



REPORT OF THE RINAT AKHMETOV HUMANITARIAN CENTER

2017

2017



Since the inception of the Humanitarian Center, we have all been dreaming of the day when peace will return to Donbas, when people there will be happy and live a full life instead of struggling to survive. I know this day will come.

Yet, as long as Donbas is in trouble, the Humanitarian Center will be ready to help the most vulnerable and continue its operations in Donbas, wherever it is possible. I will always help my fellow countrymen, and we will not leave anyone in need.

**Rinat Akhmetov,
Founder of the Humanitarian Center**

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PRINCIPLES OF WORK

OF THE RINAT AKHMETOV HUMANITARIAN CENTER

On August 6, 2014, by the decision of Rinat Akhmetov, the Humanitarian Center was created, which objective is to provide maximum assistance to civilians of Donetsk and Luhansk regions, who suffered as a result of warfare. The Center pooled the resources of the Rinat Akhmetov Foundation, all business projects of the SCM Group, as well as the Shakhtar football club.

For three and a half years, the work of the Center was carried out in such principal directions: evacuation and temporary resettlement of Donbas civilians from the armed conflict zone, delivery and distribution of adult and children food packages, address assistance and psychological aid to the victims, rehabilitation of children during the summer holidays and other types of assistance.

EFFECTIVENESS

The scale of the Donbas humanitarian crisis is so great that we cannot help to solve all problems. Therefore, the Center is working on clearly defined priority areas, providing systemic support to those who need it the most. We focus on the needs of people. The main goal is to provide the most effective assistance to civilians affected by the conflict.

TRANSPARENCY

In our work we are guided by the principles and rules that comply with the highest world canons of charity. Our solutions correspond to the mission of the Rinat Akhmetov Foundation, as well as to the goals and objectives of the Center. We cooperate with those partners who share the principles and values of the Center. The decisions of the Center are not affected by any commercial or governmental organizations and institutions, as well as by individual politicians. No one can influence our decision-making if they run counter to the principles and values of the Humanitarian Center.

NEUTRALITY AND BALANCE

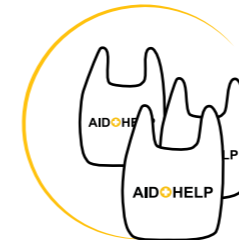
The Center provides assistance to civilians throughout the territory of the Donbas conflict, regardless of gender, confession and quality of life of the potential beneficiary. The Center works in the territories both under Ukraine's control and those uncontrolled by Ukraine.

5 FACTS* ABOUT THE WORK OF THE HUMANITARIAN CENTER



MORE THAN 1 000 000

human lives have been saved thanks to the assistance of the Humanitarian Center. This is every sixth resident of Donetsk and Luhansk regions.



12 000 294

food packages – such amount of humanitarian aid is comparable with the population of 11 regions: Zhytomyr, Cherkasy, Rivne, Mykolaiv, Sumy, Ternopil, Kherson, Chernihiv, Volyn, Kirovohrad and Chernivtsi.



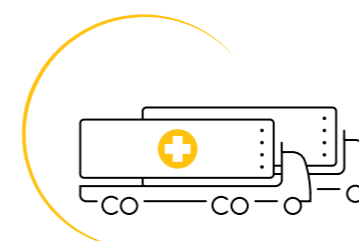
131 000 TONS

of humanitarian aid delivered to the Donbas by Rinat Akhmetov Center would fit in 524 Mriya aircraft.



2,5 MILLION KM

The path of 2.5 million kilometers that the trucks of the Humanitarian Center convoys have traveled over a year would allow them to turn around the globe 62 times.



6 560

vehicles have been sent to Donbas over three and a half years of the work of the Center: if all the vehicles with humanitarian aid would be lined in a row, the line obtained will be able to connect Donetsk and Slovyansk.

* Data as of February 9, 2018

May 23

beginning of evacuation and resettlement

August 6

creation of the Rinat Akhmetov Humanitarian Center

August 22

launch of the "Assistance to the Population. Food Packages" program. The first convoy is sent to the Donbas

October 16

launch of the "Let's Help Children" program

October 21

launch of the "Humanitarian Map" project

November 12

launch of the "Aid Help. Health" program

November 17

launch of the "Psychological Aid for Children" program

December 20

launch of the psychologist training course "Trauma of War"

May 21

launch of the "Mobile Teams" project

December 25

launch of the "Promotion of Breastfeeding" initiative

October 13

1 million people received personal assistance from the Humanitarian Center

October 6

launch of the "Medications for Children" project

July 6

launch of the "Peaceful Summer for Donbas Children" program

July 16

launch of the "Peaceful Summer for Donbas Children" program

March 10

launch of the "Rehabilitation of Injured Children" project

February 8

launch of the "Healthy Heart" project

February 28

blocking of work of the Humanitarian Center on the uncontrolled territory

July 9

launch of the "Peaceful Summer for Donbas Children" program

August 6

third anniversary of the Rinat Akhmetov Humanitarian Center

KEY EVENTS IN THE LIFE

2014

2015

2016

2017

MAIN ACHIEVEMENTS

FROM AUGUST 2014 TO FEBRUARY 9, 2018

OF THE RINAT AKHMETOV HUMANITARIAN CENTER



1 159 165

people received assistance from the Humanitarian Center



12 000 294

food packages were delivered to the residents of Donbas



MORE THAN 50 000

people received targeted assistance



55 923

adults and children received psychological aid



39 462

people were evacuated, **14 784** of whom are children



APPROXIMATELY 3 500

children improved health condition at summer vacations



930 575

calls were received via the hot line and the online help service

HUMANITARIAN AID. FOOD PACKAGES

FROM AUGUST 2014
TO FEBRUARY 9, 2018,
THE HUMANITARIAN CENTER
DELIVERED TO THE RESIDENTS
OF THE DONBAS

12 000 294

SURVIVAL KITS



OBJECTIVE

To prevent humanitarian disaster in the Donbas, to organize the delivery and distribution of food for socially disadvantaged segments of the population (pensioners, people with disabilities, large families, single parents, pregnant women, orphaned children) among civilian population of Donbas on both sides of the contact line.

IMPLEMENTATION

**FROM AUGUST 2014
TO FEBRUARY 9, 2018**

The first convoy with humanitarian aid was sent to the Donbas on August 22, 2014.

Rinat Akhmetov Humanitarian Center has become the largest humanitarian mission in Ukraine. Thanks to his help, more than 1,000,000 people have been saved.



753

Geography of the work of the Humanitarian Center covered settlements.

These are cities and villages located on the controlled and uncontrolled territory of the Donbas, as well as those in the «gray zone».



28

issuing points operated on the uncontrolled territory of the Donbas.

On February 28, 2017, the work of the Humanitarian Center on the territory uncontrolled by Ukraine was blocked, and then banned.

500 000

people were left without humanitarian assistance, including people of age, people with disabilities, large families, single parents.



Rinat Akhmetov Center continues to provide support in the «gray zone» and the controlled territory of the Donbas.



Since August 2014, the Humanitarian Center delivered

12 000 294

survival kits to the residents of the Donbas, including:

11 128 162

adult kits and

872 132

children kits.





LOVE UNDER FIRE

The spouses Tamara and Anatoly Trusov were forced to stay in the village of Polne of the Volnovakha district, which is located in the «gray zone». One third of the residents left because of the shelling. But the Trusovs cannot do it – Anatoly is chained to a wheelchair.

But Tamara does not lose courage, she tries to take better care of her husband, who has diabetes mellitus. Because of complications, his left leg was amputated, the man is chained to a wheelchair and is forced to constantly take medicine. Pensioners would not make it without the food aid of the Rinat Akhmetov Humanitarian Center.

The village of Polne was badly damaged by shelling. A lot of abandoned housing, which the looters take to pieces. There are many problems with energy supply, water, and food supply that are typical for villages located at the contact line. But 16 years ago, when the family moved from the noisy Donetsk, life in a quiet village seemed like a fairy tale. Everything have changed with the outbreak of hostilities in the Donbas.

Tamara Trusova says that when heavy guns are being shot, the earth trembles so much that even brick walls cannot withstand. Household building often have to be repaired as well. It is not easy to do this, because mostly elderly people stayed in Polne. Just like all the youth, children and grandchildren of Tamara left. «*It's very hard to get used to being alone*», the woman says.

Tamara and Anatoly have lived together a whole life – 49 years. They often reconsider wedding photos together to distract from today's problems, and it gives them the will to live. It seems that all the difficulties only brought the family together, and even after almost 50 years of marriage they do not hide tender feelings for each other.

Despite the problems, Anatoly and Tamara decided that they would not leave Polne. Those who stayed in the village are assisted by Rinat Akhmetov Center. Survival kits include cereals, butter, canned food, flour. Trusov spouses also receive such products. Just like other villagers, they thank Rinat Akhmetov for helping people survive. «*Rinat Leonidovich is a good fellow, he is a sensitive person, he treats someone's grief somehow right*», says Anatoly Trusov.

MOBILE TEAMS

FROM MAY 2015
TO FEBRUARY 9, 2018
MOBILE TEAMS MADE

538
TRIPS



OBJECTIVE

To help people residing in towns and villages where there is no possibility to open a stationary issuing point.

To deliver survival kits for the settlements of Donbas, which particularly suffered from the war. No shops and pharmacies work in some of these villages and towns. There are frequent interruptions in electricity supply, water supply and communications. For people living in such difficult conditions, food packages are delivered by mobile teams.

IMPLEMENTATION

**FROM MAY 2015
TO FEBRUARY 9, 2018**

For many people from the «gray zone», food packages are the only way to avoid hunger. Two mobile teams operate in the «gray zone» and on the controlled territory of the Donbas. Another one previously operated on the uncontrolled territory, but after blocking the Humanitarian Center, its activities became impossible.

In 2017, despite blocking of work on the uncontrolled territory, Rinat Akhmetov Center continued to provide humanitarian assistance to residents of the «gray zone» and displaces people from Donetsk and Luhansk regions on the controlled territory.



THROUGHOUT ITS EXISTENCE, MOBILE TEAMS MADE

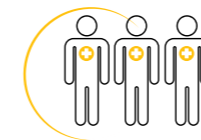


538 trips, during which



408 187 food packages.

VOLUNTEERS OF THE HUMANITARIAN CENTER



5 000

Throughout the existence of the Humanitarian Center, about **5 000** volunteers joined the initiatives of the Rinat Akhmetov Humanitarian Center.

They assisted in the evacuation of people from the conflict zone, delivered medicine to patients and organized issuing points. However, the main focus of their work still remains humanitarian assistance. Volunteers accept and unload cars with food and medicine, check and label products, and also prepare survival kits that are delivered to those in need.





RESIDENT OF THE FRONT-LINE VILLAGE

«The situation is serious. Whenever you drive around the village – you meet nobody», tells the resident of the front-line settlement.

She survived two wars and a famine. 91-year-old Claudia Sheiko is the oldest person in the village of Olhinka of the Donetsk region. She lives a few kilometers from the ongoing fighting.

Despite the venerable age, Claudia educates her grandson, whom she saved at birth. When she took delivery from her daughter-in-law, she heard that they wanted to drown the child! And she managed to stop the unlucky mother and took the boy herself.

Becoming a guardian of the baby at the age of 80 was not easy; it is much harder to survive several tragedies – death of the daughter and death of her granddaughter. But Claudia could not do otherwise. *«I will not leave him!»,* the grandmother declares with confidence.

In 2014, warfare broke out in the Donbas. A small village, where Claudia Nikolayevna lives, is located practically at the front line. Civilian houses were subjected to hurricane shelling several times. A whole street suffered during one of the bombardment nights – shells damaged more than 10 houses, some of which were destroyed almost to the ground. In many houses, explosions popped glass and destroyed the roofs, and the shrapnel riddled the walls.

«We have no work in the village anywhere», Claudia complains. – *The situation is serious. Whenever you drive around the village – you meet nobody. In earlier times, there was work, but now production facilities are destroyed by shelling».*

Unfortunately, the humanitarian situation in the front-line settlements, the «gray zone», is still difficult. You cannot cope here without support.

«Thank you for helping», said Claudia Sheiko. – *Rinat Akhmetov aid helps much. Not only humanitarian aid comes, but I also received a gift from him for the birthday, for the 90th anniversary».*

Rinat Akhmetov Humanitarian Center supports tens of thousands of other civilians forced to live in the military conflict zone. Mobile teams of the Center deliver assistance to the settlements that are located along the demarcation line in the Donbas.

THE «DONBASS ARENA» LOGISTICS CENTER

FROM AUGUST 27, 2014
TO FEBRUARY 28, 2017
DELIVERED

10 414 694
FOOD PACKAGES



THE ARENA OF MERCY

On August 27, 2014, the first convoy with humanitarian aid from Rinat Akhmetov Center arrived at Donbas Arena. Back then, three trucks delivered 60 tons of products – six thousand sets packed in Mariupol. Subsequently their equipment was transferred directly to the Donbas Arena. The sports pearl of Donetsk became the Arena of Mercy. A center of assistance to the population worked here for 915 days and nights.

IMPLEMENTATION

**FROM AUGUST 27, 2014
TO FEBRUARY 28, 2017**

The ultramodern stadium, one of the best in Europe, and its modern infrastructure – it was this basis, on which the largest logistics center for humanitarian assistance was organized. Up to five live conveyors packing food packages operated there simultaneously. Volunteers completed up to 12 thousand packages a day.

Since August 2014, almost three hundred motorcades have delivered 130,000 tons of food to the Donbas. In order to do this, the Humanitarian Center organized a huge mechanism for the procurement of products and a five-stage quality assurance system. All this time, the Donbas Arena remained a place of hope and assistance. Tens of thousands of civilians flocked here, to whom food packages were vital.

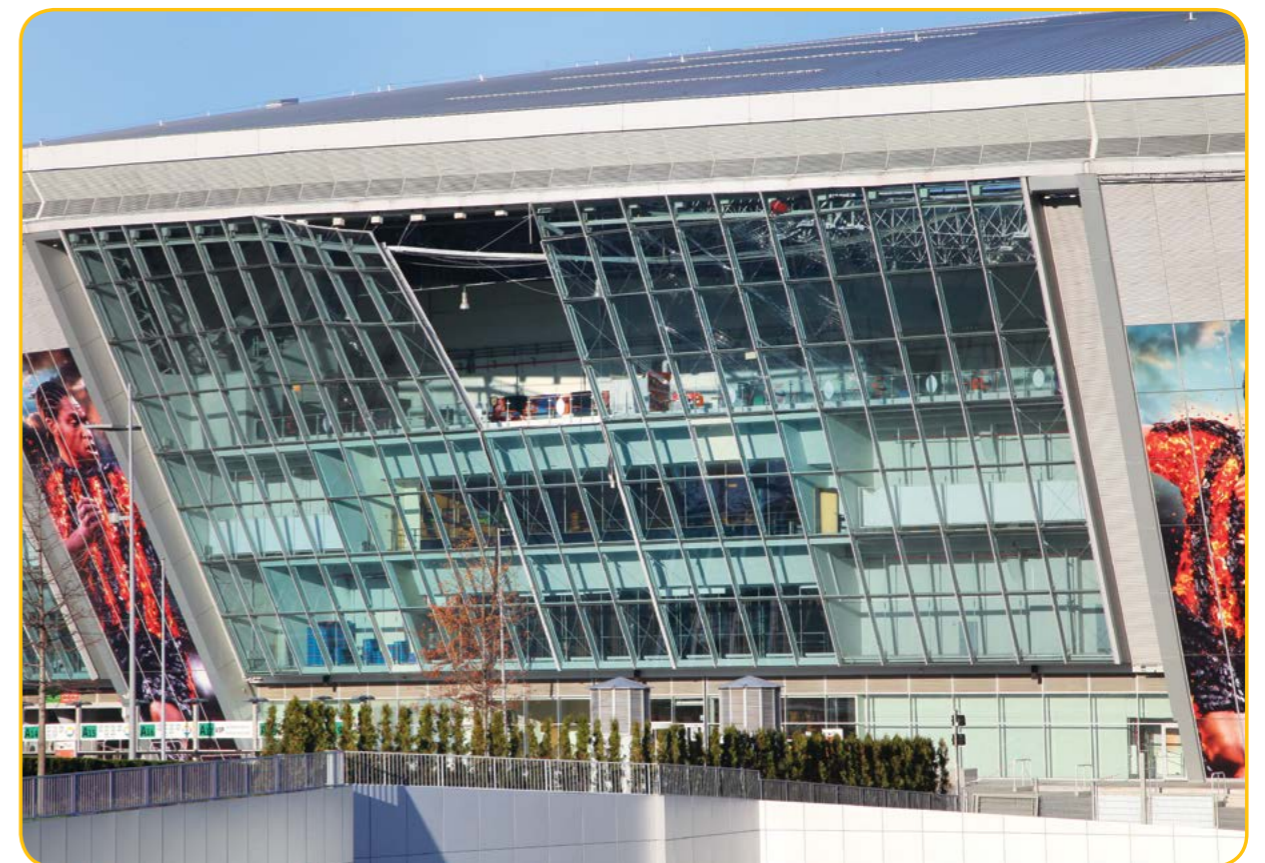


On February 28, 2017, the work of the logistics center of the Rinat Akhmetov Humanitarian Center at the Donbas Arena was blocked. The work of 28 stationary aid issuing points in 15 cities located on the territory uncontrolled by Ukraine was also stopped. Later, the activity of the Center was prohibited on the entire uncontrolled territory. More than 500 thousand civilians were left without the assistance of the Center.

Many cannot speak without tears about those dramatic events for the residents of Donetsk.

«I remember the day of February 28, when they banned the delivery of humanitarian aid. I got a call from a friend, crying sobbingly. I had a coupon on the receipt of assistance on March 5, but I immediately realized that I would not receive anything. Together with the others, I came to the Donbas Arena for several days in a row, and we hoped: what if they suddenly would begin to issue food again. But all the people left, volunteers left, and we knew them very well, we have cousinly affection to them. It is hard now. But we remember what Rinat Akhmetov did for us. We are very grateful to him for his help. He helped the countrymen, who suffered, to survive», recalls a resident of Donetsk, pensioner Irina Pokalenko.

Now more than half a million people of age, people with disabilities, children – everyone have been left without humanitarian assistance. Some cross the demarcation line and receive food on the territory controlled by Ukraine. But, of course, such an opportunity is not for everyone. Therefore, people hope that help will come back to them...



ADDRESS DELIVERY OF HUMANITARIAN AID

FROM OCTOBER 14, 2014 TO
FEBRUARY 28, 2017,
PROJECT VOLUNTEERS
DELIVERED

46 378
FOOD PACKAGES



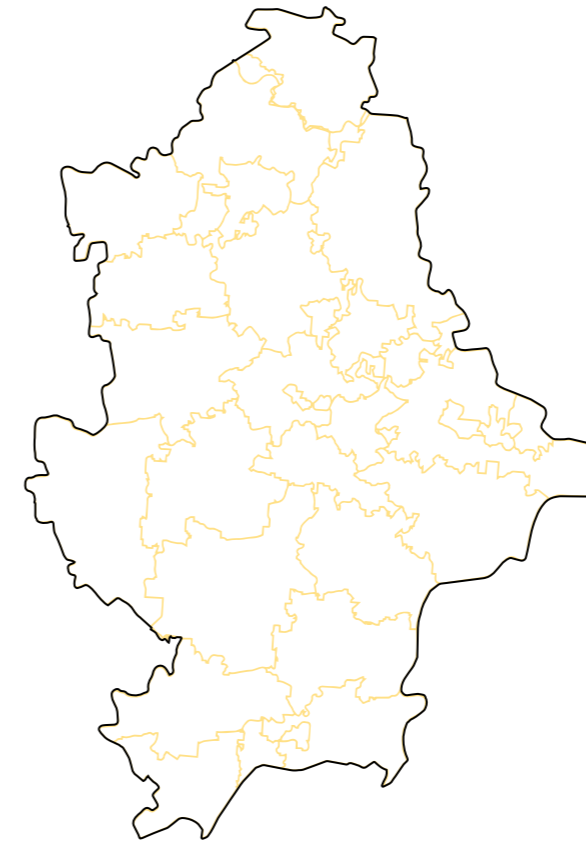
OBJECTIVE

Household delivery of humanitarian to lonely old people and disabled people who, for medical reasons, cannot come to the issuing point and receive the food package themselves.

IMPLEMENTATION **OCTOBER 14, 2014 THROUGH FEBRUARY 28, 2017**

Address delivery of humanitarian aid operated on the uncontrolled territory of the Donbas.

But after blocking the work of Rinat Akhmetov Center, such delivery became impossible.



Those, to whom the volunteers came, included civilians of socially unprotected categories: single people with disabilities of I and II groups, as well as single pensioners over 60 who cannot move independently; lonely, seriously ill patients; people who have undergone surgery or have documented complex chronic illnesses.

Address delivery of humanitarian aid was carried out in 8 settlements:

Donetsk, Makiyivka, Hanzhenkove, Khartsyzk, Yenakiyevo, Snizhne, Torez and Shahtarsk.



46 378

During the implementation of the project, the Humanitarian Center delivered food packages.





A SLICE OF SKY

Raisa Zhukovskaya is a lonely pensioner. She has no husband, and the son died before the outbreak of a military conflict. He stood up for the girl – and he was killed... The grandson does not come to visit.

On top of all her troubles during the war years, the woman became disabled. At first, she was badly wounded. Doctors removed 24 fragments from her feet and knees. The wounds have kind of healed. The woman began to leave the house, leaning on a cane. But once she slipped, fell, and her joint was knocked out. After that, Raisa can no longer stand on her feet. She moves only in a wheelchair. It is very hard for her – her hands are tired of turning the wheels, and the apartment is not fitted for it. She became allergic because of the medicine, and the ulcers appear on the legs that do not heal for a long time.

The woman does not even talk about leaving the house. There is no one to help her go down the stairs of an apartment building, and then climb back up. She is so sick and lonely that she calms down only when she cries. For hours, Raisa Zhukovskaya can look at the sky from the window. A piece of pale-blue life, where you can live free and no one shoots.

The only person who often visits Raisa Zhukovskaya is Natalya from the Rinat Akhmetov Humanitarian Center. She brings food packages and helps with the housework.

«There was no money, there was nothing», grandmother Raisa sighs. – And then the aid began to be delivered. Thanks to Akhmetov! Because no one helps old people besides him. I've lived with this help for several years».

This is called targeted assistance. It is provided to those who need special care. These are people with disabilities or those who cannot go outside and receive humanitarian aid at the issuing point.

Most pensioners at the front-line zone spend all the money for medicine, so they survive solely thanks to the food packages from the Humanitarian Center, which are eagerly awaited by them. After all, it is not only help, but also attention and care – which is what people always lacking during the war.

LET'S HELP CHILDREN

FROM OCTOBER 2014 TO
FEBRUARY 9, 2018,
WE DELIVERED

872 132
CHILDREN PACKAGES



OBJECTIVE

To provide assistance to families with children aged from birth to 35 months, and also to support mothers who breastfeed their babies aged under a year with food packages.

IMPLEMENTATION

**OCTOBER 2014 THROUGH
FEBRUARY 9, 2018**

Children aged 0 to 35 months receive assistance, which corresponds to age requirements.

This way, families with newborns and babies aged under a year, are offered a kit for supporting a nursing mother.

Children aged 12 to 35 months gradually switch to adult food and receive appropriate food packages.



872 132

Throughout the existence of the «Let's help children» program, children packages were issued.

How the mother of many children survives

Every morning in a large Karnaushenko family in the village of Ocheretino begins the same way. Children want to go to school, but their mother does not allow them. She explains that there are shootings on the street.

Now the shelling fades, another day they continue with renewed vigor. If strong explosions are heard, everyone runs to basements or shelters instead of school and work. If the sound comes from somewhere afar, it means that it happens in the Avdiyivka industrial zone, twenty kilometers away, and parents send their children to school. Eight-year-old Vika and her older brother go to school to take their homework. Natalia cautiously lets the children out of the house.

Two years ago, she nearly died herself in one of the night shifts – a shell exploded near the building. Fragments of the windows showered the woman and her colleagues. After the horror, Natalia began to fear for the children stronger than before.

Now she is on leave to care for her younger son – she gave birth to a third child a year ago. The family does not have enough money for everything. There is not enough money even to buy food. Karnaushenko family is supported by the Rinat Akhmetov Humanitarian Center.

«It's good that there are people like Rinat Akhmetov and that he helps much. I think he has a big heart», says the mother of many children.

The woman believes that food packages help not only to survive during the war, but also preserve the health of children, so that they would not have diseases in adulthood associated with malnutrition in childhood.

Survival kits from the Humanitarian Center are delivered to the front-line zone on a regular basis. Children born during the war have already grown up with their help.



TARGETED MEDICAL ASSISTANCE

FROM AUGUST 2014 TO
FEBRUARY 9, 2018,
ASSISTANCE WAS RECEIVED
BY MORE THAN

50 000
PEOPLE



OBJECTIVE

To help civilians of Donbas, who found themselves in difficult life circumstances, here and now. Especially when it comes to saving lives. As part of the appointment, assistance is rendered for the people who are in urgent need of complex treatment and operations. The Humanitarian Center provides them with vital medicines, innovative implants, and means of rehabilitation.

IMPLEMENTATION

**AUGUST 2014 THROUGH
FEBRUARY 9, 2018**

Since the outbreak of hostilities in the east of the country, over 50,000 people received targeted assistance from the Rinat Akhmetov Humanitarian Center.

The key priority of the program is the provision of timely assistance when it comes to life and health of children. Over 10 thousand people received targeted assistance for treatment, more than 5 thousand of whom are children.

The «Targeted Medical Assistance» program includes «Medications for Children», «Urgent Treatment», «Healthy Heart», «Rehabilitation of Injured Children», «Heart Aid» projects.

Throughout the existence of the Center, more than 50,000 people received targeted medical assistance.



KEY ACHIEVEMENTS OF THE «TARGETED MEDICAL ASSISTANCE» PROGRAM

● Thanks to the «Medications for children» project, children with severe chronic diseases regularly receive the necessary medications and can live a fulfilling life. Since the implementation of the project in October 2015,

3 563 medications have been prescribed, including

231 insulin sets,

770 sets of test strips,

1 358 sets of anticonvulsants, and

1 204 sets of anti-asthmatic medications.

1 274 This assistance was received by children suffering from epilepsy, asthma and diabetes.

● Within the framework of the «Individual Appeals» direction, the Humanitarian Center provides assistance to people who are in urgent need of complex treatment and operations. The Center provides them with vital medicines and innovative implants.

1 591 people (679 adults and 912 children) received vital help from the Humanitarian Center.

● «Healthy Heart» is a unique project for the country, thanks to which the children with a «heart disease» diagnosis are systematically treated. The Center helps such boys and girls in carrying out operations on installing an expensive implant – occluder. After the operation, which is performed by the endovascular method, without cutting and the use of a scalpel, a child can quickly recover and forget about a diagnosis forever. Within the framework of the project, the Center cooperates with the leading heart surgeons of Ukraine.

Since February 2017,
35 children have had occluders installed. All of them have successfully undergone surgery and are now healthy.

● Thanks to the «Rehabilitation of the Injured Children» project, the children affected by the military conflict in the Donbas can be rehabilitated at the best health resorts in Ukraine.

The aid has already been received by,
80 children:

71 children underwent rehabilitation treatment course at health resorts,

9 children received the necessary medications and technical means for recovery.

● In 2014-2016, a critical situation has emerged on the territory of the Donetsk region, uncontrolled by Ukraine, regarding supply of the population with medications. One of the most difficult situations was in Makiyivka and Donetsk. Residents of these cities suffering from cardiovascular diseases began to receive assistance from the Humanitarian Center by the decision of Rinat Akhmetov.

1 965 sets of cardiac preparations were issued within the framework of the «Heart Aid» direction.



THEY FLED FROM DONETSK, BUT THEY COULD NOT RUN AWAY FROM THE DISEASE

Four-year-old Artem Orlov is an internally displaced boy from Donetsk. He is one of those who regularly receives anti-asthmatic medications from the Rinat Akhmetov Humanitarian Center. Medications, without which no baby can survive.

The boy experienced his first suffocation attack in 2014. The doctors diagnosed Artem with an incorrect diagnosis – bronchitis, and were treated him with antibiotics for three years. The child repeatedly got into resuscitation, he was on the verge of life and death.

Catherine, his mom, brings up Artem and his older brother Stas alone. As the hostilities outbreak, she took her sons to Mariupol. But when she called her neighbors, she found out that there was nowhere to go back – a native house on the outskirts of Donetsk was destroyed. So the family stayed in Mariupol.

After examining Artem, local doctors have established the correct diagnosis – asthma. Because of the illness of the youngest son, Catherine does not work, and the family lives on social payments. Single mother is not able to buy expensive medicines.

«Thanks to these medications, which I receive from Rinat Akhmetov Center, we will get into resuscitation no more. Thank you for helping, Rinat Akhmetov. Thank you very much for the fact that my child is alive!», says Ekaterina Mazurina, Artem's mother.



CHANCE FOR LIFE

January 2015. Avdiyivka. Vladik went for a walk and was caught in a terrible crossfire. The fragment passed through the entire head and got stuck in the nape, damaging 60 % of the brain.

Hard operation, nine days in a coma between life and death.

«I do not know how we survived these days with my wife. We literally went crazy from worrying. Doctors could not say for sure whether he would come out of a coma or not», says Maxim Potin, Vladik's father. – Doctors gave lists of prescribed medicine, but I did not know where to go for them, and, most importantly, where to find money to buy them. At this difficult time, I was found by the personnel of the Rinat Akhmetov Center and they said me that they would buy all the medicines and everything that would be needed to cure Vladik. Thank you very much, Rinat Leonidovich, for saving our son.»

Doctors considered that his chances of surviving were poor. Then they predicted a severe disability. But they persisted in their struggle for the child, and a real miracle happened – not only the boy survived, but he began to live a fulfilling life.

After the injury, the child lacked most of the bones of the skull, and it was possible to see how the brain pulsed: the skin on the right side of the head pulsed. The Rinat Akhmetov Humanitarian Center bought titanium plates, with the help of which the doctors covered the skull defect.

Vladik, as one says, was born under a lucky star. The fragment damaged the brain structures responsible for speech and movement of the right limbs. After such an injury, the recovery process takes very long time, sometimes even years. No one guaranteed that the child will again be able to walk and talk.

But Vladik gradually began to speak. Now speech and memory have recovered completely. There was a problem with the fine motor skills of the right hand. But he is alive, he walks and talks!

The Center also helped my boy with rehabilitation – they bought the necessary exercise equipment to restore motor functions. Vladik underwent two courses of treatment in the best Ukrainian health resorts.

The case with Vladik and understanding of the importance of a systematic approach to the treatment of such children gave the Humanitarian Center the idea of opening the first large-scale project in Ukraine «Rehabilitation of Injured Children», in which 80 children had already taken part.



TO LIVE WITH A HEALTHY HEART

At her 15 years, Julia Simonova had time to see a lot of grief. First, she and her mother fled the war, then they had to fight a deadly disease.

The doctors diagnosed a 15-year-old migrant from Shirokino with heart disease last summer. Mom was in despair – a special implant cost too much. Because of the war, the family left without a roof over their heads, a lot of money goes to renting a house in Mariupol. And it is not known what would be the outcome if Rinat Akhmetov Humanitarian Center did not come to the rescue, actually saving the child's life.

Yulia's mother works in two jobs: in Mariupol boarding school, and in the store on weekends. Father does not live together with the family for a long time, he left them when the girl was two years old. All her childhood, Julia lived on the shore of the Azov Sea in Shirokino. But in February 2015, she and her mother were forced to leave their home with all the property. We thought this would last for a few days, but it turned out to last for several years. Now the native village of Yulia is completely destroyed.

To make things worse, in addition to being internally displaced, one more terrible thing happened. Yulia was diagnosed with heart disease. They urgently had to go to Kyiv for examination. The doctors issued a verdict: an operation is required.

«When they told me how much it would cost, I almost fainted», says Olga Blazhko, the mother of the child. *«Because we have nothing to sell with our income».*

In this seemingly hopeless situation for the family, the Rinat Akhmetov Humanitarian Center came to the rescue, promptly responding to the mother's appeal. Yulia was provided with an expensive implant – an occluder, which relieved her from heart disease.

After the operation in Kyiv, mother and daughter returned to Mariupol. They call everything that happened a miracle.

«Rinat Akhmetov saves human lives. Huge thanks to this wonderful man with a heart of gold! He really, really helps people», says Julia's mother without hiding the tears of joy.

The events that happened in Yulia's life strongly influenced her character. The girl firmly decided that she would be a doctor and devote herself to saving people. Mom is her first patient.



TO SAVE THE MOTHER'S LIFE AND RETURN THE CHILD'S HEARING

The Humanitarian Center helped the family from the Rubizhny

For three years, the Humanitarian Center helps the children of Donbas in the treatment and conduct of vital operations. Such assistance was received by more than four thousand girls and boys, among which is the three-year-old Igor Rakov from Rubizhny. The child lives with a disabled mom who faced a difficult choice: to pay for her own treatment and prolong her life or leave her son deaf forever. The fact is that the boy has a congenital hearing loss, he practically did not hear anything and did not speak.

«The child was born deeply prematurely and stayed in intensive care for a long time. I feared for the future of the son, for the possibility of his adaptation in society just because he will not learn to speak. I am disabled too, me and a child live together. Most of our family budget goes for medicine. I constantly take medication, without which I cannot live», said the mother of the boy Catherine Rakova.

The situation seemed hopeless until the woman called the Rinat Akhmetov Center hot line. The case moved from a dead center – mother and her child were sent to the doctors in Kramatorsk. Although the city is located hundreds of kilometers from their native Rubizhny, Catherine did not hesitate for a minute and immediately went abroad with her son. After examining the boy, the doctors ascertained that when he was diagnosed (third degree neurosensory hearing loss), the only way out was a hearing aid, with which even a whisper can be recognized.

«After receiving a positive response from Rinat Akhmetov Center, we were just happy. We realized that we have a chance for a decent life. We are very grateful to Rinat Akhmetov. We know that he is one of the largest philanthropists and charity giver in our country», says Catherine.

PEACEFUL SUMMER FOR DONBAS CHILDREN

THROUGHOUT THE
EXISTENCE OF THE
PROJECT, HOLIDAYS WERE
GRANTED TO

3 500
CHILDREN



OBJECTIVE

Organization of summer recreation and psychological recovery for children of Donbas.

IMPLEMENTATION

SUMMER 2015, 2016 AND 2017

The «Peaceful Summer for Donbas Children» project is aimed at enabling children from the front-line zone to rest, feel safe and undergo psychological rehabilitation. The majority of participants in the project are children from large families, single-parent families, children of family-type orphan asylums.

For hundreds of Donbas children, this project is the only opportunity to improve health condition, undergo rehabilitation and overcome the «trauma of war».

From 2015 to 2017, some 3,500 children took part in the «Peaceful Summer for Donbas Children» project.

This way, in 2017, the Rinat Akhmetov Humanitarian Center organized recreation and rehabilitation of 472 children.

129 children rested in the «Albatross» camp on the shore of the Azov Sea. . Another 143 teenagers visited the Black Sea in the «Dolphin» camp. And most of the children this year were accepted by the «Sonyachny» forest camp in Svyatohorsk, where 200 children aged from 8 to 14 rested.

Rinat Akhmetov Humanitarian Center engages the best specialists who help children to cope with stress and overcome fears. Experienced psychologists worked with the children using different methods, including games, master classes and art therapy, and helped the children to cope with their fears and anxieties.



ABOUT
3 500

children took part in the «Peaceful Summer for Donbas Children» project from 2015 to 2017.

Each new day of rest of the peaceful summer of 2017 was not like the previous one. Children played football, participated in various quests, swam in the sea and simply communicated in a kind, friendly atmosphere. The children urgently need to rest away from the rumble of shells. So there is an opportunity to believe that childhood can be calm, peaceful, full of joy and carefree. This is the beginning of every person's life.

«I'm not afraid there, I'm not worried about myself, I'm resting here, I'm just having fun and I feel good. Rinat Akhmetov Center gave me this holiday, so thank you for this!», Alice from Donetsk shares her emotions.

Psychologists from the Humanitarian Center worked with the children; they were trained on the course of «Trauma of war». The work of specialists was aimed at creating an atmosphere of rest, safe space and comfortable communication within the children's collective.

Daniil Skiba, an internally displaced boy from Horlivka: *«Thanks to Rinat Akhmetov for the fact that he gave me this holiday. And all the rest too. Here I was able to get distracted and forget that what happened at home during the war».*

«Here I do not shudder with horror in the middle of the night because someone starts shooting. I do not want to leave this place, I met real friends here», says Andrey Gnezdilov from Makiyivka. «I have not been in the camp for a long time. Since 2014. The camp, which I went to every year, was closed because fighting began there. I think this is a very good deed of Rinat Akhmetov. I am grateful to him for a good rest and for being just a good person».





TO RETURN THE CHILDHOOD: A HOLIDAY FOR DANIA AND POLYA

Among those who took part in the project in 2017 was 12-year-old internally displaced Daniil Horoshavtsev from Horlivka.

Daily exercises are normal for him. Persistence gives its results – several prizes in boxing competitions for two years. *«I just need to train more!», Daniil believes.*

But the child's trauma lies behind this outer confidence.

«He somehow never said he was afraid», says Anna Khoroshavtseva, Dania's mom. «He kept everything within himself, but he often had capillaries in his eyes bursting».

His younger sister Polina went together with Danilo for vacation, organized by the Center. It was she who initiated the move of the Khoroshavtsev family – the family fled from the shelling in Horlivka to Kramatorsk. *«They shot. I was very frightened. Dad picked me up in his arms, and we ran», Pauline recalls. The girl cried, screamed and begged her parents never to return home.*

There are many children like Polya and Danya in the east of the country. Children health camps is where children can receive help in coping with the consequences of «trauma of war».

Polina left without parents for the first time. She was worried, but Daniil supported his sister in every possible way. All fears were quickly forgotten. Dancing, interesting contests and a positive atmosphere can cheer everyone up.

«I want to thank Rinat Leonidovich a lot! The camp is great!», Daniel shares his impressions. «Thank you very much for helping and for organizing a wonderful holiday for the children», says Anna Khoroshavtseva, the mother of Daniil and Polina. «Our family and many other families are very grateful to Rinat Leonidovich».

PSYCHOLOGICAL AID

**FROM NOVEMBER 2014 TO
FEBRUARY 9, 2018,
PSYCHOLOGICAL AID
RECEIVED**

55 923
PEOPLE

ПОМОЖЕМ
ГУМАНИТАРНЫЙ ШТАБ
Фонд Рината Ахметова



OBJECTIVE

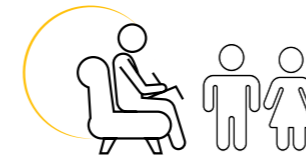
To help children and their parents cope with the consequences of the stress caused by the armed conflict in the Donbas, to train psychologists on the course of «Trauma of war» to provide qualified psychological aid to civilians of Donetsk and Luhansk regions, as well as to internally displaced persons.

IMPLEMENTATION

**NOVEMBER 2014 THROUGH
FEBRUARY 9, 2018**

After the outbreak of hostilities in the Donbas, thousands of families were confronted with the problem of «trauma of war». Children who found themselves in the war zone needed psychological aid the most. There was not enough qualified specialists in Ukraine. The Center was the first to address this acute problem.

In 2016, the «Children and War» program developed by the Rinat Akhmetov Humanitarian Center, was approved by the Ministry of Education and Science (with the appropriate stamp) for use in educational institutions of Ukraine.



250

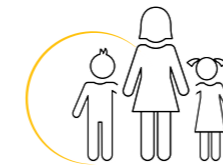
In order to provide qualified psychological assistance to Donbas residents, the Humanitarian Center trained crisis psychologists.

In the period from December 2014 to May 2015, they successfully completed the training course of «Trauma of war». Leading specialists from all over the world conducted trainings and master classes.

Psychological Support Centers opened in Donetsk, Makiyivka, Kyiv and the Dnipropetrovsk region in 2015, in which the psychologists of the Center conducted classes with children and offered consultations to families.

The psychological service of the Humanitarian Center worked on both sides of contact line. Psychologists provided aid in kindergartens, schools, social institutions, hospitals, bomb shelters, health camps and summer urban centers.

Now psychologists work independently with the children all over Ukraine. The Center continues to maintain the qualification level of the trained specialists by conducting trainings and seminars.



55 923

Throughout the work of the Center, people received psychological aid in 11 regions of Ukraine.





TO RETURN COLORS TO THE WORLD

Any war not only takes away lives, but also cripples the souls of people. According to sociologists, today 93% of the inhabitants of Donetsk and Luhansk regions have at least one symptom of «trauma of war». They include tens of thousands of children, who have the colorful world destroyed because of adult «games». In order to help them, the Rinat Akhmetov Humanitarian Center organized a project on training crisis psychologists, which is unique for Ukraine. 250 of the best specialists from all over the country have mastered modern international methods of treatment of post-traumatic syndrome.

«To help and support children living in traumatic situation, we use special techniques: art therapy, game therapy, we relieve emotional stress in children, as well as anxiety of the outside world. We help to eliminate fears and emotions», Vera Karpitian explains, a psychologist at the Humanitarian Center.

At the moment, tens of thousands of children have received specialized aid. Among them was 12-year-old Alena from the «Vostochny» neighborhood in Mariupol, who survived the shelling in January 2015.

«I would like to whole-heartedly thank all the staff of the Humanitarian Center and Rinat Akhmetov personally. The aid came on time, when it was very scary not only for children, but for adults as well», as the mother of the girl Irina Chernetskaya recalls.

Maxim Alandarov from Bakhmut was in the hardest psychological state. In February 2015, the boy and his buddies fell under artillery fire. Maxim's friend, Egor, died right before his eyes. After the shelling, the boy spent a month in the Debaltsevo hospital. And then again he was in the epicenter of the warfare. Massive encounters began to take place in the city... Life of Maxim was saved, but since then, the fear has settled in his heart, dreams gave way to nightmares: the world has turned black and white for him. Literally. He began to draw only with black paint. He drew the war. He shuddered and hid when heard the rumble. This continued until the boy was not treated and undergone the course of psychological rehabilitation under the program of the Humanitarian Center «Rehabilitation of the Injured Children». After the treatment, Maxim took up the paints once again. But now the pictures are bright, his world has become colored again!

«Thank you. My heart hurts no more. Everything is fine. I can enjoy life again!», says Maxim.

Throughout the implementation of the «Psychological Aid to Children» project, 250 psychologists from all over Ukraine were trained on the course of «Trauma of war». Psychological aid was received by 49,000 children and 6,000 adults.

EVACUATION AND TEMPORARY RESETTLEMENT

FROM MAY, 23, TO DECEMBER 2014,
THE CENTER EVACUATED
FROM THE CONFLICT ZONE

39 462
CIVILIANS



OBJECTIVE

To help in the evacuation and temporary resettlement of the internally displaced people from the number of socially unprotected categories of Donbas civilians. To take people out from under fire. To promptly provide them with housing for a start.

IMPLEMENTATION

**23 MAY THROUGH
DECEMBER 2014**

In 2014, an armed conflict broke out in the Donbas region. At that time, Ukraine had no experience and developed mechanisms for mass assistance to the population. The Rinat Akhmetov Foundation was the first organization in the country that was engaged in the evacuation of residents from hot spots and their resettlement. This work was later continued by the Humanitarian Center.

The first buses of the Rinat Akhmetov Foundation with women and children left on May 23, 2014 to Svyatogorsk from Slovyansk, immediately after the outbreak of hostilities in the city.



Assistance in evacuation and resettlement was received by

**WOMEN WITH
CHILDREN**



**PEOPLE OF AGE AND PEOPLE
WITH DISABILITIES**



**INMATES OF BOARDING SCHOOLS
AND ORPHANAGES**



**SEVERELY ILL
PEOPLE**



In total, for the entire duration of the project the Center evacuated



39 462 Donbas civilians from the conflict zone, including



14 784 children.



6 939 As a result, people received assistance in resettlement. Internally displaced people were allocated at



29 summer recreation centers,



19 of which belong to the enterprises of the SCM Group. In addition, internally displaced people received material assistance certificates from the Humanitarian Center.



In addition, internally displaced people received material assistance certificates from the Humanitarian Center.



SURVIVED IN SPIITE OF EVERYTHING

Children patients often have to be rescued without delay. This is the situation where every hour counts. Fortunately, there are people who are able to provide assistance in time and save the life of a small person. This is what happened to Roma Balbekov.

Roma is the fifth child in an internally displaced family from Donetsk. After the outbreak of hostilities in the Donbas, the older brother and the sisters of Roma had to learn what the firing was and how to behave when the sounds of explosions were heard. Why is the earth and the walls shaking in their apartment? What is a shelter and why should you hide there? Why you cannot turn on the lights in the evening and what is life in constant fear?

Fear for children forced Olga Balbekova to abandon her home and leave Donetsk. Strong experiences were not for nothing for a woman – Roma was born ahead of time with a terrible diagnosis – cerebral edema.

Forecasts of doctors were disappointing, and the mother could not afford to pay for expensive medications for her son. The family lives on social benefits. Then Olga turned to the Humanitarian Center for help, which immediately responded and provided all the necessary medications for the boy's salvation.

The kid spent a whole month under the supervision of Mariupol doctors on the verge of life and death. At first, he could not even eat – the food came through the droppers. But little Roma was rescued. Thanks to the efforts of doctors and timely assistance of the Humanitarian Center.

«Thank you for saving my son, Rinat Leonidovich! I will never forget what you did for our family», thanks Olga Balbekova, the mother of the baby.

Now the boy's condition stabilized, the swelling decreased. After several months of life spent in the hospital, Roma, together with his mother, was able to see his home for the first time. Now the family lives in the Velyka Novoselka of Donetsk region, where Olga Balbekova has a house inherited from her grandmother.

Roma is nursed by three of his sisters – the elder, Dasha, has especially a lot of trouble. She is the main assistant of the mother, who very much hopes that the most difficult tests for her family are already behind.

CRITERIA FOR RECEIVING HUMANITARIAN ASSISTANCE

ADULT FOOD PACKAGES

CONTROLLED TERRITORIES

Survival kits are issued only to internally displaced persons registered in the established order and belonging to the following categories:

- people with I and II disability groups;
- single parents with underage children (including widows/widowers);
- families with many children (aged 3 to 18 years);
- pensioners over 65 years old;
- families who raise children with disabilities;
- families who raise foster children, orphans; children whose parents are deprived of parental rights;
- disabled veterans of the Second World War;
- persons who became disabled due to taking part in the elimination of the consequences of the Chernobyl accident and are equated to disabled veterans;
- disabled veterans of the Soviet-Afghan war;
- people who are registered in the district labor and social protection offices; low-income people;
- women at all stages of pregnancy, who are registered in accordance with the established procedure;
- orphans under 23 years of age.

«GRAY ZONE»

Survival kits are issued only to the following categories of local residents and to the internally displaced persons registered in the established order:

- people with I and II disability groups;
- single parents with underage children (including widows/widowers);
- families with many children (aged 3 to 18 years);
- pensioners over 65 years old;

- families who raise children with disabilities, foster children, orphans, children whose parents are deprived of parental rights;
- disabled veterans of the Second World War;
- persons who became disabled due to taking part in the elimination of the consequences of the Chernobyl accident and are equated to disabled veterans;
- disabled veterans of the Soviet-Afghan war;
- people who are registered in the district labor and social protection offices; low-income people;
- women at all stages of pregnancy, who are registered in accordance with the established procedure;
- orphans under 23 years of age;
- internally displaced families with 1 or 2 children under 18 years of age if they have a status of family in difficult life circumstances (except for settlements where the ULSS does not apply);
- children aged 0 to 35 months (children survival kits).

CHILDREN FOOD PACKAGES

CONTROLLED TERRITORIES AND THE CONTACT LINE

Children aged 0 to 35 months from internally displaced families who are registered in accordance with the established procedure and fall under the following categories of persons entitled to benefits:

- orphans and children deprived of parental care, who are in a family-type orphan asylum, a foster family, under guardianship; unwanted children in hospitals;
- children who are raised by single mothers (including widows/widowers);
- children from families with many children (aged 3 to 18 years);
- children from low-income families who are registered in the district labor and social protection offices;
- children with disabilities.

FEEDBACK*

**HOT LINE HAS BEEN OPENED
SINCE AUGUST 2014, «ONLINE-HELP» SERVICE WAS
LAUNCHED IN MAY 2015**



930 575

Rinat Akhmetov Center has been opened since August 2014. During the entire period of work, calls were received to the hot line of the Rinat Akhmetov Humanitarian Center and the online help service.



711 067

During this time, operators responded to appeals of people.

219 508

Since then, it was used by people.

helpdonbass@fdu.org.ua

Contacts of the press service

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press@fdu.org.ua

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Kyiv, Ukraine

04070

* Data as of February 9, 2018

2017

Hot Line of the Humanitarian Center

0 800 50 9001

Free from fixed and mobile
phones throughout Ukraine

www.fdu.org.ua

Search in social networks

