

Frequently asked questions

❖ General

How is the Red Cross helping people impacted by the conflict in Ukraine?

The humanitarian situation caused by the ongoing conflict is increasingly desperate, with hundreds of thousands of people without food, water, heat, or medical care.

The Red Cross is working around the clock to deliver vital services to millions of people impacted by the conflict. In Ukraine, more than 4,000 Red Cross volunteers are responding and are delivering urgent assistance such as food, water, fuel for heating, hygiene items and medical supplies.

In neighbouring countries (Belarus, Hungary, Moldova, Poland, Romania, Russia and Slovakia), Red Cross National Societies are also urgently responding and are providing life-saving support to people arriving from Ukraine. Red Cross volunteers are distributing food, water, bedding, clothes and basic aid items on both sides of the border and are providing medical care and psychosocial support for those in need.

Please follow us on Twitter at @irishredcross for more information on our response.

❖ Fundraising and other Forms of Support

How can I support people impacted by the crisis in Ukraine?

If you would like to donate to our Ukraine Crisis Appeal, you can do so as follows:

- Via our website: redcross.ie; [Ukraine Crisis Appeal | Irish Red Cross](#)
- By telephone on our freephone number: 1800 50 70 70
- For our bank account details, contact fundraising@redcross.ie

I would like to organise a fundraising event. What do I do?

Please direct all queries to fundraising@redcross.ie whereby a member of our team will contact as soon as possible.

I would like to offer accommodation to the Red Cross. What do I do?

If you would like to offer support in the form of accommodation, please go to our Register of Pledges and fill in some details about your property or space <https://registerofpledges.redcross.ie>

Please contact registerofpledges@redcross.ie if you have queries.

How do I offer other services / skills to the Red Cross?

If you would like to offer services or skills to assist our work in Ireland, please do so at <https://registerofpledges.redcross.ie>.

Contact registerofpledges@redcross.ie if you have queries.

Can I donate items?

We are not taking donations of goods or equipment and cannot assist organisations who have gathered or are considering collecting these items with logistics. We respectfully suggest that you consider making a cash donation to an organisation responding in Ukraine or neighbouring countries rather than gathering goods or equipment as it is very difficult to get these items to people in need at this time and the Irish Red Cross is concerned that these donations will not reach intended recipients and fulfil the good intentions behind them. Please read our statement on this [here](#).

Can I volunteer to help?

If your query relates to wishing to volunteer in Ukraine or neighbouring countries, please note the Irish Red Cross does not send volunteers overseas and we are unfortunately unable to assist you with this enquiry. The Ukrainian Red Cross and neighbouring National Societies have already mobilised thousands of in-country volunteers who have local knowledge, language skills, local community understanding and connections, and most importantly, the necessary Red Cross training to assist people in need in an efficient and coordinated manner. Due to the urgency of the situation, they have limited capacity to take on and train international volunteers.

❖ Information for Ukrainians arriving into Ireland

The European Union has put in place a Temporary Protection Directive to allow Ukrainian citizens and others fleeing Ukraine to move through the EU as EU citizens.

If you are a Ukrainian citizen or if you are fleeing Ukraine, the Irish Government will help you when you arrive in Ireland.

For more information on Ireland's response to Ukrainians arriving in Ireland please visit: gov.ie - [Ireland's response to the situation in Ukraine \(www.gov.ie\)](http://www.gov.ie)

Information in Ukrainian – <https://www.gov.ie/Україна/>

Information in Russian - <https://www.gov.ie/Украина/>

Emergency Accommodation For Ukrainians Arriving Into Ireland:

The Irish authorities are now offering emergency accommodation through IPAS to Ukrainians arriving in Ireland. If you are in need of accommodation when you present at the Border, convey this message to the Immigration Officer who will direct you.

Alternatively, you can present at: International Protection Accommodation Services (IPAS), Department of Children, Equality, Disability, Integration and Youth, Miesian Plaza, Lower Baggot Street, Dublin 2

Email: ipasinbox@equality.gov.ie