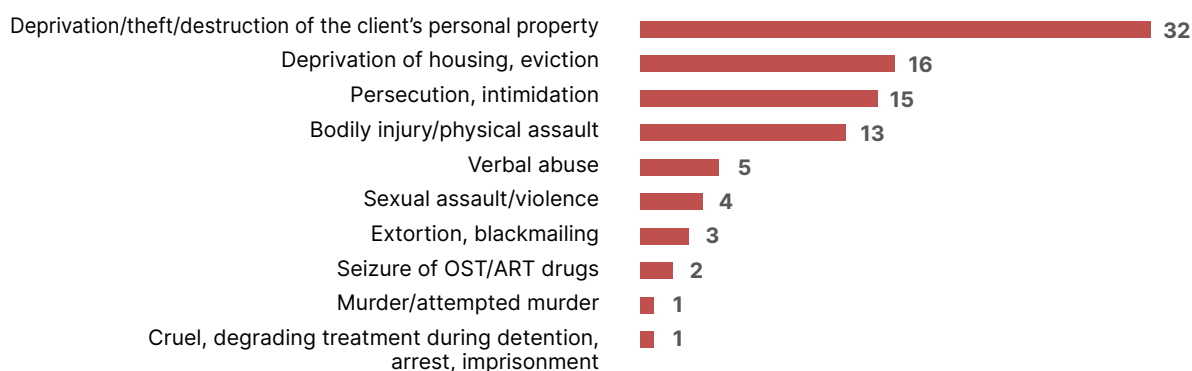
* Several types of violations are possible within one client case



Occupants were violators of clients' rights in 4% of cases.

However, this indicator only shows that in 4% of registered cases where the violators were the occupants, the clients were able to report this case to REAct. The actual number of cases of rights violations is much higher!

Types of violations and war crimes committed by the occupiers



«A client was stopped at a checkpoint by people in military uniform of the Russian Federation. They took the phone, documents and car, locked the client in the basement and inflicted bodily injuries. Then the client lost consciousness. When this client regained consciousness, he was in the room without windows, it was cold there. The man could not understand how long he had been on the concrete floor. He was tortured for several days and his ribs were broken. At the end, the man managed to escape».

One case

Violation of the rights of key groups against the backdrop of war

- **Registration of cases among IDP clients continues.** Often, the clients have difficulties in obtaining medical services in the same volume as they received before moving to another city or region.
- The most significant barriers are observed when the clients receive such medical services as linkage to care, linkage to ART, OST provision, TB treatment, and receiving outpatient and inpatient medical care.
- There has been an increase in the number of cases of **police officers exceeding their authority**, which is manifested in unjustified detentions and searches of the clients (in the majority of PWID and OST patients), seizure of personal documents, seizure of OST and ART drugs.
- The situation with providing clients with places for **temporary residence** remains difficult. The clients are often refused shelters as IDPs, but in most cases because of their belonging to a key community.
- There has been an increase in the number of **cases of denial of social services** (delays in issuing certificates of IDPs, assignment of payments, etc.), which is associated with the client's belonging to key communities, in particular PWID, patients of OST, SW.
- The cases of rights violations by representatives of **key IDP communities, such as OST patients**, have been recorded.
- The system registered cases of **mobilization to the Armed Forces of Ukraine of draft-age men who live with HIV** and have symptomatic carriers. At the same time, there have been recorded cases of refusal to enter the Armed Forces of Ukraine of men with HIV-positive status, who have an asymptomatic course of the disease.



«There is still a high level of stigma against representatives of key groups among medical workers. Here, professional burnout, fatigue, again the increase in the spread of COVID-19 and the involvement of doctors are superimposed. There is no shortage of cases when conflicts arise due to different visions of the political situation»

REActor, Lviv

Reaction to clients' cases

Due to the strong organizational capacity, the availability of relevant specialists and resources in the NGO where the documenter works, **in most cases the response to the client's situation is carried out by REAct forces.**



3856

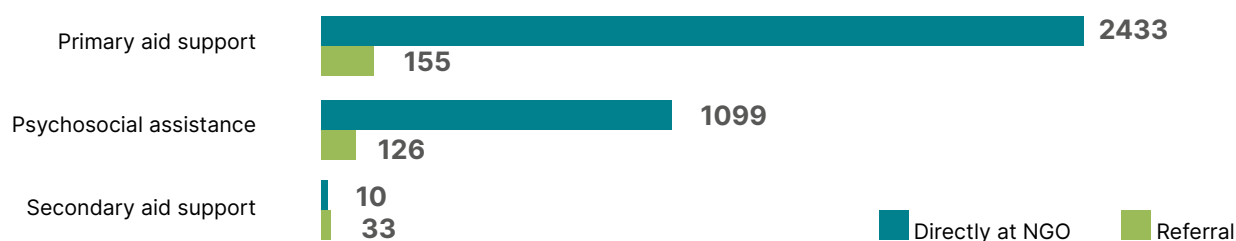
services provided



92%

of services provided by REAct directly

Number of services provided to REAct clients*



*Several services can be provided within one client case

Challenges in response during the wartime

- The increase in the number of IDPs among the clients between regions affected **the terms of receiving services by clients, as well as their quality and completeness.**
- Sometimes **clients change locations faster than it's possible to respond.**
- **Restrictions in the work of state agencies** create significant barriers for clients to receive some services, such as restoring documents, obtaining shelter, etc. In addition, the cancellation by local self-government bodies of personal reception of citizens, in connection with the martial law, has as a consequence of the forced format of applications through written requests, which takes more time.
- **Complicated response in temporarily occupied regions:** almost all state institutions work under the leadership of the occupiers, local partner NGOs have also changed their location.
- Due to **the location change of individual representatives of state institutions, employees of NGOs and human rights organizations** (especially in regions where fighting took place), there are obstacles in redirecting clients to them.
- **Delays in resolving cases regarding access to medical care:** irregular supply of drugs to the regions, inadequacy of their quantity to the needs of clients.

Successes and new opportunities in response during the wartime

- Despite the challenges of the war, as before, **most cases are resolved at the place of the client's request** by REAct.
- If during the first months of the military aggression **the referral system** was unclear, sometimes chaotic, now it **is clearer.**
- In the new conditions, it was possible to **create new partnerships with other human rights organizations.**
- A number of **new organizations have joined** the traditional partners that provide humanitarian services, in particular for IDPs.
- It was possible to establish cooperation with **new donor organizations** that are now allocating funding to meet the humanitarian needs of individuals from key communities.