

**UKRAINE SITUATION INDIVIDUAL CASE ISSUES:
FREQUENTLY ASKED QUESTIONS (FAQ) IN THE U.S.**
United Nations High Commissioner for Refugees (UNHCR)
Multi-Country Office of Washington D.C.

Updated April 21, 2022

1. What is UNHCR doing in response to the situation in Ukraine?

UNHCR remains operational in Ukraine and is working with the government, UN and other partners in Ukraine to provide humanitarian assistance wherever possible. UNHCR is also working with governments in neighboring countries, calling on them to keep borders open to all those seeking safety and protection. Despite a challenging security environment, UNHCR remains firmly committed to supporting all affected populations in Ukraine and countries in the region.

UNHCR has called on all countries to suspend forcible returns of people to Ukraine and has issued a Non-Return Advisory providing greater detail on this position: [Refworld | UNHCR Position on Returns to Ukraine](#).

The situation within Ukraine and beyond remains highly fluid, with information and resources changing frequently. Within this evolving context, please consult the following resources to learn the most current information regarding UNHCR's response to the Ukraine situation:

- UNHCR Situation Portal: [Ukraine Situation | Global Focus \(unhcr.org\)](#)
- UNHCR Operational Data Portal: [Ukraine Refugee Situation \(unhcr.org\)](#)
- UNHCR Ukraine Help Page: [Help Ukraine](#)

2. My loved one is in Ukraine now and is not safe. Can UNHCR help her or him leave the country?

UNHCR is aware that there are many individuals departing and seeking to depart Ukraine at this time. UNHCR's focus remains on immediate humanitarian needs as well as ensuring access to territory in neighboring countries of asylum. UNHCR is not involved and cannot advise individuals seeking to leave the country. UNHCR is also not involved in making resettlement referrals for individuals in Ukraine to travel to the U.S.

Apart from UNHCR operations, the Ministry of Foreign Affairs of Ukraine has established an emergency hotline for foreign students wishing to leave Ukraine. Foreign students who require assistance can call, Viber, or Telegram the following number: +380 93 418 5684. Foreign students may also complete the

following questionnaire, so that they can receive information on means available for their departure:
<https://cutt.ly/qAi9vBJ>.

For individuals who remain in Ukraine and are in need of humanitarian assistance, please contact UNHCR Ukraine, or one of its partner agencies, through the channels indicated below. The security environment may affect reliability of communication channels.

I. Contact UNHCR Ukraine:

- Address: 16, Lavrska St., Kyiv, 01015
- Telephone for internally displaced people: 0-800-307-711 (Monday to Friday from 09:00-18:00)
- Help page: <https://help.unhcr.org/ukraine/>
- Email: ukrki@unhcr.org or ukrkiprt@unhcr.org
- Telephone: +380 (44) 288 9710
- Twitter: @unhcrukraie

II. Contact UNHCR Ukraine partner organization:

- Right to Protection - provides social assistance to refugees, asylum seekers and internally displaced persons, in partnership with [HIAS](#)
 - In Kyiv:
 - Address: 55, Shchekavytska St., Kyiv, 04071
 - Phone: +38 (044) 337-17-62
 - Mob.: +38 093 049 52 18, +38 094 905 67 62
 - WhatsApp/Viber: +38 093 038 95 62
 - Email: lps@r2p.org.ua
 - Web-site: <https://r2p.org.ua/en/asylum-seekers/>
 - In Kharkiv:
 - Address: 85, Chernyshevskaya St., Kharkiv, 61024
 - Mobile: +38 (057) 751 17 64; +38 (094) 811 17 64
 - E-mail: y.tsololo@r2p.in.ua
 - In Lviv:
 - Address: 13 Shota Rustaveli St., office 10, Lviv
 - Mobile: +38 (093) 023 08 55
 - Phone: +38 (032) 276 19 21

III. Contact the International Organization for Migration (IOM) National Counter-Trafficking and Migrant Advice Hotline: provides information on safe border crossing, family reunification, visa procedures and other relevant subjects

- Phone:
 - i. 527 (free from mobile phones)
 - ii. 0800505501 (free from landline phones)
- Hours of Operation: 8 a.m. to 8 p.m. on weekdays and from 9 a.m. to 6 p.m. on weekends

- IV. [List of organizations](#) that are ready to provide shelter, food, clothing, and hygiene products in Ukraine

3. My loved one has left Ukraine and now is in a neighboring country in Europe. I would like to bring her or him to the United States. How can I do this?

UNHCR remains active and operational in most countries neighboring Ukraine. If your loved one has reached a neighboring country, it is recommended that she or he contact a local UNHCR office for helpful information and possible humanitarian assistance. There is no active UNHCR resettlement program for Ukrainians to the United States at this time.

A list of relevant UNHCR offices include the following:

- Poland – <https://help.unhcr.org/poland/>
- Slovakia – <https://help.unhcr.org/slovakia/>
- Hungary – <https://help.unhcr.org/hungary>
- Moldova – <https://unhcr.org/md/>
- Romania – <https://unhcr.org/ro/>

Aside from resettlement pathways, there are certain permanent and temporary visa processes, which are administered by the U.S. government and may be an option for your loved one depending on eligibility. UNHCR is not involved in these other immigrant processes administered by the U.S. government and therefore cannot advise on them. To learn more, please consult information available at [USCIS](#) for permanent processes, or the U.S. Embassy in the country where your loved one is located for temporary visa processes. A full list of embassies can be found here: [Official list of embassies from the U.S. Department of State \(usembassy.gov\)](#).

Additionally, some Ukrainians from persecuted religious minority groups may be eligible to reunite with family in the U.S. through a program known as the Lautenberg program. This program enables a U.S. permanent resident, asylee, refugee or citizen to petition for certain qualifying family members. As of March 3, new applications for this program were not being accepted. UNHCR is not involved in this program.

To learn more about the Lautenberg program, please consult the following information:

- [HIAS Responds to the Crisis in Ukraine | HIAS, Information on Refugee Resettlement for Ukrainian Citizens | HIAS](#)
- [Lautenberg Amendment | HIAS](#).

On April 21, the U.S. government announced *Uniting for Ukraine*, a new streamlined process that will allow up to 100,000 Ukrainians and other individuals affected by the situation in Ukraine to come to the United States through a full range of legal pathways. A key part of this plan includes the launch of a new process to apply for humanitarian parole (HP) in the United States. To be eligible for HP under this program, a person must: 1) have been a resident of Ukraine as of February 11, 2022; 2) have a sponsor in

the United States; 3) complete vaccination and other public health requirements; and 4) pass rigorous biometric and biographic screening and security checks. Ukrainians approved through this process will be authorized to travel to the United States and be considered for parole on a case-by-case basis. If paroled through process, a person will be eligible for work authorization. A website will go live on April 25, 2022 where U.S.-based individuals and organizations can apply to sponsor individuals displaced by the situation in Ukraine. *Uniting for Ukraine* also includes other elements, such as efforts to expand U.S. Refugee Admissions Program (USRAP) operations in Europe and to increase the number of nonimmigrant visa appointments in embassies and consulates across Europe. To learn more about *Uniting for Ukraine*, please read the following announcement: [President Biden to Announce Uniting for Ukraine, a New Streamlined Process to Welcome Ukrainians Fleeing Russia's Invasion of Ukraine | Homeland Security \(dhs.gov\)](#)

For news and updates from the U.S. government, please consult the relevant U.S. State Department website: [Information for Nationals of Ukraine \(state.gov\)](#).

4. I am from Ukraine and am in the United States now and am afraid of returning to Ukraine. What are my options?

If you are Ukrainian or last lived in Ukraine and are now in the United States, you may be able to apply for certain programs that would allow you to stay in the country. Two key options are discussed below.

Temporary Protected Status (TPS)

On March 3, the Department of Homeland Security designated Ukraine for Temporary Protected Status (TPS) for 18 months. This means that Ukrainians and certain stateless persons formerly residing in Ukraine will be able to apply to remain in the U.S. as TPS beneficiaries. If granted TPS, the beneficiary is authorized to remain temporarily in the U.S. and is eligible to receive employment authorization. In order to qualify for TPS under this designation, a person must: 1) be a national of Ukraine or a person without a nationality who last habitually resided in Ukraine; and 2) have been residing continuously in the United States on or before April 11, 2022. Please note that individuals arriving to the U.S. after April 11, 2022 will not be eligible for TPS under this designation.

To learn more about TPS for Ukraine, please consult the following resources:

- USCIS Information Regarding Temporary Protected Status Designation for Ukraine: [Temporary Protected Status Designated Country: Ukraine | USCIS](#)
- DHS Announcement: [Secretary Mayorkas Designates Ukraine for Temporary Protected Status for 18 Months | Homeland Security \(dhs.gov\)](#)
- DHS Notice extending TPS eligibility to individuals who arrived on or before April 11, 2022: [2022-08390.pdf \(federalregister.gov\)](#)

Please also consult USCIS' [Immigration Help Available to Those Affected by Special Situations, Including the Invasion of Ukraine | USCIS](#) to learn about additional protections and flexibility related to U.S. immigration matters that may be available to you under the circumstances.

Asylum and Related Protection

Asylum is a form of relief for people who are seeking protection because they have suffered persecution or fear that they will suffer persecution on account of their race, religion, nationality, membership in a particular social group, or political opinion. Applying for asylum may be an option for some Ukrainians currently residing in the United States. Please note that the U.S. government adjudicates asylum applications in the United States. UNHCR is not involved in the adjudication of asylum applications and does not determine refugee status in the United States.

To learn more about applying for asylum in the U.S., please consult the following resource:

- USCIS Information on Asylum: [Asylum | USCIS](#)
- UNHCR Information on Asylum: [UNHCR - Asylum Information](#)

Lastly, we recommend that people with immigration-related questions consult a lawyer or a qualified representative. The [National Immigration Legal Services Directory](#) and [EOIR's List of Pro Bono Legal Service Providers](#) can help you find legal services organizations near you.

5. How can I help the people who have been affected by the situation in Ukraine?

UNHCR appreciates your interest in helping those that are affected by the situation in Ukraine, though UNHCR does not have any volunteer opportunities. You can support people in Ukraine and neighboring countries by donating to UNHCR and other organizations that are providing vital humanitarian aid to people on the ground. UNHCR also encourages people who want to volunteer to reach out to their local resettlement organizations and inquire about volunteer opportunities.

- Donate to UNHCR: [How To Help Ukrainian Refugees - USA for UNHCR \(unrefugees.org\)](#)
- View a list of resettlement agencies and UNHCR non-governmental partners: [UNHCR - US Resettlement Partners](#)