



UNHCR
The UN Refugee Agency



REPORT
on the results of
monitoring the operation
of state entities and local
authorities during the
quarantine period

APRIL 2020
CF 'Right to Protection'



REPORT ON THE RESULTS OF MONITORING THE OPERATION OF STATE ENTITIES AND LOCAL AUTHORITIES DURING THE QUARANTINE PERIOD



From 25 March to 22 April, “The Right to Protection” conducted remote monitoring of state entities and local authorities via the phone. During the monitoring, R2P explored the way they operate due to the quarantine, including the ability to issue documents, the availability of remote communication methods, etc.), as well as the features of public transport, restrictions on access to products, medicine and medical goods.

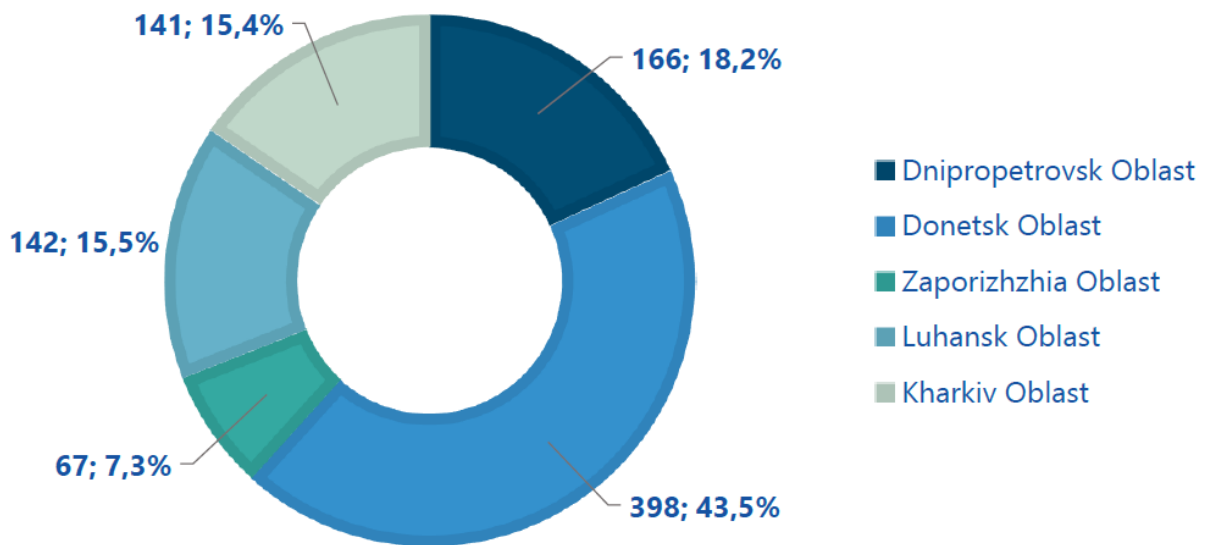
The survey involved:

- Departments of Social Protection(DoSP),
- Departments of Pension Fund of Ukraine (DoPFU),
- the State Migration Service (SMS),
- Administrative service centres,
- the Civil Registry Office,
- the State Employment Centre (SEC),
- Centres of Social Services for Family,
- Children and Youth (CSSFCY),
- the Children Rights Service (CRS),
- Territorial Centres for Social Servicing,
- Courts,
- Oschadbank,
- Ukrposhta,
- Free Legal Aid Centres (FLAC).

During the monitoring, 914 entities and local authorities in 5 oblasts of Ukraine (Donetsk, Luhansk, Kharkiv, Zaporizhzhia, and Dnipropetrovsk) were surveyed. The majority of them are state entities – 739 (80.9%); local authorities – 175 (19.1%). The majority of the surveyed authorities were in Donetsk Oblast – 398 authorities, which is 43.5%.

The list of entities and authorities was not exhaustive that is why the results give a general understanding of the situation but cannot be used for precise estimation of the situation in each of the oblasts.

THE NUMBER OF SURVEYED STATE ENTITIES AND LOCAL AUTHORITIES



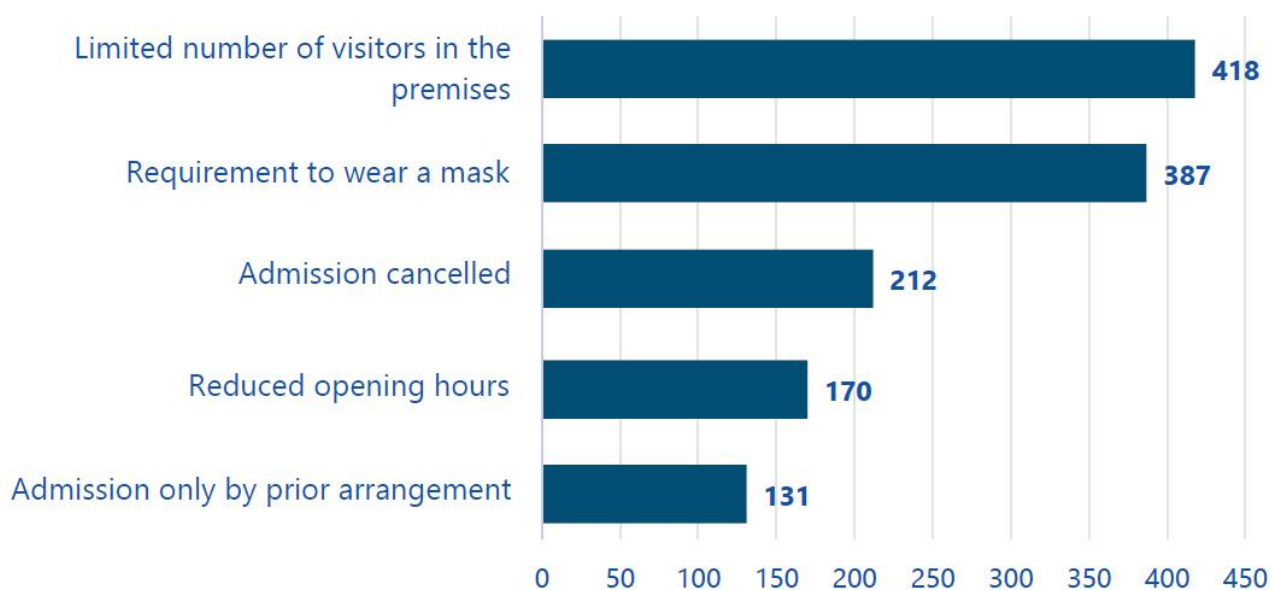
STATE ENTITIES

Due to the quarantine, the vast majority of state entities introduced various restrictions on admission. The most common is to limit the number of visitors who can simultaneously stay in the premises. Among other restrictions are a requirement to wear a mask, reduction of opening hours (including by allocating time for disinfection of premises), and admission only by a prior agreement. Some state entities allow admission for certain matters only. Mostly this concerns DoPFUs (payment of pension arrears and burial assistance), the SMS (processing documents in case of urgent needs: loss/theft of passport, urgent travel abroad for treatment, etc.) and the Civil Registry Office (issuing birth and death certificates). 212 entities suspended their work at all. Some offices of state entities are located in the premises of the raion state administrations or city councils where visitors are prohibited to enter during the quarantine period (such as the Children Rights Service (CRS) and CSSFCY in Volnovakha, the CRS in Kramatorsk (Donetsk Oblast), the Administrative Service Centre and the Civil Registry Office in Vasylivka (Zaporizhzhia Oblast)).



During the survey, it was possible to choose several answers at the same time, so the total amount of restrictions exceeds the number of entities surveyed. It is also important to note that the survey was started on 25.03, before the introduction of additional quarantine restrictions in the form of mandatory wearing of masks in public places and a ban on admission of social protection agencies.

TYPES OF RESTRICTIONS FOR ADMISSION AT STATE ENTITIES



Registration of documents was possible in most state entities although **the full list of services was not available in some entities**. The majority of entities provided the opportunity to issue any documents – 460 entities, which is 62.2% of the number of state entities surveyed, 223 entities can issue some documents, sometimes by prior agreement (30.2%). In 49 entities, the issue of documents was suspended for the duration of the quarantine (6.6%). There is no information about the registration of documents in 7 state entities. Due to the cancellation of public transport services during the quarantine period in some localities, authorized persons collect documents locally and then transfer them to state entities. Submission of documents does not always require personal contact with a staff member: they can often be submitted electronically (via official web portals or by sending a scanned copy by email) or left in special boxes for receiving documents, which are usually located at the entrance of offices. Hard copies of documents can also be sent via Ukrposhta to the address of the state entities needed.

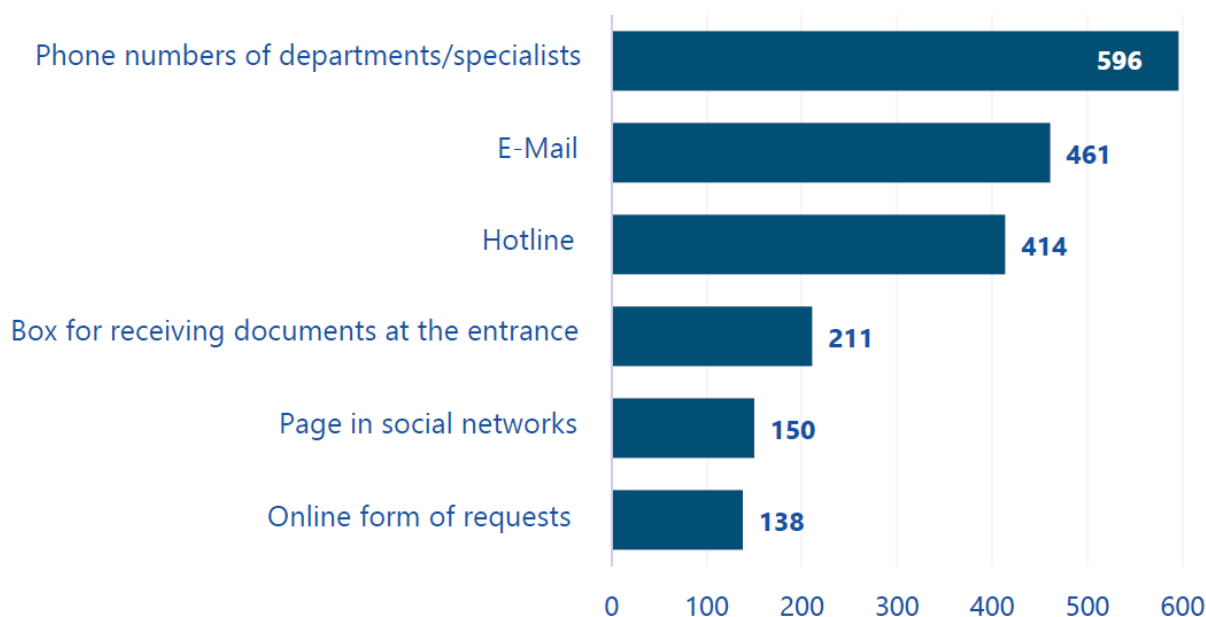
Almost all state entities provide **the opportunity to contact them remotely**: (716 state entities) noted this possibility. It is possible to contact via phone (hotline, phone numbers of departments/specialists) or by using electronic means of communication (e-mail, online form of requests, official pages in social networks). Ukrposhta and

DoPFU also have mobile applications. Besides, some entities can be contacted via a web portal, Skype/Viber/Telegram.



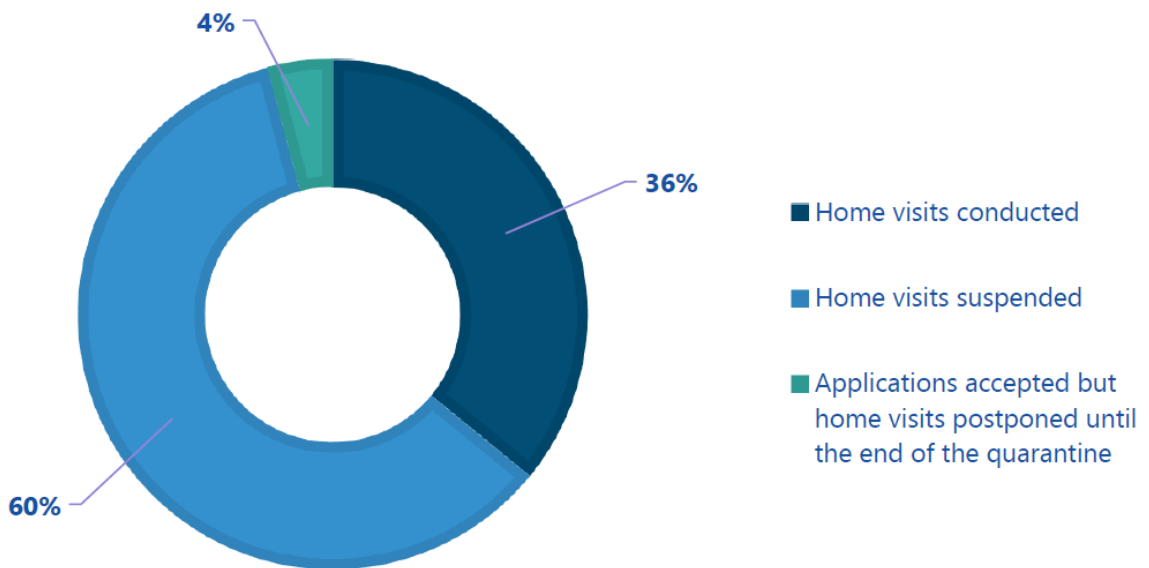
In this question, it was also possible to choose several answers at the same time, so the total amount exceeds the number of entities surveyed.

TYPES OF CONNECTION WITH STATE ENTITIES



The monitoring also investigated the situation with conducting home visits to people with low mobility during quarantine among the following entities: DoSP, DoPFU, Oschadbank, and Territorial Centres of Social Servicing (439 in total). The situation with home visits varies. For example, some entities continue conducting home visits, while others have suspended them. Some entities noted that they continue accepting applications but postpone actual home visits until the end of the quarantine. Five entities did not know at the time of the survey whether they would conduct visits: the DoSP office in Barvinkove (Kharkiv Oblast), in Volnovakha and Lyman (Donetsk Oblast), Oschadbank in Nikopol (Dnipropetrovsk Oblast), and the DoPFU in Starobilsk (Luhansk Oblast). Nine entities do not carry out home visits for reasons not related to the quarantine. There is no information about 17 entities.

IMPLEMENTATION OF HOME VISITS



155 out of 739 surveyed state entities have mobile offices. The vast majority have suspended visits during the quarantine period: 111 authorities reported this, which is 71.6% of the number of those who have them, while only 44 of them (28.4%) continue to carry out admission. 575 of the surveyed state entities do not have mobile offices, and there is no information about the other 9 entities.

In addition, the awareness of representatives of the staff of DoSPs, DoPFUs, and Oschadbank about changes in legislation regarding the postponement of physical identification, an automatic extension of social benefits, etc. was investigated. Of the 293 respondents who were asked this question, the vast majority indicated that they were aware of such changes – 275 respondents, which is 93.8% though 36 of them did not receive appropriate explanations. Eight respondents were not aware of these changes and another 10 representatives of the entities did not provide an answer to this question.

Some branches of Oschadbank have posted information about these changes for visitors (directly in the branch).

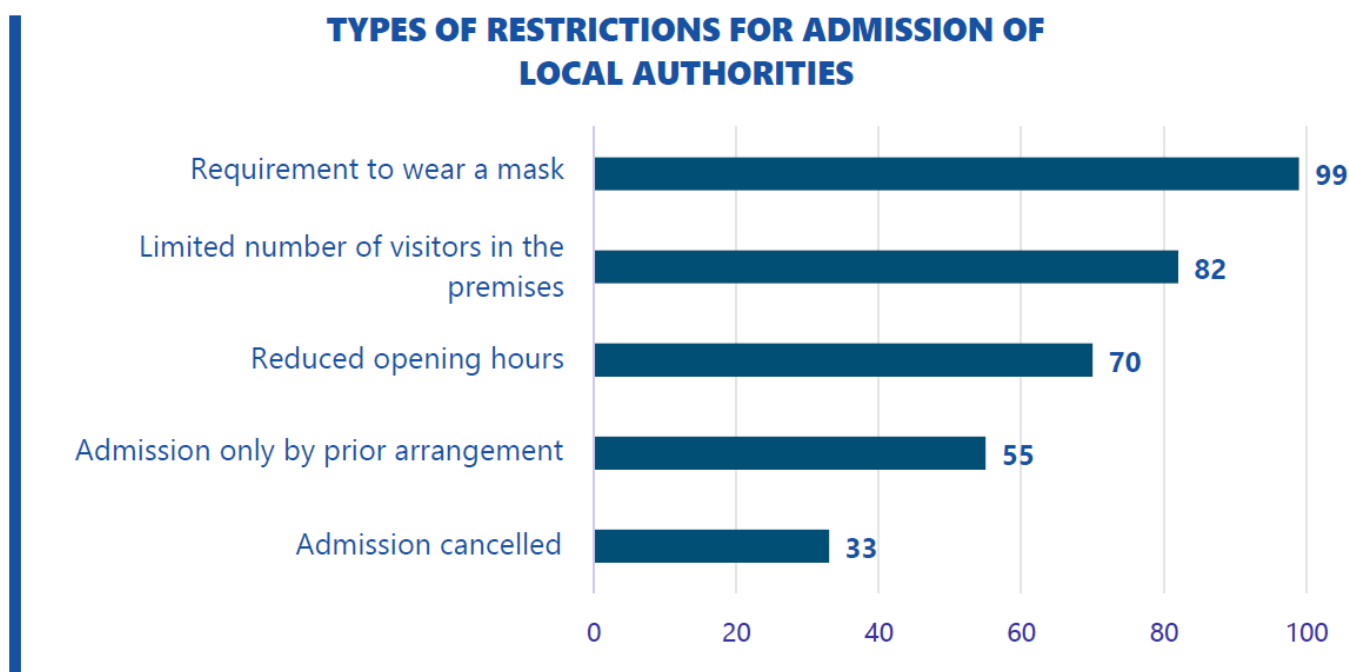
LOCAL AUTHORITIES

Representatives of 175 local authorities (city councils, village councils, and raion state administrations) were also surveyed. Monitoring showed that local authorities also imposed restrictions on admission. Thus, more than half of them require wearing a mask, many restricted the number of visitors who can simultaneously stay in the premise, established

admission only by prior agreement, and reduced opening hours. 32 local authorities completely suspended their work.

The vast majority of local authorities **still provide the opportunity to obtain documents** (161 authorities, i.e. 92% of the surveyed). However, 64 of these 161 authorities have restricted the list of documents available for obtention during the quarantine period. 61 local councils surveyed said that they have boxes where visitors can leave documents, thus avoiding contact with other people. Moreover, it is possible to send documents by mail.

Even though **32 local authorities completely cancelled admission of visitors** during the quarantine, only 11 of them suspended issue of documents: Kurakhove, Vuhledar, and Bakhmut City of Donetsk Oblast, Kupiansk, Borova, Derhachi, Chuhuiv, Kharkivskyi Raion, Vovchansk, and Bohodukhiv in Kharkiv Oblast, Polohy in Zaporizhzhia Oblast.



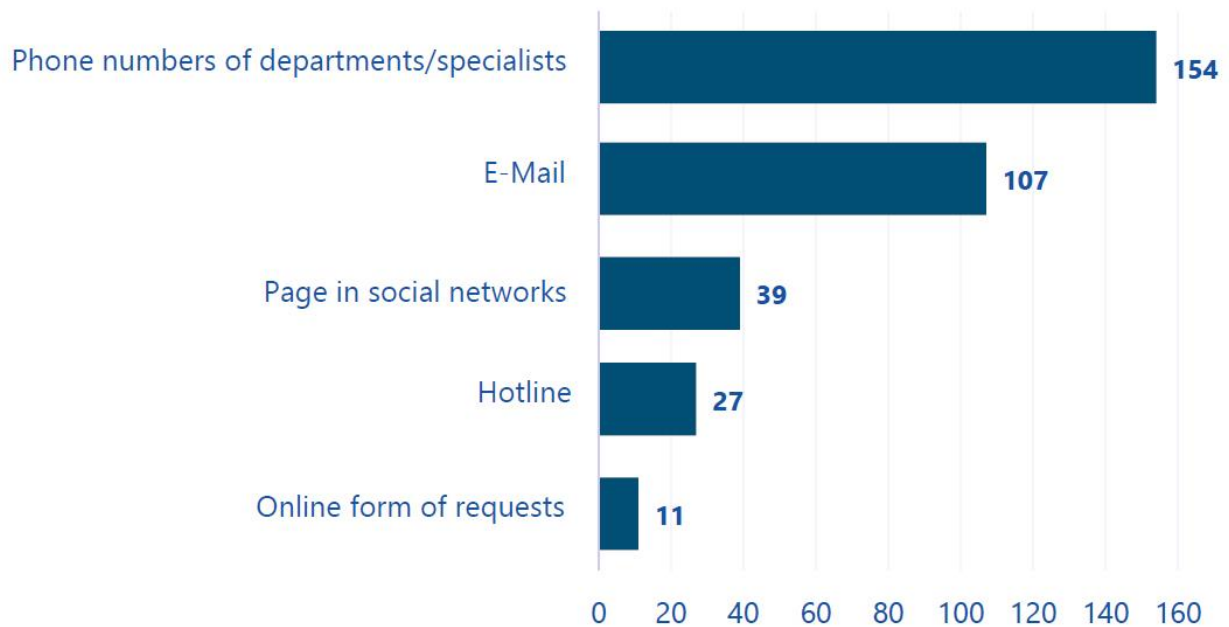
There are methods of remote communication with all the surveyed local authorities, except for the village council of Krasnohorivka in Yasynuvatskyi Raion of Donetsk Oblast. The number of authorities mentioning this or that method is shown on the graph.



During the survey, it was possible to choose more than one option, so the total number of communication methods exceeds the number of local authorities surveyed.

It is possible to contact via phone, by calling the department/specialist number or by using the hotline, or via the Internet, by writing an email or using the online form of requests. Some authorities can be contacted via pages in social networks.

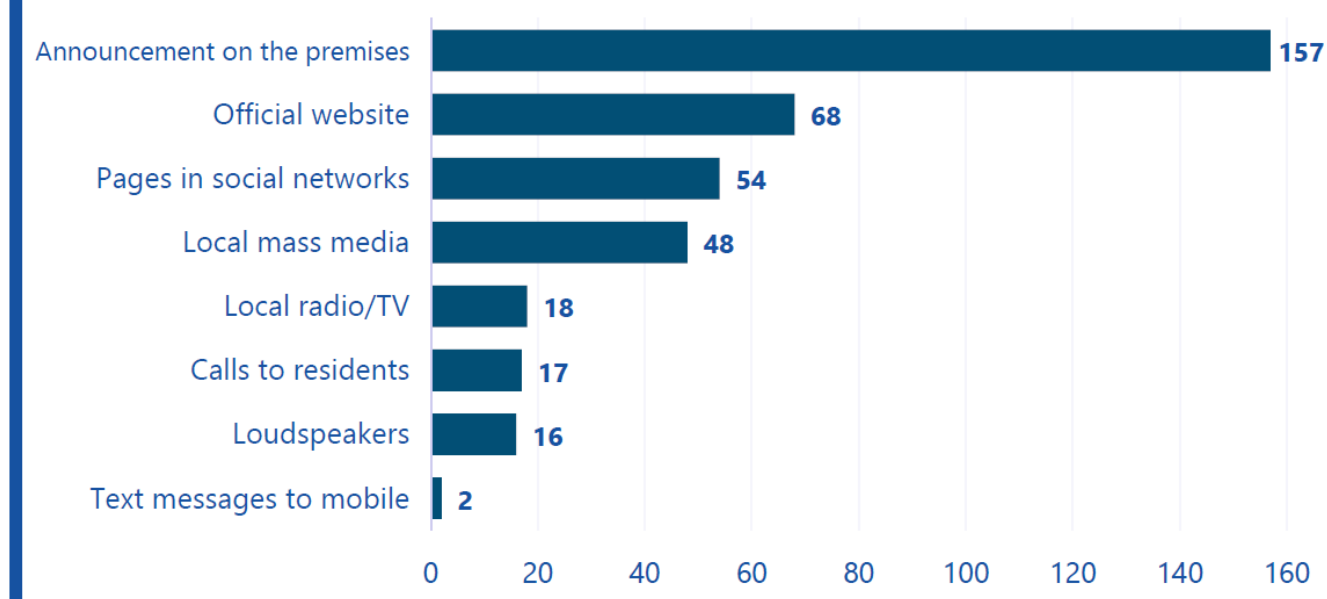
TYPES OF CONNECTION WITH LOCAL AUTHORITIES



The vast majority of local authorities surveyed noted that they inform the population about restrictions related to the quarantine. Informing is carried out in various ways. The most common is the placement of announcements on premises and bulletin boards, publications on official websites and official pages of authorities in social networks, announcements on local radio or television, announcements over loudspeakers on vehicles.

Besides, some authorities called residents or sent text messages to their mobile phones. They also informed about the restrictions through social workers, business managers/village council heads, activists, postal workers, police, the State Emergency Service staff, medical workers, and associations of co-owners of an apartment building. Also, leaflets and posters were distributed in public places in some localities. Many local councils have used several channels to disseminate information. Ten local authorities at the time of the survey did not inform about the restrictions related to the quarantine.

WAYS TO INFORM THE PUBLIC ABOUT QUARANTINE RESTRICTIONS



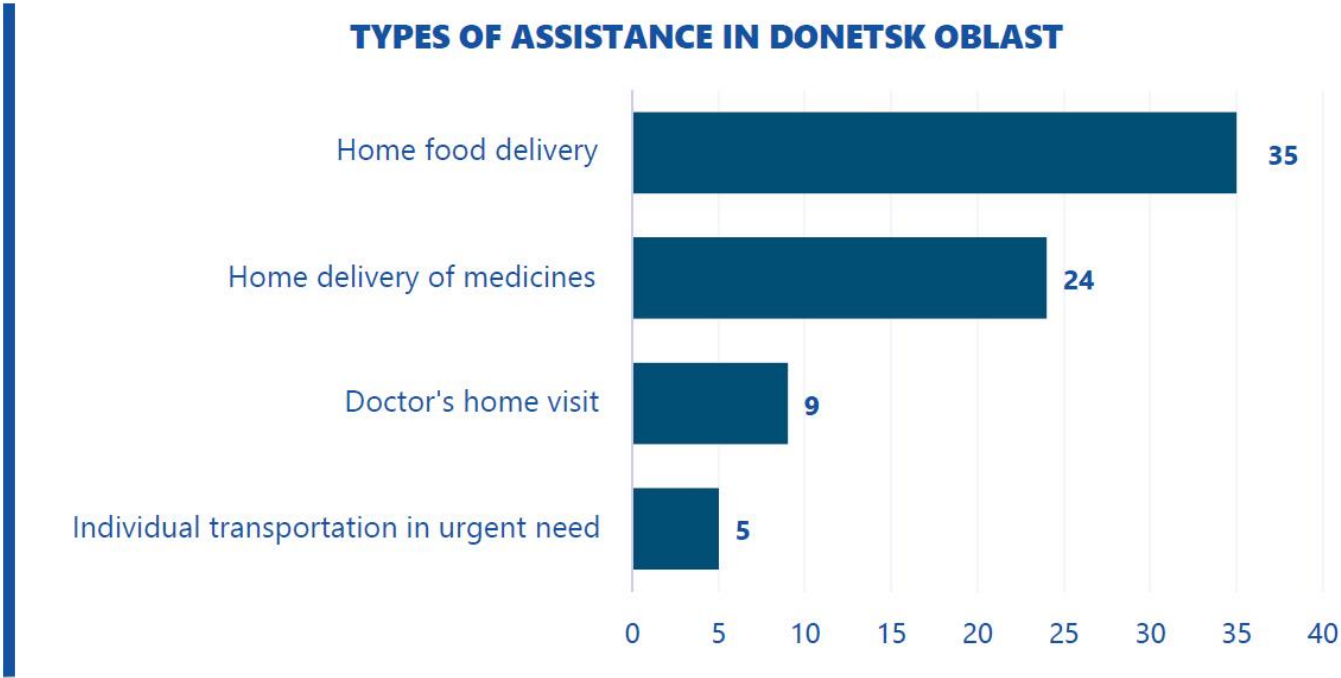
The monitoring also investigated the availability and types of assistance provided in communities in connection with the quarantine. Thus, 79 local authorities reported that they provide such assistance (45.1%), while 89 communities do not provide assistance related to the quarantine (50.8%). There is no information about assistance in 7 communities. The breakdown by type of assistance in each of the areas monitored is shown below.

In **Donetsk Oblast** the following assistance is provided:

- **home food delivery** (Toretsk, Rodynske, Manhush, Vuhledar, Myrnohrad, Valerianivka, Kramatorsk, Sloviansk, Lyman, Kostiantynivka, Nikolske, Prokhorivka, Yelyzavetivka, Pavlivka, Pivnichne, Katerynivka, Novoluhanske, Ukrainsk, Bakhmut, Andriivka, Novoandriivka, Novoselivka, Novotroitske, Shcherbynivka, Myronivskiy, Zaitseve, Stara Mykolaivka, Blahodatne, Solovieve, Oleksandropil, Kodema, Yehorivka, Dobropillia, Dronivka, and Siversk);
- **home delivery of medicines** (Toretsk, Rodynske, Manhush, Vuhledar, Myrnohrad, Valerianivka, Kramatorsk, both Zaitseve of Bakhmut Raion, Kostiantynivka, Prokhorivka, Yelyzavetivka, Pavlivka, Pivnichne, Katerynivka, Ukrainsk, Andriivka, Novotroitske, Myronivskiy, Stara Mykolaivka, Blahodatne, Kodema, Yehorivka, and Dronivka);
- **doctor's home visits** (Manhush, Starohnativka, Kramatorsk, Yelyzavetivka, Katerynivka, Andriivka, Zaitseve, Stara Mykolaivka, and Kodema);
- **individual transportation in emergencies** (Manhush, Kramatorsk, Zaitseve, Lyman, and Zvanivka).

In some localities, vulnerable categories of people were also provided with protective masks/hygiene kits (Rodynske, Krasnohorivka of Yasynuvatskyi Raion, and Mykhailivka). In Shcherbynivka, masks were provided regardless to vulnerability criteria, a local businesswoman purchased the fabric. In Kostiantynivka, it was reported that beneficiaries of the Territorial Centre of Social Servicing would receive 500 UAH from the local budget.

Primarily, assistance is provided to vulnerable categories of people: people with low mobility, older people, people with severe diseases and/or disabilities, single parents, large families, and families under difficult life circumstances. However, in 4 localities of Donetsk Oblast – Manhush, Zaitseve, Krasnohorivka of Yasynuvatskyi Raion and Dronivka – respondents noted the possibility of providing such assistance to all residents of the localities on appeal.



In Luhansk Oblast, assistance is provided in 7 communities: home food delivery – in Raihorodka, Triokhizbenka, Toshkivka, Novoaidar, Popasna, Starobilsk and Starobilsk Raion; home delivery of medicines and doctor’s home visits – in Toshkivka, Popasna, Starobilsk and Starobilsk Raion.

In Kharkiv Oblast, assistance is provided in 6 surveyed communities: home food delivery – Iziium, Chuhuiv, Vovchansk, Dvurichna, Krasnohrad; home delivery of medicines is provided in Iziium, Chuhuiv, Vovchansk, Dvurichna and Pechenihy.

In Zaporizhzhia Oblast, assistance is available in 5 communities: home food and medicine delivery - Polohy, Vasylivka, Mikhailivka, Kamianka-Dniprovska, Zaporizhzhia. In Mikhailivka, individual transportation is also possible in case of urgent need.

In Dnipropetrovsk Oblast the following assistance is provided:

- home food delivery (Sofiivka, Saksahan, Tomakivka, Nikopol, Zhovti Vody, Zelenodolsk, Nyva Trudova, Apostolove, Vilnohirska, Marganets, Pokrovske, Yuriivka, Novolativka, Grechani Pody, Chkalove, Vyshneve, Solone, Devladove, Novomoskovsk, and Chervonohryhorivka);
- home delivery of medicines (Sofiivka, Saksahan, Tomakivka, Nikopol, Zhovti Vody, Zelenodolsk, Nyva Trudova, Apostolove, Vilnohirska, Marganets, Pokrovske, Yuriivka, Grechani Pody, Chkalove, Vyshneve, Devladove, Novomoskovsk, and Chervonohryhorivka);
- doctor's home visit and individual transportation (Grechani Pody and Vishneve).

In Tomakivka, vulnerable categories of people were also provided with protective masks.

As in other areas, quarantine-related assistance is provided mainly to vulnerable categories of the people, but respondents in Saksahan and Grechani Pody noted that it is possible for all residents of the localities on appeal.

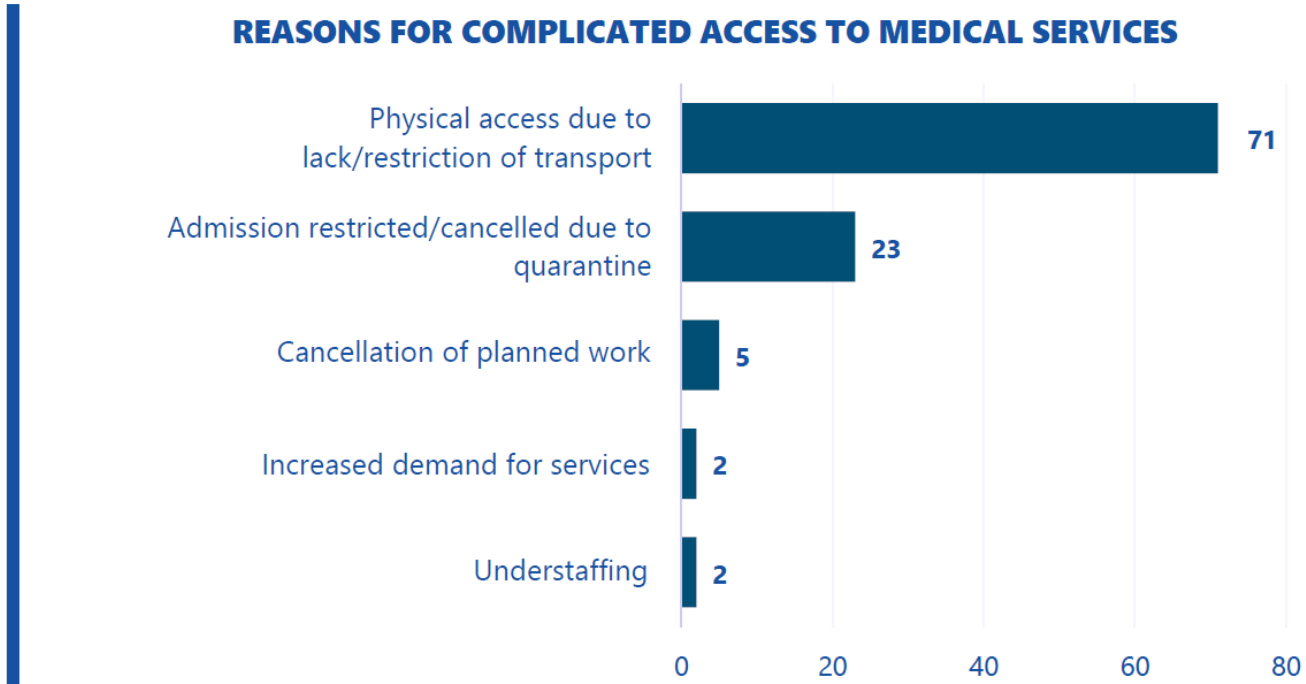
172 representatives of local authorities out of 175 surveyed are aware that during the quarantine period it is prohibited to apply penalties for late or incomplete payment of utility services, as well as to evict citizens for non-payment of such services. There is no information about the awareness of authorities in 3 localities.

Since 18 March, restrictions have been imposed on public transport services: for example, intercity and inter-regional routes, including social buses, were cancelled, and the number of passengers in urban transport was limited to 10 passengers. However, in 5 localities of Donetsk Oblast, respondents noted that transport links with the oblast/raion centre were only reduced but not completely cancelled: Donske, Talakivka, Zalizne, Verkhnotoretske, and Sartana. In Grechani Pody of Dnipropetrovsk Oblast, such transport also functions, but only for employees of enterprises in Kryvyi Rih by special passes.

The quarantine **complicated access to medical services** in about half of the localities surveyed – this is 90 localities (51.4%) in all 5 oblasts. In most localities, it is due to the lack of transport links. Respondents also indicated the following reasons: restriction/cancellation of reception of visitors due to the quarantine, increased demand for services, understaffing, and cancellation of scheduled work in some hospitals (fluorography, planned operations, preventive vaccinations, etc.).

Thus, a nurse who works in Bakhmutivka of Luhansk Oblast but lives in another locality cannot get to the ambulatory because of the cancellation of transport links. The nurse also provided the pharmacy, which began to operate intermittently in her absence. A family doctor, who serves the village of Zaitseve in Donetsk Oblast, remained in one of the EU countries due to the quarantine, where she had left before the quarantine, so only a nurse is still working.

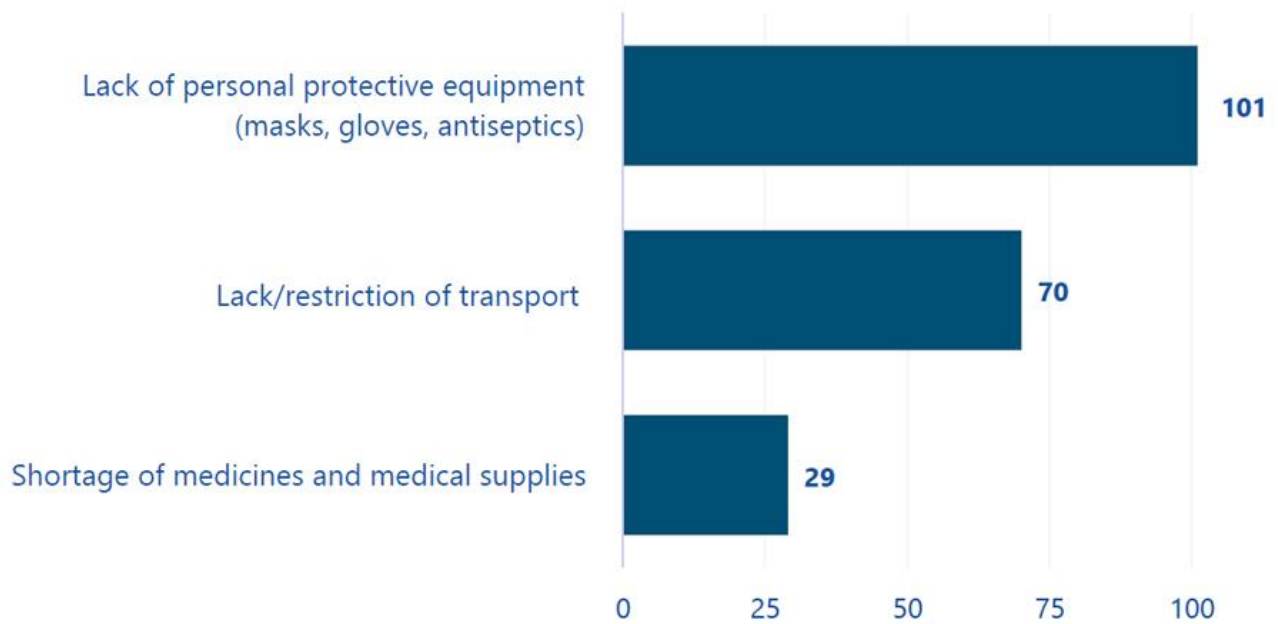
In addition, there are problems with mobile communication in the localities of Kodema village council of Donetsk Oblast, which makes it difficult to get remote consulting from doctors while medical facilities are not available in some localities of this village council.



The quarantine also made it more difficult to access medicines, medical supplies and personal protective equipment (masks, gloves, and antiseptics). Such difficulties were noted in 137 authorities, which is 78.2% of the total number of local authorities surveyed. Like access to medical services, access to medicines and medical supplies is complicated by the cancellation of transport links. Besides, there is a shortage of medicines and medical supplies, as well as a lack of personal protective equipment. In some localities, it is possible to order medicines via a rural health facility.

In Muratove and Hrechyshkyne of Novoaidarskyi Raion of Luhansk Oblast, there are delays in the delivery of medicines to the pharmacy. In two localities of Dnipropetrovsk Oblast, the only pharmacies suspended their operation: a pharmacist from Vyshneve is on observation with her husband, who has returned from Italy, and in Saksahan the pharmacy does not work due to bureaucratic difficulties.

REASONS FOR DIFFICULT ACCESS TO MEDICAL PRODUCTS



Meanwhile, there are no difficulties with access to food and hygiene products due to the quarantine in most localities. Representatives of 136 local authorities reported this, which is 77.7% while 38 localities reported such difficulties (21.7%). There is no information about such difficulties in 1 locality. The graph below shows the details of the difficulties.

REASONS FOR DIFFICULT ACCESS TO FOOD AND HYGIENE PRODUCTS

