



## Ukrainian association runs hotline in different counties

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From the first day of the war, we, the Ukrainian psychologists, have been providing psychological support for our society. It is an online format organized by volunteers who stay in safe conditions and have enough emotional resources for work. It is essential because people are rapidly changing locations due to increased risk to life. However, we realized that we need to find funding to help Ukrainians be more efficient and convenient. Therefore, the NPA launched a fundraising campaign and began looking for centralized funding.

“ Our Association receives funding from individuals and fellow associations. We use that money to supervise our psychologists who help people on the hotline and cover basic technical needs. Some of our partners suggest their service to us as trainers and supervisors. In June, we also received support from the United Nations Development Program in Ukraine. Their help allows us to work constantly. Technical support provided by Amazon.com makes online-working possible for our psychologists. All our team members are located in different parts of Ukraine and even abroad. Still, they can help our citizens every day using technology,” - says the President of the National Psychological Association of Ukraine, Valeriia Palii.

In June, we launched a psychological support hotline from the National Psychological Association, which is provided in the format of audio and video calls. The hotline operates on a single number available from Ukraine 0-800-100-102 from 10:00 to 20:00. All calls are free. To receive a video consultation with a psychologist, the client needs to notify the operator, and they will switch the application to video conferencing. Psychologists-consultants of the line are specially educated specialists trained in providing crisis interventions, trauma-informed approach, and topics of violence. All consultations are confidential. If necessary, line psychologists can refer people to other specialists.

“Our line has a unique feature. Thanks to our partners, we have free numbers in 15 European countries. It means that people who do not know the local language can seek help from Ukrainian psychologists over the borders. And this allows us to reduce a bit of the Mental Health system load in each country,” - highlighted the Secretary of the National Psychological Association, Oleg Burlachuk.



Psychological help for Ukrainians abroad is available by toll-free numbers in

- **Poland +48 800 088 141**
- **Czech Republic +420 800 012 058**
- **Romania +40 800 400 597**
- **Slovakia +421 800 182 399**
- **Hungary +36 68 098 1580**
- **France +33 805 080 466**
- **Italy +39 800 939 092**
- **Austria +43 800 017967**
- **Portugal +351 800 780 756**
- **Sweden +46 20 160 46 46**
- **Ireland +353 1800 817 519**
- **United Kingdom +44 808 164 2432**
- **Bulgaria +359 800 46 160**
- **Spain +34 900 861 441**

And we will soon add other countries.