



TRAINING MODULES FOR
PEER SUPPORT TO
REFUGEES FROM UKRAINE

2023/2024

ESTONIA

NEEDS ASSESSMENT

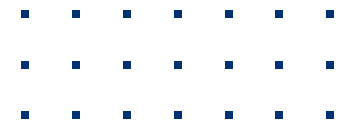


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Demographic information



Number of Ukrainian refugees in the world

At the end of November, Eurostat published data according to which the ratio of the number of Ukrainian citizens receiving temporary protection to the population of an EU country was the highest:

- in Estonia (1.8 per 1000 inhabitants)
- Poland (1.4 per 1000 inhabitants)
- Lithuania, Latvia and Ireland (1.0 per 1000 inhabitants)

Also, since February 24, the largest number of Ukrainians received temporary protection in Poland - 1.4 million, Germany - 813,725, Spain - 145,825, Bulgaria - 134,790.



Number of refugees from Ukraine with temporary protection status in the European Union, June 30, 2023

Demographic situation in Estonia

The Refugee Act was adopted in Estonia in 1997 and Estonia acceded to the 1951 UN

Convention relating to the Status of Refugees.

Looking at the total number of refugees, by January 2023, just over 42,000

Ukrainians had applied for temporary protection in Estonia, with a significantly higher number of refugees moving through or back to Ukraine. According to a report by the Centre for Development Monitoring, as of March 2023, more than 122,000 Ukrainian war refugees had entered Estonia, of whom about 66,000 remained in Estonia.

Tartu University carried out a study on the Ukrainians on The labor market (2022)*

Among the war refugees who have arrived in Estonia, nearly 66 000 have declared their wish to remain here, and 47 975 have applied for temporary protection (by 23. August, 2023). The numbers of Ukrainian war refugees arriving to Estonia have been decreasing lately; during the last month, there have been less than one hundred daily entries on most days.

*Lees, K.; Espenberg, K. (2022). Ukraina sõjapõgenikud Eestis. Teemapaber nr 4: Tööturg. Tartu. Tartu Ülikool. // Ukrainian war refugees in Estonia. Factsheet No 4: Labour market. Labour Market. University of Tartu.

The average refugee was a young and educated woman with either a higher education (51 percent) or vocational training (37 percent). The proportion of women was high - 74 percent of refugees, and 55 percent of them were aged 18-39. This is understandable, as men were not allowed to leave the country because of mobilisation. 54 per cent of the refugees came from larger cities, and it can therefore be assumed that there is also a preference in Estonia to move to larger centres. According to the survey, 55 per cent of the refugees were employed (either in an Estonian company or remotely for a Ukrainian company), which is the highest figure compared to other European countries. 62 per cent admitted that their level of education was higher than the current job required, and as many as 75 per cent did not work in the position they had previously held. At the same time, 60 per cent said they were not currently looking for a new job.

The survey showed that the most important thing for refugees is to have some kind of job that brings in an income, while education and occupation are not important. This guarantees them independence from state assistance, as only four per cent responded that the state pays their living expenses.

Most of the refugees have already learned or are planning to learn Estonian, and training courses have been launched where, for example, nurses can upgrade their qualifications to enable them to continue in the health sector. Similar training is also available for teachers.

The Head of Crisis Management Department in Estonian Social Insurance Board **Vadim Ivanov** affirmed that the Board was ready to assist and support all the refugees arriving to Estonia. “Since the start of the war, we have offered shelter and every kind of assistance to all the war refugees who have needed it. We currently have around 2,000 refugees in short-term housing. However, it has become evident that many other state services are starting to reach their limits,” Ivanov said. As Estonia is reaching its limit in receiving Ukrainian war refugees, after which it would struggle to offer all the necessary support services and assistance up to the required standards, **Estonia and the Finnish government have decided to cooperate by offering some of the refugees the option to move on to Finland.** In Finland, war refugees will be able to apply for temporary protection and are guaranteed the relevant support services.

In the first months of the war, many refugees were mothers with small children or elderly parents, about 2/3 were women.

At the beginning of 2023, the preponderance shifted towards younger men.

Distribution of employed Ukrainian citizens by counties:

Tallinn	12 368
Harju county, excluding Tallinn city	5337
Tartu county	2747
Pärnu county	1500
Ida-Viru county	1203
Lääne-Viru county	988
Viljandi county	587
Järva county	523
Rapla county	413
Võru county	356
Saare county	327
Lääne county	24
Põlva county	196
Valga county	162
Hiiu county	32

Employment by age groups under temporary protection:

Age Group	Not Employed	Employed
Under 5	1884	
5-9	3131	
10-14	3690	
15-19	2719	811
20-24	1174	1114
25-29	1244	1202
30-34	1516	1520
35-39	1678	1994
40-44	1214	1787
45-49	917	1401
50-54	726	992
55-59	594	360
60-64	803	510

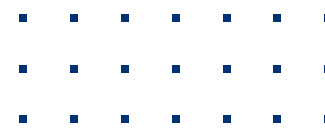
Residence permit without temporary protection:

Age Group	Not Employed	Employed
Under 5	1074	
5-9	2054	
10-14	1923	
15-19	1776	119
20-24	1027	419
25-29	1354	961
30-34	1847	1460
35-39	2167	1732
40-44	1695	1543
45-49	1275	1190
50-54	916	923
55-59	705	630
60-64	757	583
65-69	669	228
70-...	1531	169

As of January, 2023, 37% of refugees with temporary protection and 56% of Ukrainians without temporary protection but with the right to work were working (Statistics Agency - Ukrainians on the Estonian labor market). According to the unemployment fund, there were 6,514 unemployed persons registered among the recipients of temporary protection in January, 2023, which is approximately 23% of the recipients of temporary protection.

Adult women (20,602) and minor girls (7,267) make up 74 percent, or 27,869 people, of all people who received temporary protection. Compared to women, there are considerably fewer adult men who have received temporary protection (7,325), while there is a similar number of minor boys (7,402). In total, 14,727 male persons have received protection, making up the remaining 26 percent of the total number.

Education



Schools

Ukrainian pupils registered in Estonia	8498
Learning in the Estonian language	5316 + 1072 (immersion)
Learning in the Russian language	2072
Learning in English	31
Primary (kindergarten)	2100
Basic education (1-9th grade)	5514 (64,89%)
Vocational	477 (5,61%)
Gymnasium	407 (4,79%)

“The largest number of children of Ukrainian war refugees have been added to those municipalities where the number of students per teacher was already the highest, making the problem of shortage and overload of teachers more acute. The main challenges for teachers are the language barrier and teaching in a bilingual class, the big differences in the Estonian and Ukrainian curricula, and helping Ukrainian students,” pointed out **Eneli Kindsiko**, an expert from the Center for Development Monitoring.

The workload of Estonian teachers is eased by Ukrainian education workers and war refugee volunteers who help translate educational materials, give lessons or by being a support person for students.

104 war refugees have started working as teachers in Estonian schools (year 2023)

Higher education

All Estonian higher education institutions have established support tools for the ukrainean students. The number of applicants with the Ukrainian citizenship for study places has risen several times.

Tallinn University

- Tallinn University provides tuition free studies for the next academic year for all Ukrainian students, who start their studies at Tallinn University from September 2023.
- In addition to students starting their studies, the university also accepts students whose education has been interrupted due to the war. Both - students who want to start their degree studies, and students who wish to continue their studies as exchange students, are provided with tuition free study places. However, the number of tuition free study places is limited.
- The tuition fee is waived for all Ukrainian students for the 2023/24 academic year.
- Students from Ukraine can apply for a special needs-based grant based on temporary protection.
- The Student Support Centre offers students support in finding a job. Job offers can also be found on the [Work in Estonia](#) page and direct offers on arrivals from Ukraine on the [Unemployment Insurance Fund](#) homepage.'
- War refugees can apply for temporary protection in Estonia which includes the right to apply for subsistence and other financial benefits.

Tallinn University of Technology (Taltech)

The Tallinn University of Technology expresses full support for Ukrainian students and employees in connection with the war in Ukraine.

- Information on activities related to supporting international students and employees from Ukraine is published on the university's external website taltech.ee/ukraina and taltech.ee/en/ukraine
- TalTech grants a scholarships to Ukrainian students who hold an international/temporary protection status in Estonia, and who were matriculated at an Ukrainian university at the time of fleeing the country. The amount of scholarship is 800 euros per month. All those students are automatically eligible for a disadvantage background allowance of 250 euros per month. The amount of the monthly allowance would be $800 + 250 = 1050$ euros total. Students have to cover their accommodation and daily expenses by themselves

Needs & challenges

that came up among Ukrainians and while working with them:

The biggest challenges and needs are related to Ukraine:

- The presence of war and death
- Concern for loved ones who remained in the homeland
- Challenges related to bureaucracy
- Lack of plans for the future, inability to see one's own future
- Getting stuck in the past
- Traumas
- COVID

In Estonia, the following problems/challenges occur:

- Weak feeling of security due to different reasons
- Financial challenges, also entrepreneurs try to pay Ukrainians less salary than to locals
- Rent for flat is high and suitable flats are difficult to find
- Language problems that prevent applying for school or jobs
- Language problems from both sides – officials and refugees- that prevent getting and delivering information
- Weak digital knowledge and experience
- Weak knowledge of English
- Ukrainian domestic diplomas not valid in Estonia
- Difficulties in finding professional work in Estonia
- Isolation in some regions
- Lack of work and salary corresponding to education
- Because of bureaucracy and lack of understanding, Ukrainians easily become volunteers and do professional work for free.

The importance and motivation of studying the Estonian language, in some cases it is complicated: working hours and classes of the Estonian language are at the same time.

Refugees have not had the opportunity to prepare for life in a new country and this puts them at a disadvantage compared to other migrants. In addition to a lack of preparation, uncertainty about the future also hampers their ability to find work. Refugees do not know how long their absence from their home country may last and whether they will ever be able to return.

In addition to uncertainty, the journey to safety may have been a traumatic experience, affecting both physical and mental health. Refugees may find it difficult to prove their qualifications (education, proof of skills) and may not have a network of contacts or knowledge of the host country's work culture - how to look for a job, the recruitment process, etc. Recruiting a refugee is also inherently risky for the employer, as it is not known how long the refugee will stay in the country, whether the training of the new employee will pay off, and it is also difficult to assess the qualifications of the refugees.

Ukrainian war refugees are able to take up employment in EU Member States as soon as they are granted temporary protection (Orav, A. Labour market integration of asylum-seekers and refugees. (2022). European Parliamentary Research Service).

PROBLEM: Estonia will grant temporary protection to war refugees who entered the country as of 24 February 2022, despite the fact that Estonia has been a acknowledged that Ukraine is in war since 2014. Earlier arrivals must apply for international protection. Many Ukrainians have expressed a deep reluctance to apply for international protection, as they feel they are seeking protection against their own country. Without legal protection, it is difficult to get a job, having to resort to intermediary companies. This, in turn, puts refugees in a situation where they are not fully law-abiding, plus they are vulnerable to employers.

*Since the escalation of Russia's aggression in February 2022, **nearly 8 million** refugees from Ukraine were registered in Europe at the end of January 2023, of whom **4.8 million have applied for temporary protection**. (ÜRO Pagulasameti andmed, <https://data.unhcr.org/en/situations/ukraine>)*

Public health issues

University of Tartu Centre for Applied Social Research (RAKE): A survey of Ukrainian war refugees, conducted in cooperation with the University of Tartu Centre for Applied Social Research (RAKE) and the think tank Praxis (Kender, E. (2023) Ukraina sõjapõgenikud Eestis. Teemapaber nr 5: Tervis. Tallinn: Poliitikauuringute Keskus Praxis)

"An adult Ukrainian war refugee who has been granted temporary protection and is living in Estonia has the face of a young woman with a higher education."

74% of those who arrived in Estonia are women and 39% of all refugees are women between the ages of 16 and 50. Refugees therefore include many women in need of access to sexual and reproductive health care. Half of the adult war refugees who have arrived in Estonia have children.

Ukrainian refugees who have been granted temporary protection do not automatically have health insurance, but they can apply for health insurance on the same basis as Estonian people, after which they are entitled to receive scheduled general and specialised medical care under the same conditions as locally insured people. Persons who are employed on the basis of an employment contract or who are registered with the Unemployment Insurance Fund are entitled to health insurance. Equated to insured persons are children, pregnant women, dependent spouses, people with partial or no work capacity, pensioners, students, as well as, for example, one parent raising a child under 3 or three or more children under 19, at least one of whom is under 8. Unavoidable assistance (assistance in the event of a serious or life-threatening medical condition, where postponement or failure to provide assistance could result in the death or permanent impairment of the health of the person in need) is available to all people in Estonia.

According to the World Health Organisation (WHO), war refugees can often arrive in a country of destination dehydrated and exhausted from lack of fluids and/or food. The stress, overcrowding and unhygienic conditions experienced due to war and/or during travel, and in reception centres, contribute to the risk of infectious diseases among refugees. In addition to respiratory infections (COVID-19, influenza, etc.), refugee children are at higher risk of contracting intestinal infections.

To prevent the spread of infectious diseases, adult war refugees can be vaccinated free of charge against COVID-19, measles-mumps-mumps and diphtheria-tetanus (with COVID-19, MMR and dT vaccines respectively).

The number of **new HIV** cases has doubled compared to 2021. While in 2021, a total of 125 new HIV cases were registered in Estonia, in 2022 there were 25,014 new HIV cases. Nearly half of the new HIV cases (as of the end of June) were registered in war refugees, while the majority of those registered as new cases in Estonia were aware of their infection and were already receiving treatment in Ukraine.

As in Estonia, chronic diseases are the main cause of the burden of disease among adults in Ukraine - a third of Ukrainian adults have **high blood pressure** and 7% have **high blood sugar** levels or diabetes¹⁸. As stress is a risk factor for a number of chronic diseases, refugees and asylum seekers may be at higher risk of **cardiovascular disease**. When they arrive in the country, a large proportion of war refugees are unlikely to have enough **medication (e.g. insulin)** with them, so in some cases missing out on treatment can be a matter of life and death. Pharmacies are also allowed to accept paper prescriptions issued in Ukraine, with the exception of narcotic and psychotropic medicines.

Refugees may have experienced violence (including sexual violence), malnutrition, imprisonment, loss of property and livelihood, loss of or separation from loved ones, and displacement-related **stress** before leaving Ukraine, while en route and/or after arriving in Estonia. The literature suggests that refugees experience significantly higher rates of **post-traumatic stress syndrome, anxiety and depression** compared to the general population, and that these prevalence rates remain high for many years after leaving their home country. It is therefore important to provide early, ongoing and long-term mental health support to refugees.

In Estonia, there were problems with access to mental health services even before the arrival of the Ukrainian refugees. Still, counselling is available.

The majority of war refugees with a minor child had vaccinated (or were planning to vaccinate) their child against the major vaccine-preventable infectious diseases (measles, rubella, mumps, tetanus, diphtheria, pertussis, polio, hepatitis B). 80% of respondents had vaccinated their children and 4% of respondents with underage children had not vaccinated their child.

Education and career aspirations

Data is collected by the University of Tartu, Centre for Applied Research (RAKE).

In the years before the war, there were quite a lot of Ukrainian workers in the Estonian labour market, for example, people working in construction and seasonal workers in agriculture. The share of Ukrainian citizens who have stayed in Estonia as short-term workers has been particularly high. The number of short-term workers from Ukraine increased 34-fold between 2015 and 2021.

In 2021, 23,549 Ukrainian citizens were registered as short-term workers in Estonia, accounting for 72% of all short-term workers. In 2021, 23,549 Ukrainian citizens were registered as short-term workers in Estonia, accounting for 72% of all short-term workers (Migration Statistics 2017-2021 (2022) European Migration Network

[<https://www.emn.ee/uudised/ilmus-uus-randestatistika-2017-2021/>].)

The country has a fairly large community of Ukrainians, which means a strong social network and the possibility to rely on the help and advice of compatriots. On the other hand, however, the refugees are mainly women with children (including infants and pre-school children), and therefore childcare issues need to be addressed first in order to work.

The OECD25 pointed out that some countries (including Estonia) had paid particular attention to labour market targeting - for example, the Unemployment Insurance Fund (Töötukassa) had created a website where people could find suitable jobs for Ukrainian refugees. At the beginning of February 2023, 6,515 beneficiaries of international protection linked to Ukraine were registered as unemployed with the Unemployment Insurance Fund, accounting for 11.9% of all registered unemployed.]

Ukrainian war refugees who arrived in Estonia were more highly educated: 51% of adult war refugees had higher education and, in addition, relatively more people arrived in Estonia with higher education than in the same age group in Ukraine. In Ukraine, 46% of 25-64 year olds had a higher education, while 54% of the refugees of the same age who arrived in Estonia had a higher education. These are essentially top professionals or even mid-level professionals. In Estonia, however, the same position was held in 8% of cases - it can be assumed that the language barrier and lack of knowledge of Estonian conditions, including laws, is a major obstacle to finding a job that matches their qualifications. A survey of war refugees carried out in the summer showed that, apart from Ukrainian, most of them spoke Russian - 91% had a very good command of Russian. English skills were worse, with only 6% proficient in English at a good level and 22% moderately proficient.

Many refugees have tertiary education (secondary and technical education at secondary level, bachelor's, master's and doctorate degrees).

Given that a large proportion of Ukrainian refugees do not work in Estonia in the same position as in Ukraine, it is to be expected that 62% of respondents said that their current job does not match their level of education and would require a lower level of education, 4% thought that their current job would in fact require a higher level of education and 35% felt that the job in Estonia matches the level of education they have. In addition, 75% of respondents felt that the work they did in Estonia did not correspond to the level of education they had acquired.

More women and 50-64 year olds were unemployed.

According to experts of the Unemployment Insurance Fund, problems occur as follows:

The possibility of recognition of diplomas in Estonia exists through HARNO and ENIC/NARIC conformity assessment. There are certain areas where the Ukrainian diploma/education has not been assessed as equivalent to the requirements set in Estonia. For example, the responsibilities and competences of nurses in Estonia are broader than in Ukraine, and therefore it is not possible to recognise a medical nurse's diploma in Ukraine, and a medical nurse would need to upgrade her/his training in order to work as a medical nurse in Estonia. For this purpose, a separate yearly curriculum was prepared. In other areas, where the requirements are expected to overlap, a person's lack of knowledge of how to prove their qualifications or the costs of translation or similar work that may be necessary may become a taxonomy. However, the Unemployment Insurance Fund, based on its day-to-day practice, has not perceived the lack of evidence of qualifications as a major obstacle to accessing professional employment. For example, a large number of psychologists who arrived from the UA were able to find professional work very quickly.

However, a further problem is the language requirement in the professions that require proficiency in Estonian, e.g. in order to certify one's qualification as a doctor in Estonia, it is necessary to pass a corresponding exam, which requires proficiency in Estonian at level B2. It is not possible to work in many professions on the basis of Russian and it takes time to learn Estonian. This is why some UA people with higher qualifications who have worked in Estonia have, at least for some time, given up the ambition to work in a professional field and are investing in language studies to prepare the way for professional employment.

Obviously, in essence, it is still relatively difficult for people to manage and carry out the process of demonstrating their qualifications when they need to do so, and guidance and assistance would be welcome. However, there are probably not very many people as a whole who will undertake this journey. At some stage, people also found it difficult to use e-government services, mainly because of the language barrier - they tried to apply for things in e-services, but were unable to give an exhaustive picture of their situation or needs and were refused a decision - in such a situation, people still could not find a way to get a support worker or assistants to come to the place to explain the matter more precisely so that the initial decision could be revised.

However, the problems of commuting to work due to dispersal are by no means unique to the UA target group, but are just as much a concern for the local workforce - getting from the outskirts to the centre of the county is out of reach for non-driving locals due to the lack of public transport. Our consultants have not observed that UA citizens registered as unemployed differ drastically from other unemployed people in terms of the prevalence of driving. Perhaps I cannot confirm that the lack of driving rights is a bigger problem for Ukrainian women than for women who have lived in Estonia for a longer period of time.

However, our advisers have identified certain cultural specificities that are barriers to employment. For example, the willingness of women who retired in Ukraine at the age of 55 to return to work in Estonia until their retirement age here is very low. They are also used to staying at home for longer periods with children, including primary school-age children, which is not very common in the Estonian labour market. Although childcare places and facilities are available to the UA target group, families are often not prepared to make use of these facilities and prefer to leave the mother or grandmother at home with the children.

Economic activities with temporary protection

Manufacturing - 2 875;

Wholesale and retail trade;

Repair of motor vehicles and motorcycles - 1 626;

Accommodation and food service activities - 1 620;

Administrative and support service activities - 1,961;

Transportation and storage – 534;

Human health and social work activities – 537;

Arts, entertainment and recreation -130

Residence permit without temporary protection

Manufacturing - 3 352;

Construction - 1 130;

Wholesale and retail trade;

Repair of motor vehicles and motorcycles – 779;

Administrative and support service activities – 1 116;

Information and communication - 528.

Current support services

Support services have been established in every national institution.

Information can be found in the Estonian, Russian and English, in many cases also in the Ukrainian languages.

There are multiple of reception Centres for Families and Minors, who came to the country alone.

In addition there are multiple NGOs supporting Ukrainians in different fields. The list includes bigger and more active organisations:

- Association of Ukrainian Organizations /Ukraina Organisatsioonide Assotsiatsioon
- For the Ukraine! /<https://www.ukrainaheaks.ee>
- Estonian Refugee Council/ Eesti Pagulasabi,
- NGO Mondo,
- Ukrainian Culture Center,
- the National Defense Promotion Foundation,
- Estonian Food Bank,
- Estonian Red Cross,
- the Rescue Association /Päästeliit,
- Tallinn Old City Rotary Club

For Ukrainians in Estonia, news and necessary information from various fields are gathered on the vestonii.delfi.ee portal.

EELC Estonian Diaconia

In order to alleviate the war crisis in Ukraine, three work directions have been implemented in EELK, and the head of this field is assessor Ove Sander, who negotiates with the state and has participated in sending humanitarian aid to Ukraine using his network.

Another important direction is the provision of spiritual help pastoral counselling, which is organized by Katri Aaslav-Tepandi, chief chaplain of the Ministry of Social Affairs. At the moment, a 70-member network of pastoral counselling workers and clergy has been formed and regional coordinators have been appointed to supervise pastoral counselling providers in the reception and accommodation centers for those fleeing the war.

The third field of work is accommodation, which Archbishop Urmas Viilma has assigned to the EELC Foundation for Diaconal and Social Work, the brand name. Estonian Diaconia. Avo Üprus, head of the Estonian Diaconia, pointed out that EELC with the Camp center Gideon are ready to offer overnight accommodation in churches, pastorates and camp centers for more than 300 people. For children there is a St Mary's Parish (Maarja kogudus) Family Day Centre.

The Consistory has set up a Ukrainian Support Fund under the Diaconal Fund, which has been allocated from its own resources and from donations collected from various church organisations around the world, totalling over €60 000. From this amount, disbursements have been made to organisations supporting Ukraine and to congregations hosting Ukrainian war refugees.

Pastoral care for Ukrainian refugees, led by the Ministry of Social Affairs' Department of Mental Health: a network of pastoral care workers and chaplains was convened in 2022 with 70 chaplains and pastoral care workers, parish priests. The number of chaplains and chaplains' conversations may vary from month to month, but with 70 helpers there were about 2000 conversations per month. The chaplain provides emotional, spiritual and spiritual support to the person in need. Staff working with Ukrainian refugees complete online courses in psychological first aid and support for war-traumatised people.

Congregations have contributed in various ways: language camps, concerts, collections, accommodation, humanitarian aid, workplace grants.

Mentoring and peer support

- Mentoring is implemented in Estonia by several organisations, targeted, both, to young, and to mentors.
- Peer support is important to all age groups, but especially to the young ones. People need to be accepted in secure and “own” environment, were the others then with the same mother tongue, background, similar interests or faith.
- Young people have a huge need to experience togetherness, community and to be accepted and understood. Thus we consider necessary to engage in mentoring Ukrainian teachers, psychologists, volunteers.
- Requirements of voluntary work and psychological load factors, burnout risks for, both – mentors and young people with trauma experience.
- In Harkujärve Church and in Tartu center Ukrainians are involved with leading the Daycenter work, organising so called Family days or the Days of Ukrainian mothers and children.

Stakeholder engagement:

Coordination Council (ministry of interior), EELC is represented by Avo Üprus

[Estonian Police and Border Guard Board](#) – the number of Ukrainian war refugees in Estonia

[Unemployment Insurance Fund](#) – statistics on the beneficiaries of international protection related to Ukraine who have registered as unemployed

[Education statistics portal Haridussilm](#) – Ukrainian war refugees in the Estonian education system

[Estonian National Social Insurance Board](#) – general data, reception and information points, short-term accommodation, client contacts and payments, telephone enquiries, residence registrations, school places;

Evaluation of existing materials

- In use:

functional methods: trips, events, parties, shared experiences, preparations and participation in Song Festival (summer 2023)

- [Integration](#)

Language studies, classes that introduce Estonian laws, labor market, study opportunities.

Estonian Refugee Council provides to refugees' different services that support their integration in the Estonian society and that enhance their self-reliance.

The Estonian Refugee Council offers Ukrainian war refugees the opportunity to participate in free group counselling all over Estonia. Registrations are open in the [Fienta environment](#).

At the adaption workshop, we will discuss how to cope in a new society and organise your life here. We share practical tips for adapting, learning the Estonian language and making new acquaintances and friends.

Workshop on digital skills

The workshop on digital skills is intended for Ukrainian war refugees and provides overview of Estonia's digital services and e-state. During the workshop, we will study various Estonian e-services (Eesti.ee, e-banking, e-school, etc.) and practice their use. The prerequisite for participation is holding an ID card, a mobile ID or a Smart-ID.

Group counselling on child adaptation and education is designed for Ukrainian war refugees to support the adaptation of their children in Estonia.

Group counselling on employment

In the group counselling on work, we give an overview of the situation on the Estonian labour market and labour law. At the meeting, you can share your experiences with looking for work and hear practical tips on how to successfully search for a job in Estonia, how to prepare your CV and other application documents.

Adaption training Workshops:

[Education in Estonia](#)

[How to start a business in Estonia](#)

[Estonian Labour Market](#)

[Digital technologies](#)

Support Person's Service

Our main service is support person service, which we offer through a network of support persons and adaptation mentors covering Estonia.

The support person service consists of four service parts:

- **a support person** dealing with administrative and initial adaptation issues, who usually works with the supported family during the first 3-4 months;
- after the first 3-4 months, the client receives advice on administrative issues and problems from the service **coordinator's reception** in Tallinn or Tartu;
- **an adaptation mentor** supporting social and cultural integration, who is a volunteer and has training in the coaching method;
- **an experience** advisor who supports new arrivals based on his similar experiences and has the appropriate preparation.

As part of the support person service, we offer a **translation service** to beneficiaries of protection who have arrived here, which they have the right to use when communicating with authorities and support persons as needed.

- Ukrainian-language youth portal Teeviit /Road sign

Ukrainian and Russian language materials made by the authorities:

Information about temporary protection and the operation of reception centers in Ukrainian:

Websites intended for studying the Estonian language:

Studying Estonian – [Розмовляємо естонською](#)

Various translation programs

Understanding how potential Ukrainian mentors are best informed:

- The best communication channels can be:
 - WhatsApp groups
 - Telegram
 - YouTube
 - Different social media channels, e.g., Facebook, Instagram, Twitter. (X)
 - Google
- Information sources
 - Own communities, schools; local and distance education, jobs, social & health services, Immigration services, associations and organizations, voluntary work
 - taltech/en/ukraine.
 - The counseling line in the Ukrainian language was opened last summer, when in the first months the line was called about 40 times a month. This year, the number of appeals has been in a clear downward trend. Most often, people have been advised in connection with social problems, mental health and the need for information about services and family doctors.
 - For Ukrainians in Estonia, news and necessary information from various fields are gathered on the estonii.delfi.ee portal.
- Language and accessibility
 - Ukrainian, Russian, English, Estonian
- Visual and multimedia settings
 - The need for multichannel information
- Written information
 - Brochures, workbooks

- E-learning materials on the website of the National Research Institute of Ukraine
- 1.-11. for class students and electronic versions of textbooks - [Електронні версії підручників](#).
- IMZO electronic library – Електронна бібліотека ІМЗО.
- Bullying prevention materials in Ukrainian - [Lions Quest](#).
- [Free educational resources for Ukrainian children](#).
- Online learning platforms for Ukrainian students recommended by the Ukrainian Ministry of Education at a meeting with Unesco and partners from the Global Education Coalition
- Resources in Ukrainian language (Ресурси українською мовою)
- Online training in Ukrainian for students from 5th to 9th grade (Онлайн-навчання для всіх охочих учнів 5-9 класів)
- Resources in Russian language (Ресурси російською мовою)

EdTech Estonia has gathered educational technology offers for its members, which can already be offered free of charge at various age levels and to schools, parents, children in Ukraine and Ukrainians elsewhere - [Support for Ukraine](#).

E-School Kit Study Material:

a handbook for learning Estonian for Ukrainians introduces the basic structure of the Estonian language and gives a brief overview of the grammar and vocabulary of the Estonian language. Допоміжні навчальні матеріали українською

- In cooperation with the Canadian Center for Child Protection, a new free material for professionals working with children has been prepared - "Painful feelings come and go". Available in Russian and Ukrainian. -"Сильні почуття приходять та йдуть".
- Online platform Edumus: Школа надії. NB! It is not a legally separate school or a formal Ukrainian education, but an opportunity to offer flexible participation in Ukrainian-language education.

- Educational material of Andriy Panchenkov, Iryna Staragina, Olga Romaniuk and Olga Pytiuri for learning Ukrainian as a second language in grades 1-4. class children. The material is also suitable for teaching Ukrainian as a mother tongue - Language Component, presentation of materials in English.
- Report "Ukrainian children in Estonian education" by the Estonian Development Monitoring Centre
- Series of lectures A child with a foreign language in an Estonian educational institution: a supportive environment and its creation; trauma-informed intervention

Stakeholder Engagement

coordinated with the Latvian partners

Stakeholder engagement in a refugee mentoring program is important to help create more successful and tailored programs that take into account the specific needs and cultural aspects of refugees. Here's how stakeholders can get involved in refugee mentoring programs:

Mentors and mentees: Key participants in the mentoring program. It is important to take into account their opinions, needs and expectations in order to customize the program to suit their needs. Their involvement in program design and evaluation can ensure that the program meets their needs and expectations.

Non-Governmental Organizations and Community Organizations: Organizations providing mentoring programs - These can be schools, universities, companies and other organizations that organize and implement mentoring programs. They can provide support and resources for refugee mentoring programs and participate in program design and evaluation.

Parents (when it comes to educational mentoring): Parents play an important role in supporting students and can be important stakeholders in mentoring programs.

Employers (if we are talking about mentoring in business): For mentoring in a corporate environment, employers can also be stakeholders, as they may see value in employee development. Employers can provide internships and help refugees find work through mentoring programs.

Educational institutions (if student mentoring is involved): Educational institutions such as universities may support and sponsor student mentoring programs. Schools and universities can partner with mentoring programs to help refugees integrate into the educational environment.

Government Authorities and Regulators (when it comes to educational or professional mentoring): City and regional authorities can promote refugee integration and support mentoring programs by providing financial and organizational support. Health and social services: Organizations providing health and social support can work with mentoring programs to ensure full integration of refugees. Local Community: Involving local communities in mentoring programs can help create a warm and welcoming environment for refugees and strengthen community support.

Stakeholders can play an important role:

In program development: Stakeholder participation can help define the goals, expectations, and specifications of the mentoring program.

In evaluation and improvement: Stakeholders can provide feedback and data needed to evaluate and improve the mentoring program.

In funding and resource sourcing: Some stakeholders may provide financial support or resources for the program.

In support and popularization: The participation and support of government and educational organizations can help attract more mentors and mentees.

Stakeholder participation helps make a mentoring program more sustainable, tailored to the needs of all participants, and more successful in achieving its goals. Stakeholder participation may include aspects such as program development, performance evaluation, funding, information and resource sharing, and community support and advocacy. This contributes to the creation of more effective and socially significant mentoring programs for refugees, promoting their integration and adaptation in the new country.



Training modules for peer support to refugees from Ukraine

The project is funded by Nordplus Adult 2023.



Eesti Diakoonia

The focus of this collaboration between Diaconia organisations in Latvia, Estonia, and Finland is on the development of online learning experiences for local Ukrainians who are willing to support other Ukrainian refugees as they look for education and work opportunities, which will provide a sense of security and stability in their new home.



Diakonissa-
laitos

Needs assessment, professional profile of the mentor, core curriculum, and five e-modules for supervised or independent learning are in development to equip new mentors for the job.



Nordplus