VOLUNTEER ACTION
NON-GOVERNMENTAL ORGANIZATION
ВОЛОНТЕРСЬКА ДІЯ
ГРОМАДСЬКА ОРГАНІЗАЦІЯ

the PHOENIX
a refuge dedicated to rebuilding Ukrainian lives

PHOENIX REINTEGRATION CENTER · LVIV REGION, UKRAINE

Redefining Reintegration

Veteran families · A community · A stronger Ukraine



OUR JOURNEY

From an IDP shelter to a reintegration center

2024

Establishment of an NGO

- Renting the center's premises
- Preparing the premises for receiving IDP families

2025–2026

Current program: IDP Support Center

- 24 families
- 42 residents
- 50+ rescued animals

2026

Reintegration Center for Veterans with their Families

- Development and training
- 14 apartments
- Solar power plant
- Barrier-free
- Therapeutic space

2027

Start of the program: Reintegration Center for Veterans and their Families

- **608 veterans**
- **120 families each year**

DAILY SUPPORT

We fully provide for the family's basic needs



- Safe housing
- Heat
- Water
- Electricity
- Daily meals
- Hygiene products
- Clothing
- Basic medications
- Equipped rooms
- Inclusive bathrooms
- Transportation to schools
- Children's spaces
- Leisure and daily life support











WHO WE ARE

Volunteer Action, a non-governmental organization

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Officially registered non-governmental organization in Ukraine, with friendly organizations **Hope and Action (USA)** and **Hope Foundation (Europe)**.

ADMINISTRATIVE TEAM

20+ years

of accumulated international humanitarian experience

- international charities
- launching and maintaining shelters for IDPs in Poland and Ukraine
- humanitarian program management
- international fundraising
- crisis management

FINANCIAL MANAGEMENT

$20,000+

in budget savings in 2026 alone

- thanks to procurement control and analysis of the building materials market

INFRASTRUCTURE TEAM

700+ meters

of new heating systems

- complete modernization of the electrical network
- reconstruction of the water supply
- reconstruction of the heating system
- inclusive solutions

INTERNATIONAL GRANTS

4

successfully implemented international infrastructure grant projects

OUR TRACK RECORD

International humanitarian activity

10,000+
people evacuated and supported

UAH 11 million+
in humanitarian aid (clothing, food, medicine, furniture, appliances, hygiene products, etc.)

50
IDPs under the long-term care of the Center, including people with disabilities

3
international medical missions

40+ tons
of animal food delivered to Ukrainian shelters

2,000+
people received free medical consultations

50+
evacuated farm and domestic animals

8,000+
of them passed through a transit shelter in Przemyśl, Poland, which one of our board members coordinated for over two years.

Today, he coordinates international partners, small charities, and private U.S. donors, providing fundraising and humanitarian support for the Phoenix Center.



ABOUT US

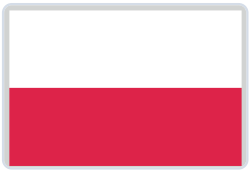
An international network of partners

VOLUNTEER ACTION is a Ukrainian public organization whose team and supervisory board have experience in the field of humanitarian aid since 2022, supporting internally displaced persons and veterans.

Since 2022, we have formed an international network of partners that unites psychologists, HR specialists, grant writers, humanitarian organizations, and corporate partners for comprehensive support of veterans and their families.


United States


United Kingdom


Poland


Colombia

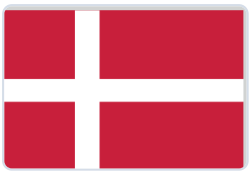

Ukraine


Germany


Scotland


Netherlands


Canada


Denmark


Czech Republic


Belgium


Romania

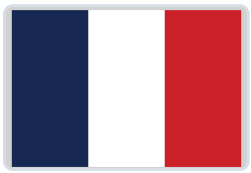

Ireland


Finland


Australia


Norway


Austria


France


Estonia

Sincerely,
the founders of the NGO Volunteer Action
Yulia Koval and Jay Rivera
and an international team of volunteer organizations
from 19 countries

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OUR HOME

150 years of change



From the ashes of the past, a place for healing and new beginnings.

Learn more about the components of the support we provide to IDPs and veterans with their families



The material is available in Ukrainian and English via the QR code.

THE CHALLENGE

Coming home



2 000 000+
veterans in Ukraine

~130 000
veterans in Lviv Region, the second-largest veteran population in Ukraine

Family conflict and relationship breakdown are among the most common challenges faced by veterans when returning to civilian life.

According to data published by the Ministry of Veterans Affairs of Ukraine on June 4, based on official regional veteran statistics.

WHY IT MATTERS

For a veteran after a severe injury, the lack of proper conditions is not just discomfort. It is humiliation

> ...hospital conditions are often not adapted for people who have difficulty moving. The wounded experience this not simply as discomfort but as humiliation, because they are deprived of the ability to meet their basic physical needs on their own and are forced to depend on someone else's help every time.

Although relatives play a major role in the treatment process, hospitals, with rare exceptions, have no facilities for them to stay. Families are forced to rent housing at their own expense and spend the whole day at the hospital caring for their wounded loved one.



STRATEGY

Three strategic development priorities of the Phoenix Reintegration Center

1 Building on proven experience with internally displaced families

The Phoenix Center has successfully piloted a community-based psychosocial support model for internally displaced families.

This experience has enabled us to:

- validate our therapeutic community model in real-life conditions
- prepare selected IDP residents as peer facilitators for future veteran family programs
- establish sustainable routines and community living practices
- gradually adapt the center's infrastructure for long-term operation

2 Psychosocial reintegration for veterans and their families

We have developed a comprehensive family-centered reintegration program designed specifically for veterans and their families.

Throughout the program, participants receive:

- accommodation
- full board
- psychological and psychosocial support
- access to the complete therapeutic recovery program, allowing them to fully focus on healing, rebuilding family relationships, and successfully transitioning to civilian life

The complete psychosocial reintegration program is available via the QR code on page 11.

3 Accessible therapeutic living environment

The project includes the development of 14 fully accessible family apartments, modernization of the building's engineering systems, and the creation of shared living spaces designed according to the principles of universal design, accessibility, and trauma-informed care.

Key infrastructure investments include:

- private water well and autonomous water supply
- construction of a solar power plant
- complete modernization of the electrical system
- replacement of the heating system
- development of an energy-resilient and sustainable campus



PHOENIX · RE:DEFINING INTEGRATION

Redefining reintegration

CORE AREAS

Psychological recovery

individual psychotherapy · psychoeducation · group therapy · family therapy

Family-centered therapeutic community

Nature-based therapeutic interventions

Social and vocational reintegration

Occupational therapy and recovery through meaningful activity

Our psychosocial reintegration model includes many more components than can be presented here.

Scan the QR code to explore the full project presentation.

A THERAPEUTIC LIVING ENVIRONMENT AT THE PHOENIX REINTEGRATION CENTER

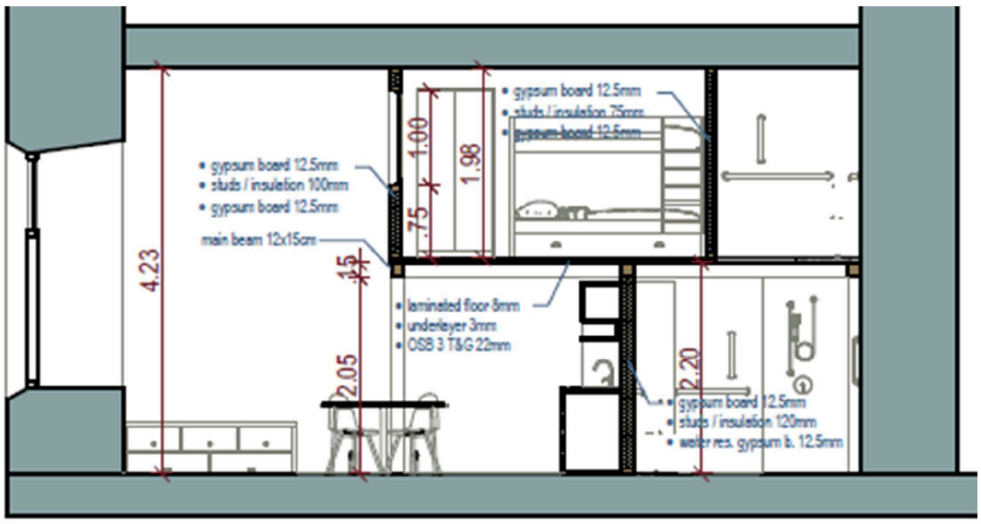
Pilot residential floor for veterans and their families

Phase I of the project includes the development of seven fully accessible family living units designed for veterans, their partners, and children.

This is far more than a room renovation. It is a comprehensive modernization of the building's engineering infrastructure and the creation of a fully accessible, trauma-informed living environment that meets the needs of veterans, people with disabilities, and their families.



Feature	Detail
Family living units	**7**
Location	**3rd floor**
Accommodation type	**Family residential units**
Accessibility level	**Fully accessible**
In-room lifts	**7**
Stair lift	**1**
Primary beneficiaries	**Veterans and their families**



Cross section with proposed materials (gypsum boards on a wood structure). Rooms and toilet on a mezzanine.

ESTIMATED PROJECT BUDGET

Accessible family living units for veterans

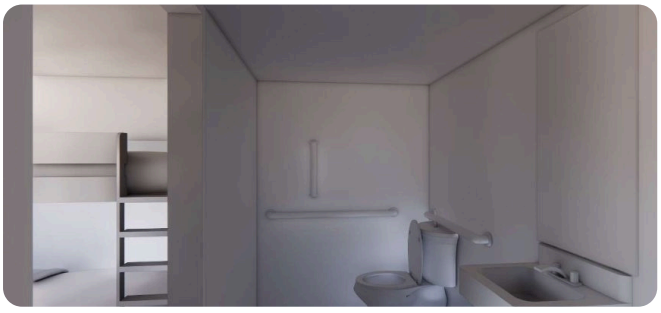
ONE FULLY COMPLETED FAMILY LIVING UNIT

≈ $40,000

One apartment **$40,000** → 14 apartments **$560,000** = **56 veteran families every year**

Includes:

- complete renovation of the living unit
- new heating system
- fully accessible bathroom
- furniture
- lighting and electrical fixtures
- accessibility equipment for people with disabilities
- replacement of water supply and drainage systems
- complete electrical system replacement
- in-room lift connecting split levels
- accessible kitchenette
- interior finishing works
- window replacement









PROJECT INVESTMENT ROADMAP

Budget status of components

Funded / completed · In progress · Funding needed

Artesian well and water supply	$3,500
Water infrastructure – IDP floor	$2,000
Water infrastructure – veterans' floor	$3,000
Heating system – IDP floor	$12,000
Water heating system for heating (14 boilers)	$77,000
Heating distribution (radiators and pipes)	$8,000
Family recovery rooms (14), 2027	**$560,000**
Repair of common areas	$10,000
Passenger elevator	$40,000
52 kW solar energy system	$52,000



Contacts

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NGO “VOLUNTEER ACTION”

The PHOENIX
Supporting Veterans
Strengthening Families

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HUMANITARIAN AID
SAFE ACCOMMODATION
PSYCHOLOGICAL SUPPORT
FAMILY REINTEGRATION
COMMUNITY RESILIENCE

VETERAN FAMILIES · A COMMUNITY · A STRONGER UKRAINE