



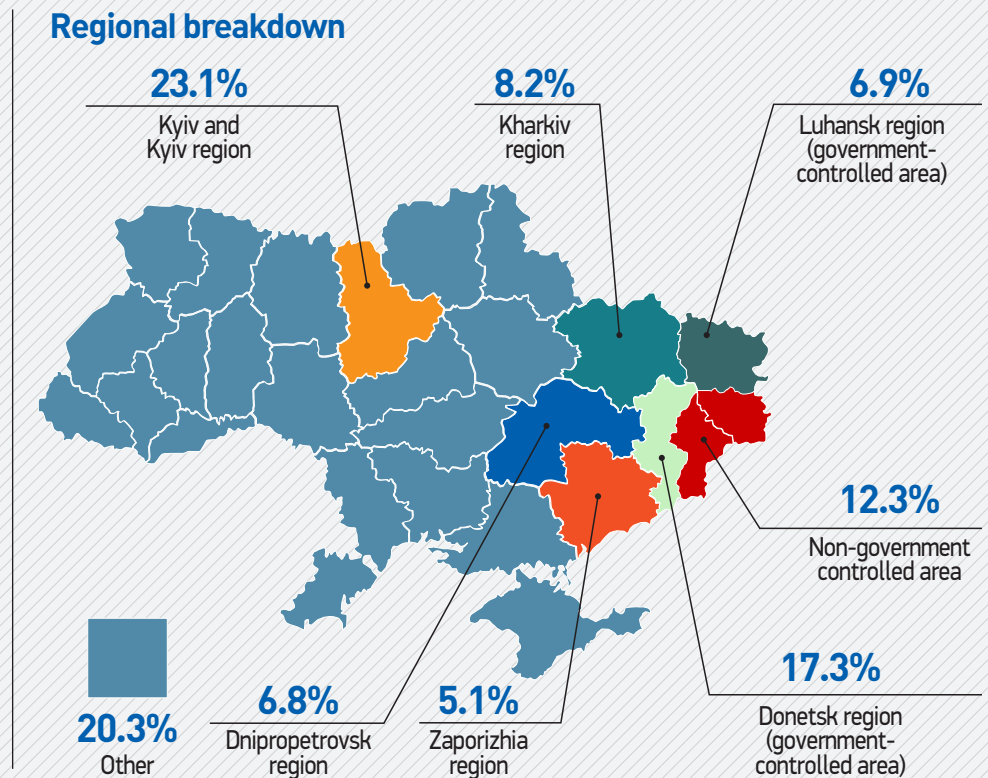
# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 309 110

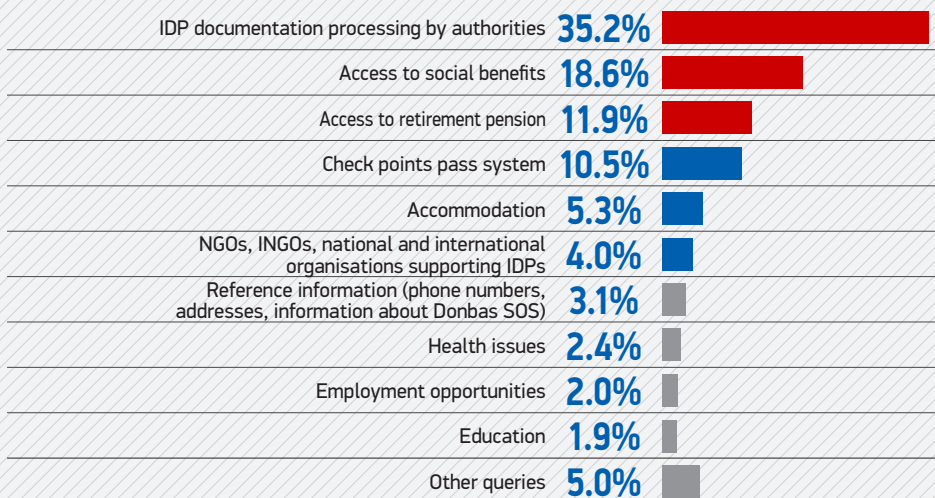
donbasssos.org

April 2018

The DONBASS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **68,316** calls.

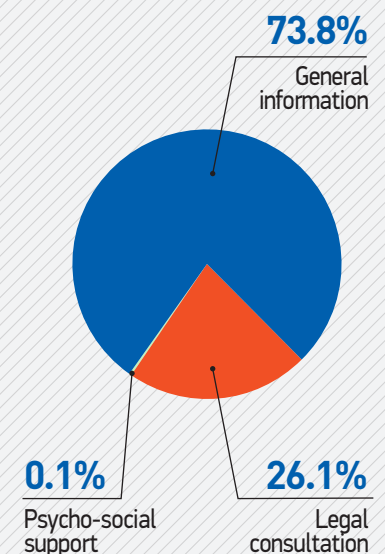


### Subject of queries



• Queries about stigma, discrimination, and social tension ..... 0.1%

### Type of consultation



The National Toll-Free Hotline to support IDPs is implemented by Donbas SOS. The hotline operates within the framework of the EU funded project "Supporting Recovery and Sustainable Solutions for Internally Displaced Persons and the Conflict-Affected Population in Ukraine" implemented by the International Organization for Migration (IOM), Mission in Ukraine.



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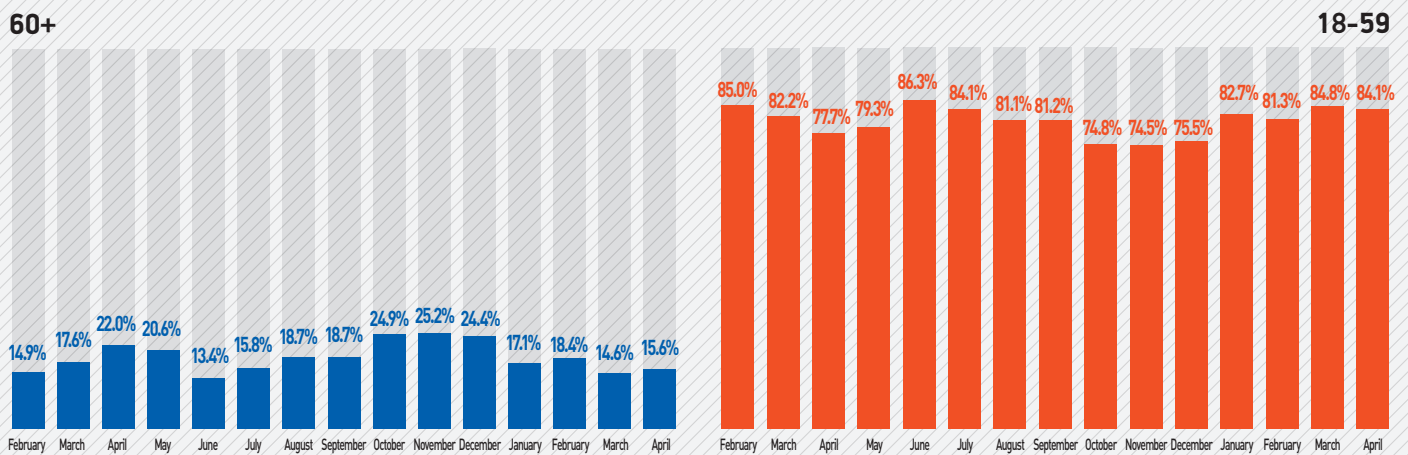
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Further analysis was conducted on calls received and disaggregated by age. The below provides an overview of the total number of calls and subject of queries from persons aged 18–59 and persons aged 60 years or over.



The number of calls from persons aged 60 years or over reached its highest in October, November, and December 2017, with the lowest – in June 2017.

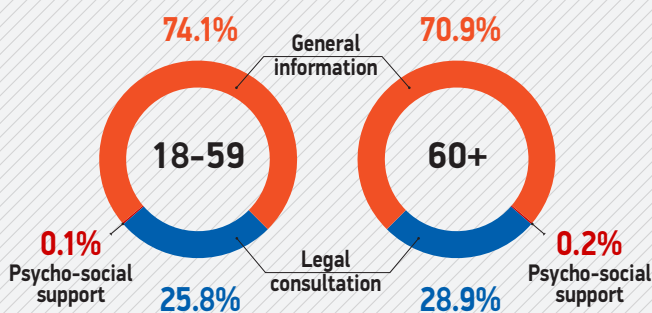
### Calls from age groups 18–59 and 60+ since February 2017



### Gender distribution

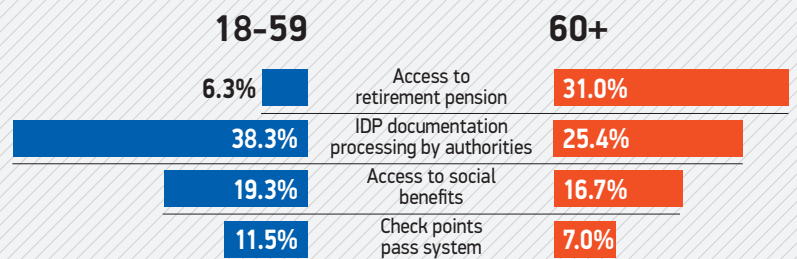


### Type of consultation



### Subject of queries

(most frequently mentioned queries)



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