



Ukraine Crisis Frequently Asked Questions

International Rescue Committee (IRC) - Rescue.org

I am stuck in Ukraine and trying to get out. What can I do?

While we are doing everything we can as an organization to respond to the needs of the Ukrainian people who are fleeing for safety, we unfortunately do not facilitate evacuations or relocations.

[ADRA Ukraine](#) is one organization supporting evacuations out of Ukraine and coordinating with other, similar agencies. You can call their assistance hotline at +380 95 286 0716. Please note that IRC is not affiliated or working with ADRA, so we are not directly familiar with their approach.

Additionally, this [network of civil society actors](#) is trying to be of support, and may be a helpful reference.

We hope that the resources listed above can support you in this difficult time.

Finally, we are aware that there are other groups taking advantage of people's extreme vulnerability at this time, so please do be cautious with information sources and referrals as you navigate this difficult situation.

I am on my way to the Ukrainian border and want to cross. Who can help me once I arrive?

UNHCR, the UN refugee agency, has provided the following help-pages and phone numbers:

- **Inside Ukraine:** <https://help.unhcr.org/ukraine/> and the IDP hotline 0 800 307 711
- **Hungary:** <https://help.unhcr.org/hungary/>
- **Poland:** <https://help.unhcr.org/poland/>, Phone: +48 22 628 6930, Email: polwa@unhcr.org and the Polish government website for Ukrainians: <https://www.gov.pl/web/udsc/ukraina-en> (scroll down for additional languages and government hotline number: +48 477 217 575)
- **Moldova:** email: hunbu@unhcr.org and phone number +373 22 271 853 for UNHCR. A government hotline for Ukrainians refugees ('the green line') has been newly established in Moldova: 0 8000 1527.
- **Romania:** <https://help.unhcr.org/romania/> and the website of our partner, the Romanian National Council for Refugees: <https://www.cnrr.ro/index.php/ro/>
- **Slovakia:** <https://help.unhcr.org/slovakia>

I need money for transportation to get to the border. Who can help me?

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I need housing in Poland or in a country surrounding Ukraine? How can you assist?

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I want to apply to become a refugee in the US. What can I do?

Resettlement of Ukrainians to the U.S. would follow normal pathways under the U.S. Refugee Admissions Program. Refugees who have fled are referred to the U.S. government by either the UN Refugee Agency, a qualified NGO, or a U.S. embassy. Applicants then undergo security vetting and other processing steps that can take several years to complete.

For more information on the US Refugee Admissions Program, please visit:

<https://corenav.org/en/programs/the-united-states-refugee-admissions-program/>

For people in Ukraine who are already in the refugee resettlement process through the Resettlement Support Center (RSC) Eurasia/IOM (Ukrainian cases or otherwise), if the original address on file with the RSC has changed, email the RSC at icc@iom.int to provide a new location and contact details.

How can I get a visa to come to the US?

On February 13, 2022, the Department of State suspended consular services, including interview waiver services, at the U.S. Embassy in Kyiv. Applicants for U.S. nonimmigrant visas may apply in any country in which they are physically present and where there are appointments available.

People who have an immigrant visa currently pending with the U.S. Embassy Kyiv may be able to transfer processing of an immigration case to another U.S. Embassy. They must contact the receiving U.S. Embassy in that country to authorize and initiate transfer. The Embassy will have a list of requirements which must be satisfied in order to begin the transfer process.

Ukrainians with close U.S. citizen family members in the U.S. may be eligible for family-based immigrant visas. Information and eligibility information is at www.uscis.gov. As each U.S. Embassy has specific application procedures, applicants should contact the

U.S. Embassy or Consulate where they wish to apply directly. Contact information for U.S. Embassies and Consulates is available at travel.state.gov.

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