
Context

As of February 2025, [77,447](#) IDPs (58% female and 42% male) are hosted in [1,612](#) collective sites nationwide. In the East, daily arrivals continue to be registered at transit centres in the Dnipropetrovska, Kharkivska, and Sumska Oblasts. The CCCM Cluster plays a pivotal role in supporting the management of transit centres and collective sites and coordinating assistance delivery in these facilities. Currently, there are six active transit centres covered under the CCCM Cluster East Hub: Dnipro, Iziium, Kharkiv, Kramatorsk, Pavlohrad, and Sumy transit centre. The number of transit centers is expected to gradually increase across these Oblasts, and possibly other Oblasts, due to the evolving frontline situation and the likelihood of increased mandatory evacuations enforced by the government authorities. The CCCM Cluster supports the government authorities in coordinating and managing the transit centres and collective sites; soliciting stakeholder response capacities, advocating for [minimum standards compliance](#), and closely coordinating with the authorities on the reception and referral processes from the transit points to collective sites for those with no other accommodation options.

Purpose

This SOP outlines the roles and responsibilities of multi-sectoral humanitarian actors and service providers, the reception and flow of evacuees (IDPs), and the referral mechanism coordinated by the CCCM Cluster to ensure the effective management of transit centres.

Scope

This SOP applies to all transit centres established for the short-term accommodation and transit of IDPs in Eastern Ukraine. It involves all stakeholders, including the local government administration, non-governmental organizations (NGOs), the Inter-Cluster Working Group (ICWG), and international organizations, such as the UN and the ICRC.

Terminologies

- **Transit Centre (TC):** A temporary facility established to provide immediate assistance and short-term accommodation (limited to a few nights only) to IDPs upon arrival, pending transfer to an officially designated location or preferred places of stay by the IDPs (which could be within the same Oblast of arrival or another within the country). Most transit centres are existing government facilities managed by respective institutional structures and are officially part of the evacuation routes established by the Oblast Administration and local authorities. CCCM Cluster partners support the management of these transit centres to ensure multi-sectoral coordination and referrals and ensure minimum humanitarian standards are adhered to the extent possible.
- **Interim Evacuation Point (IEP):** Similar to transit centres in their functions, interim evacuation points are, however, not part of the official evacuation routes designated by the Oblast Administration and are largely managed by private entities and civil society organizations, unlike the official transit centres. Humanitarian partners are encouraged to provide immediate short-term assistance if such facilities are made available. However, IEPs should not substitute the purpose of officially designated transit centres that are part of the formal evacuation routes by the Oblast Administration. It is worth noting that IEP management may differ from one location



to another, and in some cases, a local government department (e.g., education, vocational institution, etc.) might have a lead role in its management and not necessarily be a private entity.

- **Collective Site (CS):** A facility where IDPs are accommodated for a temporary but extended duration (multiple weeks or months) pending a longer-term solution for their displacement. These sites are established in non-housing stock (e.g., dormitories, schools, sanitoriums) and are intended to temporarily provide safe, dignified, and appropriate living conditions for people forced to flee their homes due to the conflict. In many cases, IDP stays in collective sites can become protracted (1+ years), while more appropriate or longer-term solutions are jointly explored with local authorities and affected communities. Collective sites are often officially recognized by the local government administrations and the Ministry of Reintegration (now Ministry of Development of Hromadas and Territories) in line with Resolution 930 or are in the process of inclusion.
- **Modular Towns** - Modular towns are considered a **category of collective sites**. They refer to temporary housing solutions that can be quickly set up to accommodate a larger number of people displaced by the ongoing conflict in Ukraine. The modular units can be arranged to include private rooms, communal spaces for cooking, sanitary amenities, and common areas. They are often grouped into larger, self-sufficient residential structures that can form neighborhoods with playgrounds and green areas. While a relatively quick solution initially, the 'lifespan' of modular towns can be limited before they fall into disrepair, especially with the hard winter conditions in Ukraine.

Types of Evacuations Requiring the Activation of Transit Centres

- **Mandatory evacuation:** Currently, two types of mandatory evacuations are in practice in the East: a) a general mandatory evacuation of all civilians (everyone), with an option of a waiver in place, and b) mandatory evacuations of children with their guardians in a forced manner (specific, no waivers). Mandatory evacuations are mostly organized by the government authorities for safety reasons, following designated routes and locations, including pre-identified transit centres. Since states have the exclusive authority to take decisions about issues of security and military necessity, as well as to enforce evacuation orders, it is appropriate that humanitarian actors play a role in facilitating only those humanitarian evacuations where civilians have given their informed consent to be evacuated, i.e., where the decision to be evacuated is voluntary. Partners are advised to consult the Protection Cluster [Guidance on Humanitarian Evacuations of Civilians in Ukraine](#)
- **Newly displaced (non-organized movements):** Voluntary movement by individuals or families for safety reasons, often due to proximity to frontline areas. These IDPs do not necessarily follow the officially designated evacuation routes, although this is encouraged for safety reasons and ease of obtaining assistance.
- **Eligibility:** All evacuees (organized and newly displaced who moved in a non-organized manner) are IDPs and, therefore, eligible to seek multi-sectoral services in the transit centres and collective sites.
- **Note:** Evacuation approaches **differ from one Oblast to another** depending on the **decisions of the regional and central governments**. For instance, mandatory evacuation decisions may involve IDPs being transferred to other pre-identified Oblasts in the country (other than the Oblast of origin, for example as is the practice for Donetska Oblast). At the same time, another Oblast may



encourage and facilitate IDPs to be evacuated within the Oblast of origin (for instance, within Kharkivska Oblast).

Establishment of a Transit Centre and Activation of Multi-Sectoral Services

- **Designation of evacuation routes:** Central and regional administrations are responsible for designating evacuation routes, including transit centre locations and establishment of new collective sites when needed (i.e., if there is no available or appropriate space in existing collective sites).
- **Site suitability assessments:** Once relevant authorities propose a transit centre due to ongoing or emerging evacuation needs, the CCCM Cluster will consult with authorities on the proposed transit centre location(s) and lead a humanitarian site suitability assessment to assess compliance with minimum standard checklists for transit centres (attached). Acknowledging that most sites will not be entirely compliant with the minimum standards, effort will be made to support sites that meet criteria to the greatest extent possible, or that require only minimum work to meet standards, noting that **safety and civilian character will always be key priorities**. CCCM Cluster will notify the Inter-Cluster Working Group (ICWG) and invite relevant Clusters to join site visits as part of the site suitability assessments.
- **Site safety and protection: Collaboration with OCHA, Protection Cluster, GBV, and CP AoRs** is specifically ensured to proactively address emerging protection risks identified during site suitability assessments and ensure protection mainstreaming from the start. Collaboration with OCHA, Protection Cluster and AoRs, and ICWG also aims to reinforce advocacy as required, including ensuring the transit centres are situated at a considerable distance from any military installations; safeguarding the safety and security of the displaced and humanitarian partners (service providers). Transit centres and collective sites **should be strictly civilian in nature, emphasizing their role in providing humanitarian aid and support to displaced people**. Where there is a notable breach of the civilian character of an already established transit centre, CCCM Cluster will notify OCHA and work closely with the Civil-Military Coordination (CMCoord) to facilitate engagement and advocacy with the military in preserving the civilian nature of the humanitarian assistance and facilities. OCHA and CMCoord will lead the engagement and advocacy with the military, as required.
- **Service provision:** Following site suitability and need assessments, the CCCM Cluster will inform the Inter-Cluster Coordinators (ICWG) of such a decision to operationalize the proposed transit centre and subsequently call for the activation of multi-sectoral service provision. **While the CCCM Cluster coordinates to ensure a multi-sectoral response, it is the responsibility of the relevant Clusters to allocate sectoral service providers and coordinate the activities and coverage within their sectoral responses**. Large-scale repair interventions are not encouraged in transit centres, but the buildings should be reasonably suited with minimum need for repair interventions to facilitate dignified stay conditions for the IDPs.
- Multi-sectoral services in the transit centres will be activated **regardless of the number of IDPs**. At the site level, multi-sector Cluster partners are expected to liaise with the designated CCCM partner responsible for supporting site management to coordinate the service schedule and



ensure coverage (daily services and hours). Respective Clusters will confirm their service providers and or partner contacts using the CCCM Cluster [service mapping and monitoring tool](#) for transit centres.

- Service providers are expected to be flexible given the nature of the emergency, ensuring presence during the **weekends, holidays, and after working hours** by adopting a shift (rotation) approach if the scale and pace of evacuations necessitates. The Site Manager or the assigned CCCM partner of each of the transit centre will ensure that a service schedule aligned with the evacuation modality is in place at the site level (posted or shared with the service providers accordingly). The Site Manager or the assigned CCCM partner representatives will timely notify the service providers in their respective transit centres in the event of a schedule change, i.e., a change in the working hours or days, as circumstances may change. This notification will be done through the relevant available communication channels, including through the established transit centre 'WhatsApp Group' for service providers, Telegram, or Email as deemed relevant by the Site Manager or the CCCM partner representative. The CCCM Cluster will notify ICWG of such schedule change as deemed relevant.
- **Site management:** A designated Cluster partner (CCCM) will support day-to-day operations at the site level, including monitoring service provision and supporting the Site Manager in effectively managing the transit centre. The local government department or the institution hosting the transit centre (could be a school, a vocational college, etc.) designates the Site Manager. The designated CCCM partner, working closely with the Site Manager, will put in place a service provider's schedule and ensure gaps are flagged to the relevant service providers. Where required, the same will be escalated to the ICWG via the [CCCM Cluster referral and escalation tool](#). The CCCM partner, in consultations with the Cluster, is also expected to provide capacity development to the Site Manager as relevant, i.e., provide induction on site management best practices (CCCM), minimum standards, and protection awareness sessions.
- **Data and information consistency:** The designated CCCM partner will support data collection and IDP tracking in the transit centre. The CCCM Cluster will provide regular updates on the number of IDPs recorded in each of the transit centres and the trends considering age and gender data breakdown to the extent possible. CCCM Cluster will regularly (depending on the evacuation trends) share the trend updates with ICWG via the transit centre [evacuation dashboard](#) and/or email as deemed relevant.

Expected Capacities of the Transit Centres

- **Daily arrivals:** Considering the [2024 trend](#), existing TCs have an average capacity to host 100 individuals for overnight short-stays. However, should the daily arrivals become significantly high or expected to increase, the CCCM Cluster, service providers, the Oblast Administration, and local authorities will seek to activate additional capacities, including possibly installing large tents to create extra spaces for registration, reception, and assistance processes, as required.
- **Overnight capacity:** An overnight capacity for 100 individuals will be taken into consideration during the site suitability and service installation by partners and authorities. Overnight stays should, however, be an **option of last resort** resulting from unforeseen constraints such as



logistical challenges encountered by individuals and resulting in delays on their onward travels to the place of destination or accommodation. To the extent possible, inevitable **overnight stays should not exceed more than two (2) nights** as the transit centres are not designed for longer stays, and space must be made available for newer arrivals. Where spaces are limited, the most vulnerable people with no alternative options should be prioritized for overnight stays. The Site Manager and/or the designated CCCM partner will liaise closely with the evacuation partners, volunteers, and local government administration to safeguard the transit nature of the TC facility.

- **Relocation and accommodation:** IDPs are expected to proceed to designated relocation Oblasts identified as part of the official evacuation route (e.g., via ‘evacuation trains’) or make their own way to self-organized accommodation or to collective sites allocated by the CCCM partner or by the government authorities, depending on the modality established. Accommodation allocation will ensure persons with limited mobility are prioritized and, to the extent possible, allocated to accessible rooms/floors within the transit center and/or the collective site. This allocation will be led by the Site Manager and supported by the CCCM partner as required.

Summary of Stakeholder Roles and Responsibilities in the Transit Centres

- **Government Agencies/Local Authorities:**
 - Provide overall leadership of the response.
 - Designates official evacuation routes, including locations for transit centres and newly established collective sites.
 - Approves facilities designated as official transit centres, and following site suitability assessments.
 - Provides security, legal assistance, and overall site governance, including designating the Site Manager for the transit centres, where relevant.
- **CCCM Cluster:**
 - Supports the overall coordination, site assessments, and management of the transit centres.
 - Establishes a standardized approach to service delivery ([service mapping and monitoring](#)) and facilitates referrals for accommodation in collective sites.
 - Designates CCCM partner, in consultation with authorities, to support the management, site-level coordination, service provision, and monitoring in the respective transit centres, in close coordination with the local government administration.
 - Timely notification and referral to ICWG and service providers to respond to emerging inter-sectoral needs in the transit centres and collective sites.
 - Liaises with the Oblast Administration and local authorities on evacuations, preparedness, and response in the transit centres and collective sites.



- **Inter-Cluster (ICWG-NGOs and International Organizations):**
 - Deliver inter-sectoral assistance, including food and non-food items; health, GBV, and mental health and psychosocial support (MHPSS) services; and protection as agreed through Cluster mechanisms. Service providers are also expected to mainstream AAP and PSEA in their respective responses as per established inter-agency guidelines and coordinate with the Protection and CCCM Cluster accordingly.
 - While small-scale facility repairs (care and maintenance) will primarily be conducted by; the local authorities, the institution hosting the transit centre, or the CCCM partner, it may be necessary for the CCCM Cluster to refer specific needs and gaps to other Clusters. This will be done as soon as possible to ensure timely sectoral support and repairs (e.g., expanding WASH facilities and water supply). **It should, however, be noted that transit centres are purposed to be temporary-** to address emergency needs – and cost-effective, temporary solutions should be prioritized over large-scale renovations.

Reception and Flow of Evacuees in the Transit Centres

a. Arrival

- Evacuees (IDPs) arrive at the transit centre and are received by the registration team, led by Oblast authorities, and supported by the designated Site Manager or CCCM partner.

b. Registration

- Personal data (age and gender data - AGD) is collected, and immediate needs are identified.

c. Health Screening

- The medical team conducts health assessments and refers cases to appropriate health facilities if needed.

d. Multi-Sectoral Assistance (NFI, Hygiene Kits, MHPSS, GBV, CP, and Food)

- The respective Clusters provide IDPs with bedding (if they stay overnight in the TC), hygiene kits, and dignity kits upon registration. These items facilitate overnight stays in the transit centres and long train travels for IDPs traveling to onward destinations.
- Families or individuals are registered for MPCA on a need basis (noting that cash is not received on the spot).
- The respective Clusters and AoRs provide MHPSS, CP, and GBV services. The Site Manager and/or CCCM partner will ensure the facility has private rooms available for such services. If required and as an option of last resort, the Site Manager, CCCM, or relevant service provider (for GBV, CP, MHPSS) may install a tent to facilitate the delivery of protection services in a safe and confidential space. Partners providing child protection services including the activation of Child-Friendly Spaces (CFS) should consult [Guidance on Child and Adolescent Friendly Spaces in Ukraine](#).



- Food security partners (FSL) will provide hot meals three times a day for IDPs staying overnight at the transit centre. FSL partners will provide food packages as required for those with onward travel to designated Oblasts or relocation locations (i.e., the West and Centre Oblasts).
- The Site Manager or the CCCM partner will inform new arrivals (IDPs) about available services in the transit centre, the code of conduct in place, and the prospective collective sites for accommodation if needed.
- All relevant Clusters are expected to update the [transit centre service mapping tool](#) to ensure service provider coverage and avoid duplication or gaps.

e. Referral Mechanism for Specialized Services

- **Identification:** Service providers, particularly protection, health, and CCCM partners, will identify people requiring specific needs during the screening, reception, and registration processes. Where required, service providers should accompany people requiring specialized care, including people with limited mobility, by providing transportation, where feasible, and ensuring immediate assistance and care until they are settled.
- **Referral:** The service provider will refer **individual cases requiring specialized assistance** to the appropriate agency or organization - using the respective Cluster individual referral form and/or the agreed-upon inter-agency protection referral mechanism. For service gaps in the transit centre, the CCCM Cluster encourages service providers, including the Site Manager and the designated CCCM partner, to use the [Cluster Referral and Escalation tool](#).

f. Accommodation

- IDPs requiring an overnight stay before onward travel are assigned to sleeping areas within the transit centre and provided with bedding, hygiene, and dignity kits. Sleeping arrangements should respect minimum standards and provide sufficient privacy whenever possible. The Site Manager will lead this allocation process and will be supported by the CCCM partner agency.
- IDPs requiring temporary accommodation beyond 1-2 nights are referred to available spaces in collective sites either within the Oblast or at the intended destination for organized evacuations, depending on the modality adopted by authorities. If remaining in the same Oblast, the CCCM partner and the Oblast Administration (representative) at the transit centre will brief the IDPs on available spaces in the collective sites so that they have the necessary information to make an informed decision about collective site accommodation.
- Accommodation allocation to collective sites will consider IDP preferences to the extent possible, as well as vulnerabilities that require proximity to special healthcare facilities, disability-friendly infrastructure, privacy, and access to multi-sectoral services. Persons with limited mobility will be prioritized for accessible collective sites and floors (e.g. first floor if the building has multiple floors). CCCM Cluster will closely monitor this, and where required, joint advocacy and programmes implementation with Protection, Shelter, and relevant Clusters will be explored to sensitize partners and authorities on the inclusion and prioritization of persons with limited mobility and other specific needs for safe and dignified living conditions.



Monitoring and Evaluation

- **Regular Assessments:**
 - The CCCM Cluster will conduct regular site visits and assessments to ensure the quality of services and identify gaps. Identified service gaps will be referred to the relevant Clusters and partner agencies using the CCCM [Cluster Referral and Escalation Tool](#) or the relevant, appropriate mechanism.
- **Reporting:**
 - CCCM Cluster and the authorities may request regular updates from service providers on assistance delivered and the number of beneficiaries reached- to help keep track of the response progress at the transit centre and help identify areas requiring improvement.
 - CCCM Cluster will provide regular updates to ICWG, partners, and relevant stakeholders **on the IDP trends in the transit centres and situational updates**. These updates will be provided via the Cluster [evacuation dashboard](#) or email as deemed relevant.
- **AAP and PSEA**
 - Service providers are expected to mainstream AAP and PSEA mechanisms in their respective programming and service delivery as per inter-agency standards. The Site Manager and/or designated CCCM partner will provide information on services available in the transit centres to the IDPs and ensure functioning complaint and feedback mechanisms are in place and accessible. The Site Manager and/or CCCM partner on the site will closely coordinate with Protection partners to ensure a collective approach to advancing AAP and Communication with Communities (CwC) at the site level. Where required, the Protection Cluster and CCCM will support the coordination, capacity development, and material support to enhance AAP, PSEA, and protection mainstreaming in the transit centers.

Review and Amendments

This SOP will be reviewed and updated regularly to reflect the changing context and lessons learned.



For feedback /clarifications- contact:

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