

**EAST
SOS**

**CHARITY FOUNDATION
"EAST SOS"**

The Charity Foundation "East SOS" was established in 2014.

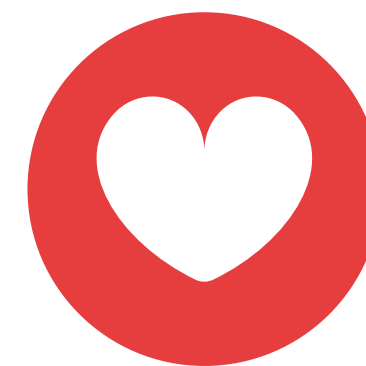
Since then, the team has been providing comprehensive, multi-sectoral support to people affected by russian aggression.



**IN 2022–2025, EAST SOS ALLOCATED
OVER UAH 2 BILLION
TO SUPPORT
UKRAINIAN CIVILIANS.**

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FULL EVACUATION CYCLE



Intake and
Registration
of Requests

Door-to-door
evacuation
from the place
of residence

Transit center

- ✓ Assistance in accessing social services and financial aid
- ✓ Psychological support
- ✓ Legal consultations
- ✓ Planning further relocation routes
- ✓ Provision of rehabilitation aids for people with disabilities, as well as pet food and carriers for pet owners

Transit shelter

- ✓ Residential care
- ✓ Hot meals
- ✓ Assistance with recovery of documents and access to social benefits
- ✓ Medical support
- ✓ Assistance in finding further accommodation

Place of permanent stay

- ✓ Psychosocial support for evacuees
- ✓ Creation of new accommodation places and ensuring dignity-centered living conditions for long-term stay



DISSEMINATION OF INFORMATION ON EVACUATION PROCESS

The team conducts door-to-door visits to older people and people with disabilities, as well as group meetings with residents of communities in the Dnipropetrovsk and Zaporizhzhia Oblast (regions).

During these visits, we:

- ✓ help develop individual evacuation plans;
- ✓ explain available options for departure;
- ✓ provide psychological support;
- ✓ offer consultations on legal and social issues.

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DOOR-TO-DOOR EVACUATION AND SOCIAL TRANSPORTATION

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Our crews evacuate people with disabilities, families with children, lonely people, and pet owners from **the Donetsk, Dnipropetrovsk, and Zaporizhzhia Oblast.**



We have rescued over 102,000 people from frontline persons, including more than 17,000 individuals with limited mobility.

Our system for **relocating and accommodating older people and persons with disabilities** in safer regions operates continuously.



WORK IN TRANSIT CENTERS

Since 2024, we have been providing support – including legal, psychological, social, and logistical assistance – to evacuees at transit centers in **Pavlohrad and Kharkiv**, and later in **Lozova, Voloske, and Zaporizhzhia**.



Since the beginning of the full-scale russian invasion, we have helped more than **4,500 elderly people** living alone and individuals with disabilities who were evacuated to find permanent housing.



CRISIS RESPONSE

We respond to shelling and drone/missile attack incidents and provide psychological, legal, and social support to residents of affected houses in Zaporizhzhia, Kharkiv, Mykolaiv, Dnipro, and Pavlohrad.

We also carry out repairs to homes damaged by shelling in Izium.



In 2023–2024, we were present every day at the checkpoint in Sumy Oblast – the only exit route from temporarily occupied territories TOT), supporting people fleeing to safety. We also supported those affected during evacuations following the blowing up of the Kakhovka Hydroelectric Power Plant by Russian forces.



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CHARITABLE ASSISTANCE

- ✓ Equipping and outfitting collective sites for evacuees (furniture, household appliances, charging stations)
- ✓ Providing hot meals at transit shelters
- ✓ Handing over assistive rehabilitation devices and mobility aids for safe movement
- ✓ Supporting companion animals during evacuation at transit centers (pet food, carriers, bowls, leashes)

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CHARITABLE ASSISTANCE

- ✓ Handing over equipment to medical facilities and residential care institutions (functional beds, wheelchairs, blood pressure monitors, blood analyzers, etc.)
- ✓ Outfitting bomb shelters in educational institutions in frontline communities with essential supplies and equipment (furniture, appliances, charging stations, and power banks)



ASSISTANCE TO THE STATE EMERGENCY SERVICE

The Foundation provides **support and delivers essential equipment to rescue teams** in Luhansk, Donetsk, Kherson, Kharkiv, Zaporizhzhia, Sumy, Dnipropetrovsk, Mykolaiv, and Zhytomyr Oblasts.

Upon request, we have handed over:

- ✓ motor pumps;
- ✓ ATVs;
- ✓ hazmat suits;
- ✓ motorboats;
- ✓ boots;
- ✓ helmets;
- ✓ body armor;
- ✓ debris removal backpacks;
- ✓ dosimeters;
- ✓ night vision devices;
- ✓ fire-resistant coveralls;
- ✓ mine-resistant boots;
- ✓ trailers;
- ✓ EW equipment (jammers);
- ✓ drone detection systems;
- ✓ necessary equipment for outfitting bomb shelters, etc.

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CALL CENTER

The East SOS call center has been operating for over 11 years.

We register and handle requests for:

- ✓ evacuation and accommodation;
- ✓ documentation of war crimes;
- ✓ repair of damaged housing;
- ✓ provision of legal assistance;
- ✓ dissemination of information on available support for displaced persons.

Call center operators also collect feedback on services provided by the Foundation's specialists and monitor their quality.

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SINCE FEBRUARY 24, 2022,

658,000+

REQUESTS HAVE BEEN HANDLED.



PSYCHOLOGICAL SUPPORT

The East SOS team provides comprehensive psychosocial support, including:

- ✓ crisis counseling;
- ✓ online and in-person counseling for adults and children at the Zatyshno Space support centers;
- ✓ group psychoeducational and supportive sessions, as well as art therapy activities;
- ✓ accompaniment of evacuees with limited mobility;
- ✓ outreach visits to provide information on the evacuation process.



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SOCIAL SUPPORT PROGRAM

East SOS provides tailored case management to affected people, guiding them from their initial request through to the exercise of their rights and access to social benefits:

- ✓ **information support** (consultations on benefits, documents, medical issues, and government programs);
- ✓ **reintegration services** (support in crisis situations, employment assistance, education and retraining, support groups);
- ✓ **digital literacy** (guidance on using government online services).

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SUPPORT IN HOST COMMUNITIES

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A network of psychosocial and legal support centers “Zatyshno Space” operates in Vinnytsia, Zaporizhzhia, Mykolaiv, and Kharkiv.

We help people in rebuilding social connections, accessing training and retraining opportunities, securing employment, as well as support the socialization of children and adolescents.

OVER THE PAST THREE YEARS, MORE THAN 19,000 WOMEN AND MEN HAVE BENEFITED FROM THESE FREE SERVICES.



EDUCATION PROGRAM

- ✓ Psychosocial and educational support for children
- ✓ Development of professional competencies for educators and school psychologists
- ✓ Capacity building for NGOs and activists through training and institutional support
- ✓ Human rights training for activists and civil society representatives
- ✓ Monitoring visits to frontline and de-occupied regions
- ✓ Capacity building for educational institutions
- ✓ Advocacy for facilitated enrollment of young people from TOTs into higher and vocational education institutions



As part of implemented projects:

- 2,608 educators improved their digital competencies;
- 23,497 children gained access to proper psychological support;
- 56 general secondary education institutions participated in the “School Up” project and received training in project management;
- 300 adolescents joined “Easy Camp”, a program designed to help them catch up on educational losses.



WAR CRIMES DOCUMENTATION

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East SOS engages with survivors and witnesses to document war crimes perpetrated by representatives of the Russian Federation against the people of Ukraine. **Collected testimonies are shared with national and international courts.**

OVER 2,176 STORIES HAVE BEEN DOCUMENTED.

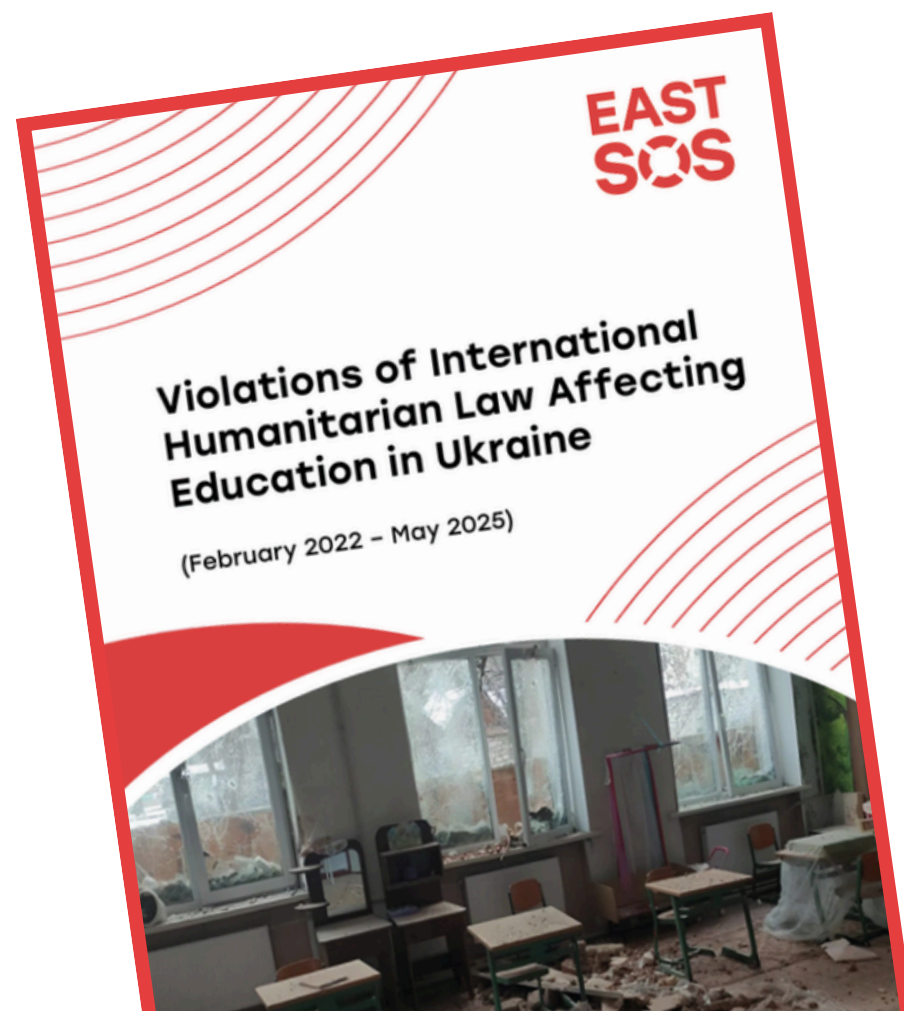
Our specialists conduct analytical research based on documented testimonies on the impact of the war on civilians, vulnerable groups, and frontline communities. **These materials are used for advocacy and for building an evidence base to support accountability and justice processes.**





WAR CRIMES DOCUMENTATION

In 2025, East SOS released the report “The Invisible People of Ukraine’s Frontline Regions,” highlighting the living conditions, challenges, and needs of older people and persons with disabilities who remained in frontline territories following the onset of the full-scale russian invasion.



In 2026, the Foundation presented an analytical report titled “Violations of International Humanitarian Law Affecting Education in Ukraine”, based on testimonies from temporarily occupied and frontline territories.



LEGAL ASSISTANCE

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- ✓ East SOS specialists provide **free-of-charge consultations** on housing, land and property (HLP), as well as social, pension-related, and labor issues, and support people in court proceedings.
- ✓ We assist people in recovering lost documents, obtaining compensation for damaged or destroyed property.
- ✓ **Free legal aid** is available to displaced persons, veterans, and their family members.

SINCE 2022, OUR SPECIALISTS HAVE DELIVERED OVER 82,000 LEGAL SERVICES across frontline and de-occupied communities, transit centers, host communities, collective sites, and at the “Zatyshno Space” network centers. We also offer remote consultations.



ADVOCACY

The program specialists focus on the following issues:

- ✔ improving the regulatory framework for evacuation processes;
- ✔ developing the social services system;
- ✔ shaping housing policy in the context of mass displacement;
- ✔ ensuring compensation for destroyed or damaged housing, as well as housing lost during occupation;
- ✔ ensuring access to education for residents of frontline and temporarily occupied territories;
- ✔ using information obtained from documents issued during the temporary russian occupation;
- ✔ protecting humanitarian workers (Duty of Care).





RECONSTRUCTION PROGRAM

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The Foundation's team has repaired **over 1,900 private houses** damaged by russian attacks in **Kharkiv and Donetsk Oblasts**.





REPAIRING AND OUTFITTING OF COLLECTIVE SITES

Repairing and outfitting of collective sites for displaced persons:

- ✓ **12 collective sites** in Ivano-Frankivsk, Poltava, and Kharkiv Oblasts have been supplied with furniture and equipment.
- ✓ Repairs are ongoing in collective sites across Dnipropetrovsk, Vinnytsia, Rivne, and Volyn Oblasts.

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REPAIRING AND OUTFITTING OF GERIATRIC CARE FACILITIES

Over 650 long-term accommodation places have been created for lonely elderly people and persons with disabilities in shelters and residential care facilities, including:

- ✓ **in Stetseva village (Ivano-Frankivsk Oblast),** large-scale renovation works were carried out to outfit a shelter accommodating 30 elderly people from frontline territories;
- ✓ **in Kolyndiany village (Ternopil Oblast),** a shelter providing permanent accommodation for 80 people was set up.



Renovations of residential care facilities are ongoing in Poltava and Lviv Oblasts.



CRITICAL INFRASTRUCTURE REHABILITATION

- ✓ Drilling wells to ensure access to clean drinking water
- ✓ Installing solar panels to restore electricity supply and reduce dependence on grid infrastructure
- ✓ Rehabilitating medical and obstetrical station, as well as hospitals
- ✓ Developing design solutions and installing mobile shelters in frontline settlements





OPINION FESTIVAL

The Opinion Festival is an annual event that brings together socially responsible citizens of Ukraine to exchange ideas, engage with experts, and discuss pressing public issues.

The idea of organizing the festival in a format of open discussions comes from East SOS's partner – **the Estonian organization “Mondo.”**

Starting in 2017, we held the festival in Luhansk Oblast; but **in 2022** the location had to be changed, and the gathering was held in Dnipro.

In 2023, we hosted the event at the National Museum of the History of Ukraine in the Second World War, right next to the Motherland Monument.

In 2024, we brought participants together in the heart of the capital, on the grounds of the National Conservation Area “Sophia of Kyiv.”

And in 2025, the event was held at Platforma Art Factory.



**ACROSS 3 YEARS,
WE BROUGHT 1,380 PARTICIPANTS
TOGETHER IN KYIV.**



MONITORING OF FRONTLINE AND DEOCCUPIED TERRITORIES

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Since 2014, the CF “East SOS” has been organizing international monitoring missions to assess the humanitarian situation in frontline and de-occupied settlements. **The findings from these missions are used to inform national and international advocacy.**





MONITORING OF TEMPORARY ACCOMMODATION FACILITIES

The CF “East SOS” consistently monitors the condition of collective sites for internally displaced persons, as well as organizes their repair and outfitting.

In 2025, the team carried out monitoring across:

- 📍 Poltava Oblast;
- 📍 Kharkiv Oblast;
- 📍 Mykolaiv Oblast;
- 📍 Kherson Oblast;
- 📍 Dnipropetrovsk Oblast;
- 📍 Sumy Oblast;
- 📍 Vinnytsia Oblast;
- 📍 Odesa Oblast;
- 📍 Cherkasy Oblast;
- 📍 Kirovohrad Oblast;
- 📍 Rivne Oblast;
- 📍 Volyn Oblast;
- 📍 Ternopil Oblast;
- 📍 Ivano-Frankivsk Oblast;
- 📍 Chernihiv Oblast.





PHOTOS FROM THE MONITORING MISSIONS

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SOME REPORTS OF THE FOUNDATION

FROM **FEBRUARY 24, 2022:**



Invisible People of
Ukraine's Frontline

Violations of International
Humanitarian Law Affecting
Education in Ukraine



Condition and problems of
institutional care facilities
for elderly people and/or
people with disabilities in
war-torn Ukraine

OTHER REPORTS



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**STAY TUNED AND MAKE A DONATION.
LET'S SAVE LIVES TOGETHER!**

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