VOLUNTEER ACTION · LVIV OBLAST, UKRAINE

# THE PHOENIX

## Veteran Family Reintegration Program




Residents of The Phoenix, Zaklad

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

Program overview for donors and partners

THE RETURN HOME

# They fought for our future. Now it's our turn to help them rebuild theirs.

Many veterans complete physical rehabilitation, receive prosthetics and begin the process of returning to civilian life. The return home can bring new challenges for the whole family.

### Service

Defending their country.

### Rehabilitation

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

WHERE THE PHOENIX HELPS

### Return home

A new daily reality for the veteran and the family. This is where The Phoenix focuses.

### Build a future

Routines, relationships, skills and purpose. The Phoenix supports this stage too.




*A veteran's return is not the end of the journey. It is the beginning of another transition, for the veteran, their partner, their children and the entire family.*

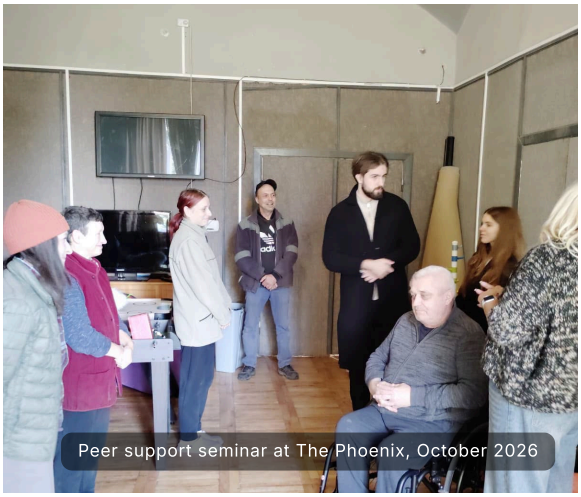
THE FAMILY CHALLENGE

# A homecoming changes the whole family

Family members must adapt to changed circumstances, relationships need rebuilding, and everyone must learn to navigate a new daily reality together.



Veterans after rehabilitation



Peer support seminar at The Phoenix, October 2026

### The veteran

Returning to civilian life and finding a new place within it.

### Their partner

Adapting to changed circumstances and shared responsibilities.

### Their children

Getting to know a parent again after time apart, and finding their place in a changed home.

### The family as a whole

Rebuilding relationships, communication and trust.

The Phoenix focuses not only on the veteran, but on the entire family unit by developing teamwork. We understand that welcoming someone back home is not the responsibility of one person. Coming home is a complex situation, and it calls for solutions that involve the whole family.

**The Phoenix is already here, so this transition does not have to happen in isolation.**

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

THE PROGRAM

# What a family's stay at The Phoenix looks like

The Veteran Family Reintegration Program is the next step after physical rehabilitation. The whole family takes part, because the whole family lives with the consequences of war.

| 14 | 56 | 3 | 6 |
|---|---|---|---|
| families at one time | people in total, at about four per family | months standard stay | months maximum, when needed |

**Psychological support**
Individual, group and family counseling from qualified professionals.

**Peer support**
Veterans learning from veterans, with former residents as mentors.

**Everyday community life**
Residents cook, clean and care for their shared home from day one.

**Family reintegration**
Communication, trust, triggers, and roles that fit the family now.

**Education and employment**
Computer and AI skills, languages, CVs and links with employers.

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

MONTH 1

### Arrive and settle

Safety, trust, routine and a family plan.

MONTH 2

### Rebuild family life

Communication, resilience and practical independence.

MONTH 3

### Plan the future

Skills, work readiness and a plan for life after The Phoenix.

THE NEXT STEP AFTER REHABILITATION

Volunteer Action intends to develop referral cooperation with the **Superhumans** and **Unbroken** rehabilitation centers in Lviv, so families can come to The Phoenix when rehabilitation ends.

PROFESSIONAL CARE, CLEAR LIMITS

Clinical care is provided or supervised by qualified professionals. Volunteers teach and facilitate; they do not treat. Taking part is always voluntary.

THE PHOENIX TODAY

# A concept that has been tested

Since 2025, Volunteer Action has run The Phoenix as a support center for displaced families in Zaklad, Lviv Region. The veteran program is not starting from nothing. It builds on a home that already runs every day.

**24**
families participated at The Phoenix

**15**
residents currently enrolled

**50+**
rescued farm and domestic animals

**2024**
NGO founded and premises prepared







## WHAT WE PROVIDE EVERY FAMILY

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

## SEE MORE OF THE PHOENIX

**Our long-term vision for The Phoenix**
Strategy and roadmap beyond the Veterans' Rooms · 15 pages
English · Українська

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

## A TESTED MODEL

The Phoenix has piloted a community-based psychosocial support model with displaced families. This has allowed us to:

- ✓ test the therapeutic community model in real-life conditions
- ✓ prepare selected residents as peer facilitators for future veteran family programs
- ✓ establish routines and community living that work
- ✓ adapt the building step by step for long-term use

**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.

COMPLETED PROJECTS

# What we have already built

Every project below is finished and documented with photos and real figures. The Phoenix delivers what it promises.




## Accessible bathroom and shower

**$6,203**

A fully accessible toilet and shower in a historic building with no utility plans. We corrected a 13 cm (5-inch) difference in floor level, widened the entrance after testing it with a wheelchair, and fitted a sliding door.

> **Every planned Veterans' Room includes a fully accessible bathroom. This project proves we can build one in this building.**

WITH XYLEM AND SOLIDARITY ENGINEERING

Read the full bathroom report PDF, 8 pages




## A 34-meter (112-foot) well

**about $3,500**

An independent water supply for 40+ residents, who use 3,000 to 5,000 liters (about 800 to 1,300 gallons) of water a day. It is pumped automatically to a tank inside the building, and kept the shelter running normally through emergency power outages.

> **A private well and autonomous water supply are part of the engineering upgrade the veterans' floor depends on.**

WITH XYLEM AND SOLIDARITY ENGINEERING

Read the full well report PDF, 8 pages

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 |

**Our infrastructure team** has installed **700+ meters (2,300+ feet)** of new heating systems, modernized the electrical network and rebuilt the water supply. Careful procurement saved **$20,000+** in 2026 alone, and we have completed **4 international infrastructure grants**.

YOUR GIFT

# A place for families to reconnect

THE GOAL

**$50,000**

to build one fully accessible family room.

THE PILOT VETERANS' FLOOR

| | |
|---|---|
| **7** family units on the 3rd floor | **7** in-room lifts |
| **1** stair lift | **100%** fully accessible |







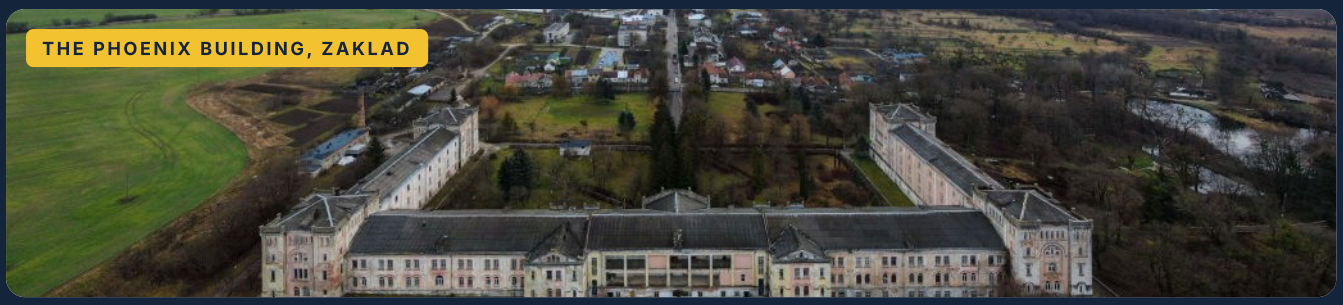
*Concept renders of a Veterans' Room. Each unit has split levels, with the rooms and toilet on a mezzanine.*

WHAT ONE ROOM INCLUDES

## Far more than a room renovation

- 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

With 3-month stays, **each room can welcome about four families a year**. Fourteen rooms are planned in total, for 56 families every year.




WHO WE ARE

# Volunteer Action was started in 2024

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

**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

Read our two-year aid report, 2024–2025 PDF, 1 page

## Reuniting families. Rebuilding lives. Restoring hope.

SUPPORT THE VETERANS' ROOMS

www.volunteeraction.org/phoenix

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the PHOENIX
реінтеграційний центр
reintegration center

VOLUNTEER ACTION
NON-GOVERNMENTAL ORGANIZATION
ВОЛОНТЕРСЬКА ДІЯ
ГРОМАДСЬКА ОРГАНІЗАЦІЯ