VOLUNTEER ACTION · ZAKLAD, LVIV REGION, UKRAINE

THE PHOENIX

Veteran Family Reintegration Program

Two years to complete The Phoenix Reintegration Center: a home where veteran families heal, rebuild and move forward together.

IN DEVELOPMENT The Veteran Family Reintegration Program has not launched yet.



CHILDREN AT THE PHOENIX

OUR HOME

01 150 years of change



From the ashes of the past, a place for healing and new beginnings. Volunteer Action is turning a historic building in Zaklad, Lviv Region, into a home where veteran families rebuild their lives.

2024

A home is found

- Volunteer Action is founded
- The premises are rented and prepared for displaced families

2025–2026

A home that works

- 24 families have participated; 15 residents currently enrolled
- 50+ rescued farm and domestic animals
- A tested model of community living and peer support

Today

A program in development

- The Veteran Family Reintegration Program is being prepared
- Peer support groups since October 2026
- First accessible bathroom and new well completed

The next two years

A complete reintegration center

- 14 fully accessible family apartments
- Modern water, heating and electrical systems
- Solar power and an energy-resilient campus

THE CHALLENGE

02 Coming home

2,000,000+
veterans in Ukraine

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

80%
Based on statements from veterans, the divorce rate among returning veterans is estimated to be around 80%.

Veteran figures: Ministry of Veterans Affairs of Ukraine, official regional statistics published June 4.

Family conflict and relationship breakdown are among the most common challenges veterans face when they return to civilian life. A homecoming changes the whole family.

The veteran
Finding a new place in civilian life.

Their partner
Adapting to changed roles and shared responsibilities.

Their children
Getting to know a parent again after time apart.

The whole family
Rebuilding relationships, communication and trust.

WHY THE RIGHT PLACE MATTERS

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

Hospitals are often not adapted for people who have difficulty moving. Many wounded veterans cannot meet their basic physical needs on their own. Relatives play a major role in recovery, yet hospitals rarely have anywhere for them to stay, so families rent housing at their own expense. The Phoenix gives the whole veteran family a fully accessible home for this stage.

OUR APPROACH

03 The bridge from rehabilitation to family life

Service
Defending their country.

Rehabilitation
Medical care, physical rehabilitation and, for some, prosthetics.

Return home
A new daily reality for the whole veteran family.

Build a future
Routines, relationships, skills and purpose

THE PHOENIX

OUR VISION

A Ukraine where veteran families have the opportunity, resources and support to rebuild their lives, restore their relationships and take a full part in society.

OUR MISSION

To provide a supportive, family-centered environment where veteran families develop the resilience, practical skills, relationships and opportunities to begin a new chapter of life together.

A family is a team. When one member serves, the others fill the gap. When they come home, the whole family has to learn how to work together again. The Phoenix helps them do it, through real conversations, rebuilt trust and shared daily life.

FIVE PRINCIPLES

1 The family is the unit of reintegration
Partners, children and close family take part throughout.

2 Independence, not dependency
Residents build the skills to manage their own lives.

3 Purpose through participation
Everyone contributes to community life.

4 Peer support and shared experience
Veterans learn from one another.

5 A future beyond the program
Every family leaves with a plan.

THE PHOENIX TODAY

04 Every family's basic needs, fully provided



24 families participated at The Phoenix

15 residents currently enrolled

50+ rescued farm and domestic animals

- Safe housing
- Utilities
- Daily meals
- Hygiene products
- Clothing
- Basic medications
- Equipped rooms
- Inclusive bathrooms
- School transport
- Children's spaces
- Job training
- Language courses
- Leisure and daily life support



A TESTED MODEL

The Phoenix has piloted a community-based psychosocial support model with displaced families. It has let us test the therapeutic community model in real life, prepare residents as peer facilitators for the veteran family program, and establish routines that work.

Peer support has started. In October 2026 we hosted a peer support seminar led by Sandra Maric, a Croatian trainer who facilitates groups for refugees, veterans and trauma survivors. Residents have met in two support groups since.

SEE MORE OF THE PHOENIX

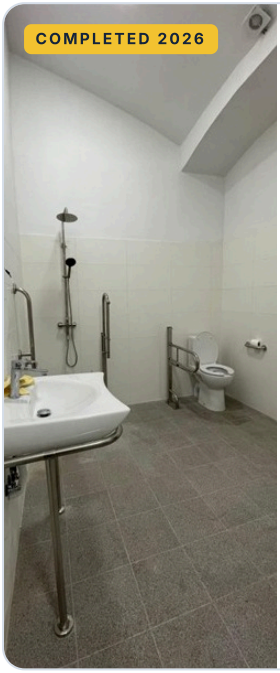
Our long-term vision for The Phoenix
Strategy and roadmap · 15 pages
English · Українська

How we support displaced and veteran families
Our support model at a glance · 2 pages
English · Українська

OUR TRACK RECORD

05 We finish what we start

Every project here is complete and documented with photos and real figures.



Accessible bathroom and shower

$6,203

A fully accessible toilet and shower in a historic building with no utility plans: a 13 cm (5-inch) floor difference corrected, a wider entrance tested with a wheelchair, and a sliding door.

Read the full bathroom report

PDF, 8 pages



A 34-meter (112-foot) well

about $3,500

Independent water for 40+ residents, who use 3,000 to 5,000 liters (about 800 to 1,300 gallons) a day. It kept the shelter running normally through emergency power outages.

Read the full well report

PDF, 8 pages

BOTH PROJECTS WITH XYLEM AND SOLIDARITY ENGINEERING

HUMANITARIAN AID IMPACT · 2024–2025

Two years of aid across Ukraine

Read the two-year report PDF, 1 page

44 deliveries of humanitarian aid

37 metric tons (about 41 US tons) of aid

5.5 million Ukrainian hryvnias (UAH) of aid delivered

1,600 people reached through partner organizations

3,137 kg (6,900+ lb) of construction materials

355 pieces of furniture

700+ meters

(2,300+ feet) of new heating systems installed by our infrastructure team, plus a modernized electrical network and a rebuilt water supply

$20,000+

saved in 2026 alone through careful procurement and analysis of the building materials market

4

international infrastructure grant projects successfully completed

WHO WE ARE

06 Volunteer Action and an international network

Volunteer Action is a registered Ukrainian NGO, founded by **Yulia Koval, Jay Rivera and Nataliia Karbusheva**, with our sister organization **Hope and Action**, a 501(c)(3). Volunteer Action was started in 2024, and our team brings 20+ years of international humanitarian experience.

We have built a network of psychologists, HR specialists, grant writers, humanitarian organizations and corporate partners, all working together for veteran families.



VOLUNTEERS AND PARTNERS FROM 20 COUNTRIES, INCLUDING UKRAINE

United States	United Kingdom	Poland	Colombia	Ukraine
Germany	Scotland	Netherlands	Canada	Denmark
Czech Republic	Belgium	Romania	Ireland	Finland
Australia	Norway	Austria	France	Estonia

OUR HUMANITARIAN RECORD

10
evacuations organized

11 million+
Ukrainian hryvnias (UAH) of humanitarian aid delivered

2,000+
free medical consultations

11 million
Ukrainian hryvnias (UAH) of funds raised

3
international medical missions

20
organizations supported throughout Ukraine

OUR SUPPORT MODEL

07 Restoring life beyond service

Eight elements work together around every veteran family at The Phoenix. The model grew out of the support The Phoenix already gives displaced families.

IDENTITY
Supporting veterans in integrating their military experience into a meaningful civilian identity.

ACCESSIBILITY
Creating a replicable model of inclusive design beyond the center.

SAFETY
A protected and predictable environment designed to reduce unnecessary stressors and trauma triggers.

FAMILY SYSTEM
Reunited family. Strengthening family relationships, restoring trust, and supporting healthy family roles throughout reintegration.



PURPOSE
Supporting veterans in discovering a renewed sense of purpose and meaningful contribution beyond military service.

COMMUNITY
Creating a peer-support community that strengthens resilience, belonging, and long-term reintegration.

RESILIENCE
Building emotional resilience, adaptive coping skills, and long-term psychological well-being after military service.

WELL-BEING
Nature-based recovery. Creating opportunities for recovery through nature, meaningful daily activity, physical movement, and restorative outdoor environments.

We rebuild the conditions that enable veteran families to thrive beyond military service.



WHERE IT BEGAN: REDEFINING INTEGRATION FOR DISPLACED FAMILIES

From survival to significance. Reintegration goes beyond housing or employment: it is about restoring dignity, rebuilding inner strength and empowering people to create a future beyond loss.

Volunteering · Safety · Accommodation · Employment pathways · Learning continuity · Animal-inclusive shelter · Health

THE PROGRAM

08 Six areas, one family plan

Each veteran family normally stays three months, with extensions up to six when needed. Up to 14 families live at The Phoenix at one time.

EVERY FAMILY RECEIVES

- Accommodation
- Full board
- Psychological and psychosocial support
- The complete therapeutic recovery program

Psychological support

Individual, group and family counseling and trauma education from qualified professionals.

Family reintegration

Communication, trust, triggers and household roles that fit the family now.

Peer support

Veterans learning from veterans, with former residents as mentors.

Education and employment

Computer and AI skills, five languages, vocational training, CVs and employer links.

Community life

Residents cook, clean and care for their shared home from the first day.

Agriculture and food

Accessible gardening, animal care and a dehydrated-food kitchen.

THE PATHWAY

MONTH 1
Arrive and settle
Intake, assessments and a family plan.

MONTH 2
Rebuild family life
Counseling, workshops and peer groups.

MONTH 3
Plan the future
Career exploration and a plan for life after The Phoenix.

MONTHS 4–6, WHEN NEEDED
Go further, then transition
Job placement, aftercare plans and links to local networks.

Clinical services are provided or supervised by qualified professionals. Volunteers never provide psychotherapy or diagnose. Taking part is always voluntary.

PEOPLE AND PARTNERS

09 The right people around every family

WHO TAKES PART

Ukrainian veterans who have completed the relevant stage of physical rehabilitation, with prosthetics where needed, together with their partner, children and close family or caregivers.

- Participation is always voluntary, for the veteran and the family
- A PTSD diagnosis is neither a requirement nor a reason to exclude a family
- Families keep their own homes: The Phoenix is a temporary residential community

HOW FAMILIES COME TO THE PHOENIX

Volunteer Action intends to develop referral cooperation with the **Superhumans** and **Unbroken** rehabilitation centers in Lviv, other rehabilitation institutions, veteran organizations and social services, each through an agreed referral procedure.

THE TEAM

Program management
Program and residential directors, operations, administration and finance

Professional support
Psychologist, family therapist, child and family specialist, medical referral coordinator, social worker

Education and employment
Vocational and partnership coordinators, language and digital skills trainers

Community and operations
Volunteer, kitchen, agriculture and accessibility coordinators, maintenance and security

Volunteers are mentors, not servants. They show how; residents do. Every volunteer receives orientation, safeguarding and confidentiality training and a clear role, and never takes on clinical work.

PARTNERSHIPS WE ARE BUILDING

Rehabilitation
Superhumans and Unbroken in Lviv, and other rehabilitation and veteran-support institutions

Health care
Mental health professionals, hospitals, specialist and child and family services

Work and learning
Ukrainian and international companies, vocational schools, universities, language and digital training

Community
Veteran associations, local social services, NGOs for families and children

SAFE AND ACCOUNTABLE

10 Protecting families, measuring what matters

SAFEGUARDING

- ✓ Informed, voluntary participation with written consent
- ✓ Confidential handling of personal and medical information
- ✓ Procedures to safeguard children and vulnerable adults
- ✓ Background checks and confidentiality agreements
- ✓ Clear complaints and incident reporting
- ✓ Protection from discrimination, harassment, exploitation and abuse
- ✓ A clear line between clinical care and volunteer activities
- ✓ Emergency medical and psychological referral procedures

Children take part only in age-appropriate, supervised activities. Anyone can raise a concern, or leave the program, without fear of retaliation.

WHAT WE MEASURE

Participation
Families admitted, completion rates, attendance

Family reintegration
Communication, relationships, progress on family plans

Employment and education
Training completed, jobs, internships and further study

Community and independence
Life skills, confidence, outside support networks

Participant experience
Exit surveys, satisfaction and family feedback

Psychological outcomes are assessed only with validated tools, by qualified professionals. Monitoring improves the program; it never penalizes families who progress at different rates.



PEER SUPPORT SEMINAR AT THE PHOENIX



THE BUILDING PLAN

11 A therapeutic living environment

The plan creates 14 fully accessible family apartments, modernizes the building's engineering systems and adds shared living spaces built on universal design, accessibility and trauma-informed care.

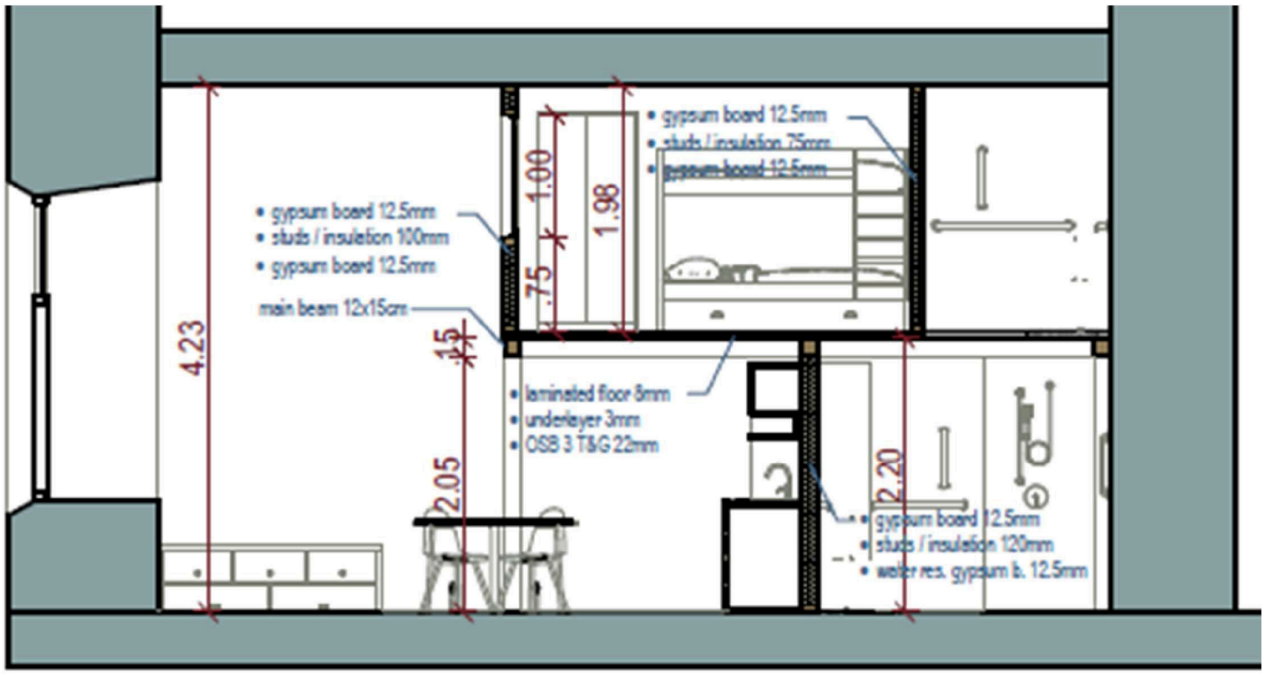
KEY INFRASTRUCTURE

- **Private water well and autonomous water supply** — COMPLETED
- **A solar power plant**
- **Complete modernization of the electrical system**
- **Replacement of the heating system**
- **An energy-resilient and sustainable campus**

PHASE I: THE PILOT VETERANS' FLOOR

7 fully accessible family units	**3rd** floor of the building
7 in-room lifts	**1** stair lift

Far more than a room renovation: a complete modernization of the engineering and a trauma-informed home for veteran families and people with disabilities.

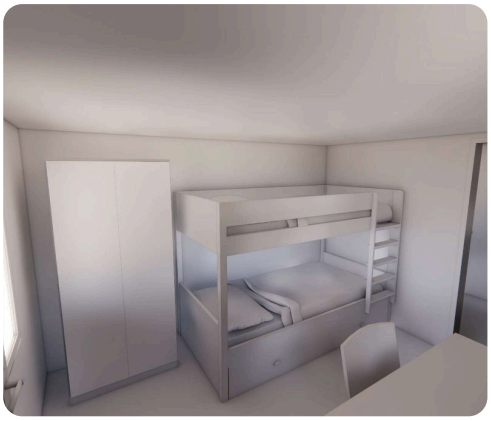


Cross section of a family unit with the proposed materials: gypsum boards on a wood structure, with the rooms and toilet on a mezzanine.

THE VETERANS' ROOMS

12 Fourteen private family homes







Concept renders of a Veterans' Room. Each unit has split levels, with the rooms and toilet on a mezzanine.

$50,000
per fully completed family unit

EVERY ROOM INCLUDES

- Complete renovation
- New electrical system
- New water and drainage
- New heating
- Accessibility
- Accessible equipment
- Accessible kitchenette
- Accessible bathroom
- Floor expansion from 43 m² to 70 m²
- In-room lift
- New windows
- 2 bedrooms, 2 bathrooms, 1 kitchen

Seven rooms make up the pilot veterans' floor, and fourteen are planned in total, so that **56 families every year** can live at The Phoenix.

COMPLETING THE CENTER

13 What the renovation includes

These are the building works on our project roadmap. Together they turn The Phoenix into a complete, energy-resilient reintegration center.

Water

Artesian well and water supply — COMPLETED

Water infrastructure, displaced families' floor — $ _____

Water infrastructure, veterans' floor — $ _____

Heating

Heating system, displaced families' floor — $ _____

Water heating for the heating system (14 boilers) — $ _____

Heating distribution: radiators and pipes — $ _____

Living spaces

Family recovery rooms (14) — $ _____

Repair of common areas — $ _____

Passenger elevator — $ _____

Energy

52 kW solar energy system — $ _____

Total for completing the center — $ _____

OUR INFRASTRUCTURE TEAM AT WORK AT THE PHOENIX






THE INVESTMENT

14 Two years to complete The Phoenix

THE TWO-YEAR GOAL

$4–5 million

runs the Veteran Family Reintegration Program for two full years and completes The Phoenix Reintegration Center.

1. **Two years of the program** $ _____
2. **Completing the center** $ _____

PART 1: TWO YEARS OF THE PROGRAM, BY CATEGORY

Personnel
Program management, psychologists and counselors, social work, education and operations staff — $ _____

Participant support
Meals, educational materials, activities, transport and accessibility equipment — $ _____

Facility operations
Heating, electricity, water, cleaning, maintenance, internet and security — $ _____

Program delivery
Training, family workshops, child activities, vocational training, peer support and farm activities — $ _____

Monitoring and administration
Evaluation, data protection, insurance, legal support and reporting — $ _____

PART 2: COMPLETING THE CENTER

Itemized on the previous page: water, heating, the fourteen Veterans' Rooms, common areas, the elevator and solar power.

Core services come first. The reintegration services never depend on uncertain commercial revenue.

BUILT TO LAST

15 Sustainability and risk

LOWER RUNNING COSTS, MORE SOURCES OF SUPPORT

- Solar panels, wind turbines and battery storage
- Energy-efficiency improvements
- Our own food production
- Food preservation and dehydration
- Corporate partners and sponsored training
- Individual and institutional donors, grants and in-kind support

Any future commercial activity will be assessed separately for legal compliance and financial viability, and is never counted on to fund the program.

RISKS WE PLAN FOR

Insufficient funding
A mix of donors, grants, corporate partners and in-kind support

Too few qualified professionals
Referral networks and contracts with outside specialists

Families needing more support than expected
Professional intake, individual plans and referrals

Psychological distress or crisis
Clinical oversight, emergency procedures and specialist referrals

Jobs are hard to find
Partnerships with many employers and training institutions

Volunteer turnover
Recruitment, orientation, supervision and written roles

Safeguarding concerns
Clear reporting and professional intervention

Losing momentum after departure
Aftercare plans and local support networks

THE IMPACT

16 What two years at The Phoenix make possible



- Veterans supported from rehabilitation into civilian and family life
- Families who understand trauma and its effects
- Stronger family communication and relationships
- Better access to psychological and social support
- Greater confidence and independence
- Better access to education and employment
- Stronger peer networks among veterans
- More participation in community life
- A model of family-centered reintegration for Ukraine

Physical rehabilitation is an essential part of recovery, but it is not the end of the journey. When a veteran comes home, the whole family has to learn to move forward together.

In two years, The Phoenix becomes a complete reintegration center: a fully accessible, energy-resilient home where veteran families rediscover their strengths and a renewed sense of purpose.

Families should not have to rebuild their lives alone.

Reuniting families. Rebuilding lives. Restoring hope.

PARTNER WITH THE PHOENIX

www.volunteeraction.org/phoenix

facebook.com/VolunteerActionUA

+380 63 404 69 36 · +380 68 670 12 74 · +1 732 221 8359

NGO "Volunteer Action" · EDRPOU code 45303295 · Zaklad, Lviv Region, Ukraine

the PHOENIX
реінтеграційний центр
reintegration center

VOLUNTEER ACTION
NON-GOVERNMENTAL ORGANIZATION
ВОЛОНТЕРСЬКА ДІЯ
ГРОМАДСЬКА ОРГАНІЗАЦІЯ