



Accommodation Support to Conflict-Affected Populations in Ukraine Crisis

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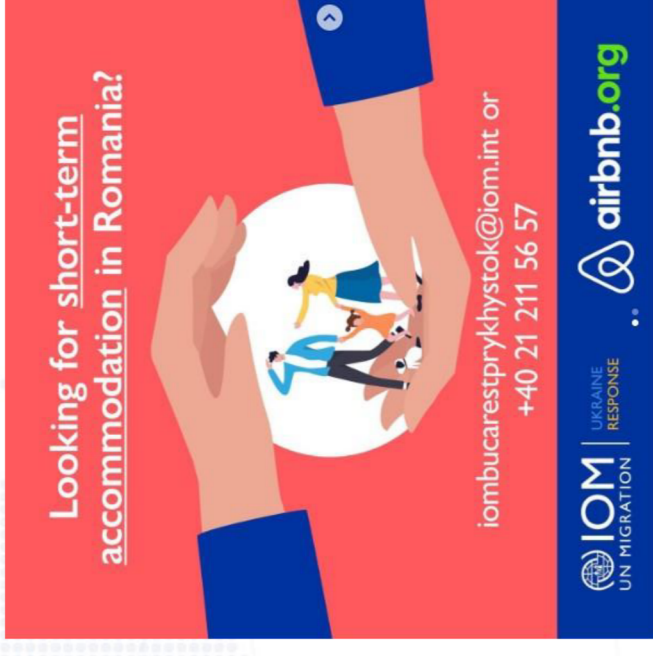
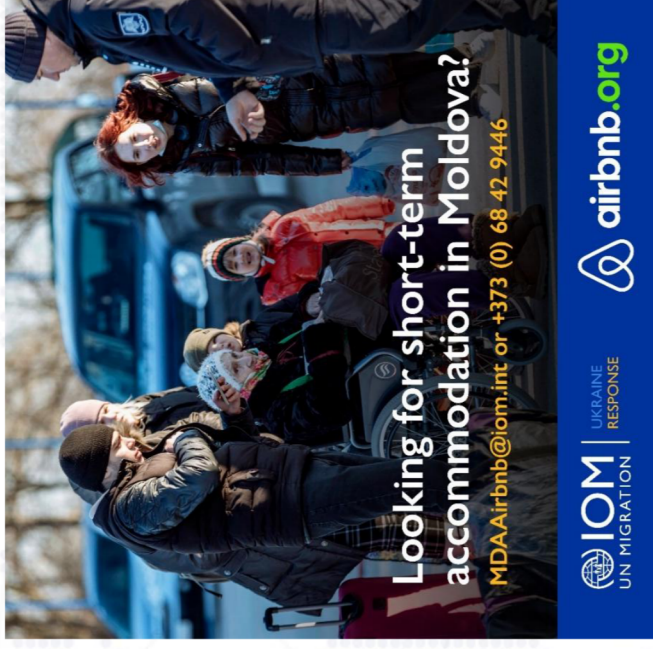
Individual short-term accommodation support

- Partnership between **IOM** and **Airbnb.org**
- Currently: **Hungary, Moldova, Poland, Romania & Slovakia**
- Via **Airbnb platform** as well as **Off platform**
- Immediate, individual, dignified accommodation
- Three types of stays (emergency, short-term, extended)



Outreach and identification

- Central and country specific email addresses
- Through IOM hotlines
- At Points of Entry
- Local advertising
- Diaspora organizations
- Internal referrals



IOM's approach

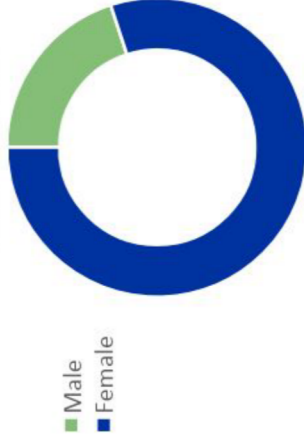
- Prioritization of vulnerable households
- Complementary to protection programming
- Follow up during their stay
- Pathways to longer-term accommodation when needed
- 44% cases referred to internal and external services (food/cash assistance, protection services, health services, transportation)



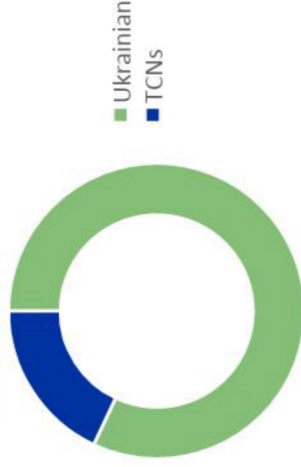
Project results to date

- 57,345 safe nights for 2,250+ people
- Average duration: 26 days
- 80% female, 20% male
- 82% Ukrainian, 18% TCN

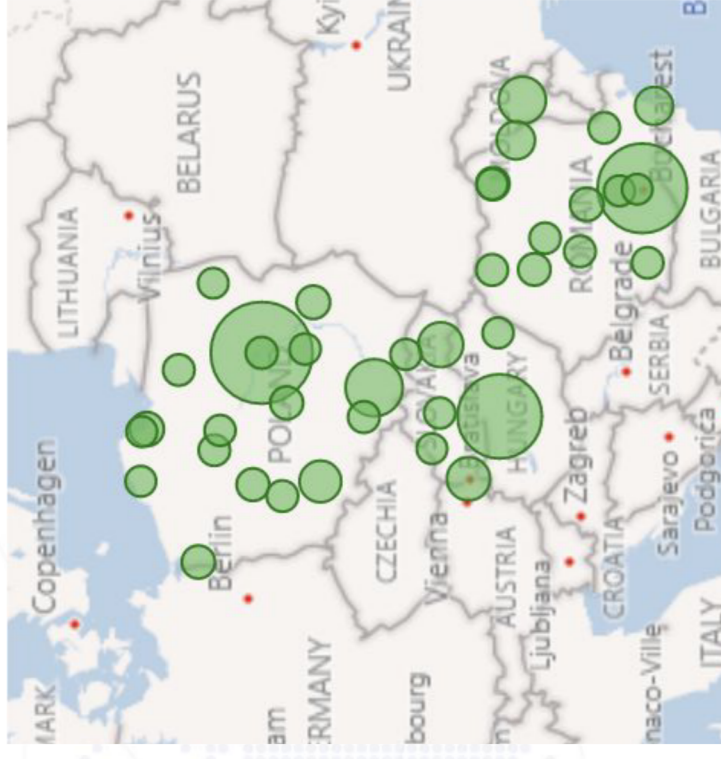
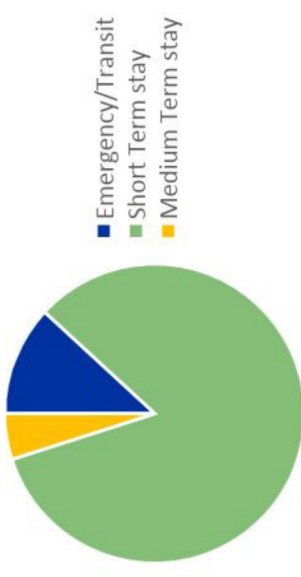
DEMOGRAPHICS



NATIONALITY



DURATION OF STAY



Information for guests after booking accommodation

- Guest fact sheet
- Important contact information in the country of accommodation support
- Airbnb community standards and terms of use
- Agreement and consent form

Guest Fact Sheet

You Should Know

- The owner may ask to inspect your identity documents and/or confirm the number of the people staying with you. You are not required to give any personal items such as communication devices, money or bank cards, your documents (including your identity documents) or to share any information about your background, personal contact details, your trip etc. with them.
- The owner is not allowed to enter your accommodation unless you accept it. Visits made during unreasonable or inappropriate hours should not be accepted.
- IOM staff will contact you on the day of check-in and 72 hours before check-out. If your stay is longer than seven days, IOM staff may make additional contact.
- IOM does not charge for its assistance. Both accommodation and utilities will be provided for free during the specified period. No one should ask you for money, and you should not be asked to do anything that makes you uncomfortable. IOM does not cover **food costs** or other **personal expenses**.
- If an IOM worker or IOM partner staff including Airbnb landlords or staff offer you money, gifts, services, accommodation, a job or other support in exchange for sex or sexual relations; makes inappropriate physical or sexual contact - such as kissing, grabbing, rubbing, touching, pinching or other unwanted physical contact; makes unwelcome sexual comments or jokes about appearance, clothing, or body parts; or shares, sends or displays any type of sexual images or videos, **report immediately to IOM!** You will be heard! To report, see the list of 'Important Contacts' below.

You Should Do

- When you arrive at the accommodation, do a safety check, make sure doors are secure and windows and door locks work properly, locate emergency exits and important safety equipment like fire extinguishers and first aid kits.
- Always keep all your documents and identity proof in a safe and accessible place (i.e. waterproof/plastic bag) and carry a copy of your ID/passport with you.
- Let trusted people know about your stay, the address and length of the stay, and share the 'Important Contacts' sheet with them. You may choose a safety password (secret word) and share that with these trusted people so that they know if you use it later, you are in danger.
- Do not cause any damage to the property and follow accommodation specific rules indicated by the owner.
- Leave the property at the checkout time and date indicated to you by IOM staff.
- Whilst you may have guests visit you, you must not have additional people stay with you while you benefit from accommodation assistance. If someone you know is in need of accommodation, contact IOM, we may be able to support them.
- Please contact IOM as soon as you can, if you feel unsafe in your accommodation, or if you require support to access services, we may be able to provide support or refer your case to other organizations.
- You can decide to leave the accommodation at any time. Please let IOM staff know.
- **If there is a case of abuse or security threat DO NOT wait until the next IOM call and contact the numbers in the list immediately!**

Important Contacts

[Each mission should fill this page and, if needed, add more contextual points then approve it by the protection focal point before distributing]

Authority	Contact details
EU emergency numbers DELETE THIS CELL IF THE BOOKING IS IN MOLDOVA	112 for all emergencies 116 000 for missing children DELETE THIS CELL IF THE BOOKING IS IN MOLDOVA OR OTHER NON-EU COUNTRIES
Local Ambulance	Fill in relevant number/s
Local Fire brigade	Fill in relevant number/s
Local police	Fill in relevant number/s
Local anti-trafficking authorities	Fill in relevant number/s
Transparency hotline (to report misconduct)	Fill in relevant number/s
Mental health and suicide hotline	Fill in relevant number/s
IOM hotlines (to report xxx)	Fill in relevant number/s
IOM Headquarters (Geneva) to report any type of misconduct including fraud, sexual abuse/exploitation	oigintake@iom.int weareallin.iom.int
Add cells for relevant authorities as needed	Fill in relevant number/s



Інформація для людей,
які тікають від війни в
Україні
In Ukrainian



Information for people
fleeing the war in Ukraine
In English



Информация для людей,
спасающихся от войны в Украине
In Russian



Thank you