



# Buddy



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## What is the Buddy Handbook?

At Aid Ukraine Denmark, we are committed to upholding the principles of volunteering and volunteer management. Our Buddy program involves connecting Ukrainians with local volunteers, who are supervised and supported by the Buddy Team.

To ensure the best possible experience for both our volunteers and Ukrainian friends, we provide this "handbook" that covers a range of topics, such as the types of activities that can be done together, how to manage and adapt expectations, language practice tools, and approaches that encourage equal and respectful relationships.

Since Aid Ukraine Denmark is a young NGO, we are continuously developing and testing practical methods to support Ukrainian integration, which are gathered in this "handbook". This includes information materials for Ukrainians, volunteers, and handbooks on how to cooperate with local authorities. Our goal is to provide the resources and support needed to foster meaningful and successful connections between Ukrainians and local volunteers.

The Ukrainians arriving in Denmark are individuals and families who have had to leave behind their homes and loved ones in Ukraine due to Russia's ongoing war, which has left them uncertain about their future. They come from various backgrounds, including different ethnicities, ages, genders, religions, sexualities, education levels, health conditions, and disabilities. It's important to note that men between the ages of 18 and 60 years old in Ukraine are mostly not able to leave the country and are expected to join the army. To learn more about what it means to be a refugee, please check out the 25 questions provided in Danish, and also read about what Ukrainian refugees should know when arriving in Denmark.

As you read and stay informed about the situation in Ukraine, please keep in mind the emotional toll this conflict takes on those affected. You can

follow international news from sources like CNN, BBC, The New York Times, and The Guardian, or Danish news through outlets like The Local (in English), Berlingske Tidende (in Danish), and Politiken (in Danish). Remember to be kind and empathetic towards Ukrainian refugees, who are going through a difficult time and adjusting to a new environment.

## What is the Buddy Program?

As a newly established NGO, Aid Ukraine Denmark is proud to offer a Buddy program to support Ukrainians in Denmark. Launched in response to the Russian aggression against Ukraine, our Buddy program is a young initiative that aims to promote integration and social cohesion through connecting Ukrainians with local volunteers.

At Aid Ukraine Denmark, we understand that transitioning to a new country and culture can be overwhelming and challenging. That's why we offer a Buddy program to help ease this process by connecting recently arrived Ukrainians with local volunteers.

Our volunteer Buddies provide Ukrainians with practical guidance, help open doors to local networks, and assist with cultural and linguistic interpretation. For our volunteers, participating in the program is a chance to expand their own networks, make new friends, learn about different cultures, and make a positive impact on the lives of Ukrainians in Denmark.

## What makes a “good” Buddy?

A good Buddy who helps Ukrainians is someone who is patient, understanding, and empathetic. They should be willing to listen and offer support, and be open to learning about the Ukrainians’ experiences and cultural background.

Here are some specific characteristics that a good Buddy for Ukrainians might have:

- 1. Cultural sensitivity:** A good Buddy should be aware of and respectful of the Ukrainians' cultural differences and traditions. They should be open to learning about Ukrainian culture and be sensitive to any potential cultural misunderstandings.
- 2. Flexibility:** A good Buddy should be open to trying new things and going with the flow. They should be adaptable and willing to adjust their plans or activities to accommodate the Ukrainian people's needs and preferences.
- 3. Good communication skills:** A good Buddy should be able to effectively communicate with the Ukrainian person, listen to their needs and concerns, and be able to provide support and guidance.
- 4. Empathy:** A good Buddy should be able to put themselves in the Ukrainian's shoes and understand their experiences and emotions. They should be able to offer emotional support and be a non-judgmental and understanding presence.
- 5. Reliability:** A good Buddy should be dependable and reliable, showing up for planned activities and being there for the Ukrainian when he or she needs support.
- 6. Networking:** A good Buddy should be able to be a networker for Ukrainians by helping them connect with resources, services, and support networks in their new community.

Overall, a good Buddy for Ukrainians is someone who is open, compassionate, and willing to be a supportive and understanding presence in the Ukrainians' lives.

## How much time do I spend on the Buddy Program?

When beginning the Buddy Program, one of the most important questions you may have is how much time you need to dedicate to the program. It's important to approach this question with compassion and understanding, as everyone's schedule and availability is different.

In the matching process, we take into consideration the availability of our Buddy participants and the needs of our Ukrainian participants. We strive to make matches that work for everyone involved, taking into account factors such as work schedules, family obligations, and other commitments.

When determining how much time you should dedicate to the program, it's important to be honest with yourself about your availability. Don't overcommit yourself, as this can lead to burnout and frustration. Instead, think about how much time you realistically have to dedicate to the program each week or month.

It's also important to consider the needs of your Ukrainian partner when determining how much time to dedicate to the program. If your partner is struggling with language barriers or adjusting to life in Denmark, they may need more support and guidance from you. By being understanding and compassionate, you can provide the help they need to feel more comfortable and successful in their new environment.

Finally, it's important to be flexible and willing to adjust your schedule as needed. The amount of time you dedicate to the program may need to change over time, depending on changes in your availability or your partner's needs. By remaining open and flexible, you can build a successful and fulfilling partnership with your Ukrainian counterpart.

In summary, when determining how much time to dedicate to the Buddy



Program, it's important to approach the question with compassion and understanding. Consider your availability and the needs of your Ukrainian partner, and be willing to be flexible and adjust your schedule as needed. Remember that the goal of the program is to build a successful and fulfilling partnership that benefits both you and your Ukrainian counterpart.

## How do I manage expectations effectively?

As a Buddy, managing expectations effectively with your Ukrainian partner is key to building a successful and mutually beneficial relationship. Misaligned expectations can lead to frustration, misunderstandings, and ultimately, a breakdown in the relationship. **Here are some tips on how to manage expectations effectively as a Buddy with your Ukrainian counterpart:**

- 1. Initiate an open and honest conversation:** Start by having an open and honest conversation with your Ukrainian partner about their goals for the relationship. Ask them what they hope to achieve through the Buddy program and what their expectations are of you. By understanding their perspective, you can work together to create a plan that meets both of your needs.
- 2. Communicate your expectations clearly:** It's equally important that you communicate your expectations clearly. Let your Ukrainian partner know what you are willing and able to do as a Buddy, such as how often you can meet, what types of activities you can do together, and what specific goals you hope to achieve. This will help your partner understand what they can expect from the relationship.
- 3. Be flexible and understanding:** Keep in mind that your Ukrainian partner may have different cultural expectations or may face challenges that you aren't aware of. Be flexible and understanding as you navigate the relationship, and be willing to adjust your plans if needed. This will help you build trust and understanding with your partner.

- 4. Check in regularly:** It's important to check in with your Ukrainian partner regularly to ensure that your expectations are still aligned. Ask them how they are feeling about the relationship, if there is anything they would like to change, and if there are any challenges they are facing. By having regular conversations about expectations, you can make adjustments as needed to ensure that the relationship is meeting the needs of both parties.

In summary, managing expectations effectively as a Buddy requires open communication, clear expectations, flexibility, and regular check-ins. By approaching the relationship with empathy and understanding, you can build a strong and successful partnership with your Ukrainian counterpart.

## How are volunteers matched with Ukrainians?

At Aid Ukraine Denmark, we understand that finding the right match between a volunteer and a Ukrainian participant is crucial for the success of the Buddy Program. We take into consideration a variety of factors to ensure that the relationship is fulfilling and meaningful for both parties. **Here's an overview of how we match volunteers with Ukrainian participants:**



### Age, Gender, and Family Relationships

We take into account the age, gender, and family relationships of both the volunteer and the Ukrainian participant. We strive to match families with children to other families with children of the same age. We ask participants and volunteers about their preferences and what they envision in their match.



## Residence and Language

We match participants and volunteers who live in close proximity to each other to make it easier to maintain a consistent relationship. We also consider the language level of both the participant and volunteer.



## Program Format

We also consider the preferred format for communication between the volunteer and Ukrainian participant when making matches. Some individuals may prefer to communicate in person, while others may be more comfortable communicating virtually.



## Education and Job

We consider the educational background and work experience of both parties to find common ground and potential opportunities for professional networking.



## Interests and Hobbies

We match participants and volunteers who share similar interests to create a fulfilling and meaningful relationship.



## Special Circumstances

We take into account any special considerations, such as specific health conditions or need for additional support, that may be necessary for either the participant or the volunteer.

## How do I benefit from being a Buddy?

The Buddy Program at Aid Ukraine Denmark is more than just a volunteer opportunity - it's a chance to make a meaningful impact on the lives of Ukrainians who have fled their homes due to the ongoing war and need assistance during historic times. **Here's what you can expect as a Buddy:**

- 1. Significant impact:** Your role as a Buddy is crucial for Ukrainian participants, as you'll be helping them adjust to their new life in Denmark, improve their language skills, and build new relationships. By contributing to their well-being and quality of life, you'll be making a real difference in their lives.
- 2. Cultural exchange:** Through your relationship with a Ukrainian participant, you'll not only have the opportunity to learn about Ukrainian culture and traditions, but also share your own culture and experiences with them. This cultural exchange can be a very enriching and eye-opening experience for both parties.
- 3. Personal growth:** Being a Buddy can help you grow on a personal level, as you develop your communication skills, empathy, and understanding of different cultures. This experience can be extremely fulfilling and provide a unique perspective on the world around us.
- 4. Networking opportunities:** As a Buddy, you'll have the chance to connect with other volunteers and staff members at Aid Ukraine Denmark. By building these relationships, you can broaden your social network and gain new perspectives on life and the world around you.
- 5. Friendship:** Through the Buddy Program, you may form a long-lasting friendship with your Ukrainian participant and their family, creating a bond that can be deeply rewarding and fulfilling.

Overall, being a Buddy in the Aid Ukraine Denmark program is a wonderful opportunity to make a positive impact, while gaining personal and professional growth, cultural exchange, and meaningful relationships.

## How do I manage questions I don't know the answer to?

As a Buddy in the Aid Ukraine Denmark program, it is natural to have questions that you may not know the answer to. It's important to remember that you do not need to have all the answers, and that it's okay to admit when you don't know something. **Here are some tips on how to manage questions you may not know the answer to:**

- 1. Don't panic:** It's perfectly normal to not have all the answers. Take a deep breath and remember that it's okay to say "I don't know."
- 2. Be honest:** If you're unsure about something, be honest and upfront with your Ukrainian participant. Explain that you are not sure about the answer, but that you will do your best to find out and get back to them.
- 3. Ask for help:** If you're not sure about something, don't be afraid to ask for help from Aid Ukraine Denmark staff, other volunteers, or the community. They may have more experience or knowledge in a particular area and can provide the necessary guidance.
- 4. Do research:** If you're not sure about something, you can always do research and look up the information online. Make sure to double-check your sources and use reliable resources.
- 5. Follow up:** If you promised to get back to your Ukrainian participant with an answer, make sure to follow up with them as soon as you have the information. This demonstrates that you take their concerns seriously and that you are committed to helping them.

Remember that being a Buddy is about building relationships and providing support, not about having all the answers. Don't put too much pressure on yourself to be perfect, and remember that it's okay to make mistakes and learn from them.

## What do I do if there's something I don't quite understand?

As a Buddy in the Aid Ukraine Denmark program, it's important to remember that communication is key to ensuring a successful and fulfilling experience for both you and your Ukrainian participant. If there's something that you don't quite understand, it's important to address it as soon as possible. **Here are some steps you can take to deal with a lack of understanding:**

- 1. Ask for clarification:** If your Ukrainian participant has said something that you don't quite understand, don't be afraid to ask them to explain it further. They may be able to provide additional information or offer more context that can help you better understand.
- 2. Seek guidance from Aid Ukraine Denmark:** If you are unsure about any aspect of the program or have questions about policies and procedures, don't hesitate to reach out to Aid Ukraine Denmark. Our staff are here to provide guidance and support to Buddies and participants alike.
- 3. Talk to other Buddies:** If you're unsure about something related to the Buddy Program, consider reaching out to other Buddies in the dedicated Facebook Group who may have had similar experiences or questions in the past. They may be able to offer guidance or provide insights based on their own experiences.
- 4. Use online resources:** There are many online resources available that can help you better understand Ukrainian culture and customs. Consider using these resources to help you gain a better understanding of your Ukrainian participant's background and experiences.
- 5. Be patient:** Remember that cultural differences can lead to misunderstandings and confusion. It's important to be patient and understanding, and to take the time to work through any issues or questions that arise.

By taking these steps, you can ensure that you have a clear understanding of your role as a Buddy and are equipped to provide the best possible support and assistance to your Ukrainian participant.

## **Do I have any financial responsibilities or obligations?**

At Aid Ukraine Denmark, we understand that the Buddy Program can raise questions and uncertainties, including questions about financial responsibilities. It's important to know that as a Buddy, you are not expected to bear any financial responsibilities or obligations. The main objective of the program is to create a meaningful and mutually beneficial relationship between participants and volunteers, and finances should not be a barrier to this goal.

That being said, we also understand that participants may have financial concerns and challenges as they adjust to life in Denmark. As a Buddy, you can provide emotional support, guidance, and advice on financial matters as they relate to your participant's situation. You can direct them to relevant resources, such as government agencies or local organizations, that can provide assistance and support.

It's important to note that if you offer any financial support to your participant, it should be entirely voluntary and based on your personal relationship and circumstances. Any financial support you provide should be within your means and should not create any undue financial burden on yourself or your participant.

Ultimately, the Buddy Program is about building meaningful relationships and providing emotional support to participants who have experienced significant life changes. If you have any concerns or questions about financial responsibilities or obligations, please do not hesitate to reach out to Aid Ukraine Denmark for guidance and support.

## Do I have to report back to Aid Ukraine Denmark?

As a Buddy, you will be working closely with a Ukrainian participant and possibly their family. While you will have regular check-ins with the program coordinator, you may wonder if you are expected to report back about the family or individual you are working with.

At Aid Ukraine Denmark, we value open and honest communication, and we encourage Buddies to keep us updated on how things are going. Your feedback can help us improve the program and ensure that we are meeting the needs of the participants. However, we also understand that building trust and establishing a close relationship with the Ukrainian participant and their family is crucial to the success of the program.

We respect your relationship with the Ukrainian participant and their family, and we will not ask for any information that would compromise their privacy or make them feel uncomfortable. It's important to remember that the information you share with us will only be used to improve the program and support the Ukrainian participants and their families.

If you have any concerns or questions about what information to share, please do not hesitate to reach out to the program coordinator. They can provide you with guidance and support in navigating any issues that may arise. Remember, the ultimate goal of the program is to create a positive and fulfilling experience for both the Ukrainian participant and their family, as well as for you as their Buddy.



## Will I be put in touch with other Buddies to exchange experiences?

As a Buddy, you will work exclusively with the family or individual that has been assigned to you by Aid Ukraine Denmark. If you have any questions or want to connect with other Buddies, please contact Aid Ukraine Denmark at [buddy@aidukraine.dk](mailto:buddy@aidukraine.dk).

We also have a private Facebook group for Buddies. Here, we share the latest updates related to the special law, knowledge gained, social events, and where to find free clothes. You are encouraged to share your experience, but we ask that you maintain a respectful tone in the group. To join, search for "Aid Ukraine Denmark - group for hosts" or use this link: [www.facebook.com/groups/434466698454993](https://www.facebook.com/groups/434466698454993)

## How can a Buddy connect Ukrainians across Aid Ukraine Denmark?

With the Buddy Program, you have the opportunity to facilitate networking within Aid Ukraine Denmark by connecting Ukrainians with different parts and teams within the organization. By bringing people from different areas of the organization together, you can help create meaningful connections and foster a sense of community. These connections can lead to new opportunities for collaboration, learning, and growth, ultimately supporting the important work of Aid Ukraine Denmark. **There are several ways that a Buddy can help Ukrainians connect with other teams from Aid Ukraine Denmark:**

1. Encourage the Ukrainians to participate in activities and events organized by Aid Ukraine Denmark. These could include social gatherings, cultural events, or community service projects.

2. Help the Ukrainians navigate the resources and services offered by Aid Ukraine Denmark. This could include assisting with language translation, filling out paperwork, or providing transportation to events or appointments.
3. Connect the Ukrainians with other individuals or groups within the Aid Ukraine Denmark community who share similar interests or backgrounds. This could help the Ukrainians form connections and build a sense of community within the organization.
4. Encourage the Ukrainians to get involved with the organization and offer their skills and expertise. This could include volunteering for projects or events, or joining a committee or working group.
5. Finally, as a Buddy, you can simply provide emotional support and encouragement to the Ukrainians as they navigate their new lives in Denmark and connect with the Aid Ukraine Denmark community.

Overall, Buddies play a vital role in helping Ukrainians feel connected and supported as they integrate into their new community in Denmark.

## How do I set up the first meeting?

The first meeting between a Ukrainian person and a Buddy can be an exciting and potentially nerve-wracking experience for both parties. Here are some tips for how the first meeting can go smoothly:

1. **Plan the meeting in advance:** It's a good idea to plan the first meeting in advance, choosing a location that is convenient and comfortable for both parties.
2. **Consider cultural differences:** Be aware of and respectful of any cultural differences between the Ukrainian person and the Buddy. This might include things like dietary restrictions or different social norms.

- 3. Set clear expectations:** It can be helpful to discuss the goals and expectations for the Buddy program before the first meeting. This can help set the tone for the relationship and ensure that both parties are on the same page.
- 4. Be open and welcoming:** It's important to be open, friendly, and welcoming during the first meeting. Make an effort to get to know the Ukrainian person and ask questions about their experiences and interests.
- 5. Take things at the Ukrainian's pace:** Remember that the Ukrainian person may be feeling overwhelmed or anxious about their new situation. It's important to be patient and take things at their pace, letting them set the tone for the conversation and the relationship.

Overall, the first meeting between a Ukrainian person and a Buddy should be a positive and supportive experience. By planning ahead and being open and welcoming, you can help create a strong foundation for a meaningful and supportive relationship.

## Which topics can I address in the first meeting?

As a Buddy, it is important to create a welcoming and comfortable environment in your first meeting with a Ukrainian person or family. **Here are some topics that you may consider discussing in your first meeting:**

- 1. Introductions:** Begin by introducing yourself and asking your Ukrainian partner(s) to do the same. You may also want to discuss your backgrounds, interests, and motivations for participating in the Buddy Program.
- 2. Goals and expectations:** Discuss the goals and expectations for the Buddy Program with your Ukrainian counterpart(s). This may include

topics such as the frequency and duration of meetings, the activities you will be doing together, and the support and assistance you will be providing.

3. **Communication:** Talk about how you will communicate with each other, including topics such as preferred language, communication style, and preferred method of communication (e.g. phone, email, Viber, Whatsapp, Facebook, etc.).
4. **Cultural exchange:** Discuss your cultural backgrounds and discuss any questions or curiosity you may have about each other's culture. This can be a great opportunity to learn about and appreciate each other's cultural differences. **Here are some questions that you may consider asking during a cultural exchange with Ukrainians:**

- What is your cultural background?
- What are some important cultural traditions and customs in your culture?
- What are some of the challenges that you have faced in adapting to life in Denmark?
- What are some things that you miss about your home country?
- What are some things that you appreciate about life in Denmark?
- How do you celebrate holidays and special occasions in your culture?
- What are some cultural differences that you have noticed between your culture and Danish culture?
- What are some things that you would like to learn more about Danish culture?

By asking these and other questions, you can learn more about Ukrainian culture and facilitate a meaningful cultural exchange. It is important to be respectful and open-minded when discussing cultural differences, and to be aware of any cultural sensitivities that may arise.

- 5. Support and assistance:** It can be helpful to discuss the goals and expectations for the Buddy program before the first meeting. This can help set the tone for the relationship and ensure that both parties are on the same page.

By discussing these and other topics, you can establish a strong foundation for your relationship as Buddies and begin to support and assist your Ukrainian partner in an effective and sensitive manner.

## How do I deal with language barriers?

Language barriers can be a challenge when working with Ukrainians in the Buddy Program. However, **there are several strategies you can use to overcome these barriers:**

- 1. Use translation tools or services:** There are many online tools and apps that can help translate conversations in real-time. These can be helpful for understanding each other's basic needs and preferences, but may not provide a perfect translation.
- 2. Language cafés:** Language cafés provide an informal setting for Ukrainians to practice their language skills and meet other learners. Buddies can help their partners find language cafés in their area and provide guidance and support.

- 3. Language school:** Language schools offer more formal classes and can range from free to expensive. Buddies can help their Ukrainian partners research language schools in their area and potentially accompany them to visit the school and talk to instructors.
- 4. Enroll in a language class:** Encourage the Ukrainians to enroll in a language class together. This can be a great way to learn about each other's culture and build a stronger connection while also improving their language skills.
- 5. Use visual aids and gestures:** Even if you don't speak the same language, you can still communicate using visual aids and gestures. This can include things like pointing, hand gestures, or using pictures or diagrams to communicate your message.
- 6. Find a common language:** If you and the Ukrainian(s) don't speak the same language, try to find a language that you both know. This could be a third language that you both speak, or even a combination of different languages.

## Should the meetings always be in-person?

As a Buddy, it's important to be flexible and accommodating to the needs and preferences of your matched Ukrainian participant or family. While in-person meetings can provide opportunities for face-to-face interaction and deeper connection, there may be circumstances that make it difficult or impossible to meet in person.

Factors such as scheduling conflicts, transportation limitations, health concerns, or other unforeseen circumstances can make in-person meetings challenging. In these cases, it may be necessary to consider alternative ways to connect, such as virtual meetings via phone, email, or video conferencing.

Ultimately, the decision on whether to meet in person or virtually should be made collaboratively between you and the Ukrainian participant or family. Communication is key, and it's important to discuss and agree upon a meeting format that works for both parties.

## **Can I bring someone with me if I meet the Ukrainian(s) in person?**

We understand that as a Buddy, meeting with Ukrainian participants or families can sometimes be daunting, especially when meeting for the first time. If you feel more comfortable bringing someone along with you to accompany you, you are more than welcome to do so. You can bring a friend, family member, or another Buddy from the program.

It's important to keep in mind that when meeting with Ukrainian participants, it's important to prioritize their comfort and safety. It's also important to maintain confidentiality and respect their privacy, so it's recommended to check with the Ukrainian participant or family first before bringing someone else along.

We encourage you to communicate with the Ukrainian participant or family in advance to inform them that you will be bringing someone along. This way, they can also prepare themselves and let you know if they have any concerns.

Remember, the goal of the Buddy Program is to establish a meaningful connection and relationship between the volunteer and the Ukrainian participant or family. By prioritizing their comfort and safety, you can create a positive and fulfilling experience for everyone involved.

## Can I take photos at our meetings?

Taking photos during meetings with Ukrainian people can be a great way to document and promote the experiences of Buddies in the Buddy Program. However, it is important to be mindful of the privacy and consent of the Ukrainians involved. **Here are a few things to consider when taking photos to promote experiences across networks:**

- 1. Obtain consent:** Always ask for permission before taking photos with Ukrainians, and respect their wishes if they do not want to be photographed. It is important to ensure that everyone is comfortable with being in the photo and that their privacy is respected.
- 2. Consider the context:** Think about the context in which the photos will be taken and shared. Avoid taking or sharing photos that may be inappropriate or potentially embarrassing for the Ukrainian people involved.
- 3. Use discretion:** Use discretion when deciding which photos to share and where to share them. Consider the intended audience and the purpose of the photos, and only share photos that are appropriate and respectful.
- 4. Protect personal information:** When sharing photos online, be sure to protect personal information, such as names or identifying details. Avoid sharing photos that include personal information or that could potentially compromise the privacy of the Ukrainians involved.

By following these guidelines, Buddies can take and share photos from their meetings with Ukrainians in a way that promotes their experiences while also respecting the privacy and consent of those involved.



## How do I deal with an emotionally or psychologically challenging situation?

Meeting people who are going through difficult times can be a challenging experience, especially when they have experienced significant losses. It can be difficult to know how to help or what to say in these situations, and it is easy to feel overwhelmed and unsure of how to proceed.

However, it is important to remember that you don't have to solve all of their problems. While you may want to do everything you can to help, it is important to recognize that some problems cannot be solved.

In these situations, simply being present and offering a listening ear can make a huge difference. Sometimes, just having someone to talk to and confide in can provide a sense of comfort and support.

It is also important to take care of yourself in these situations. It can be easy to become emotionally drained or overwhelmed, and it is essential to take breaks and practice self-care in order to avoid burnout.

Remember that you don't have to have all the answers in order to make a difference. Simply being there and offering your support and compassion can go a long way in helping someone who is going through a difficult time.

**Here are a few steps you can take if you find yourself in an emotionally or psychologically challenging situation:**

- 1. Seek guidance from AUD:** Since you are part of an organized Buddy Program, a supervisor is available to provide guidance and support. Don't be afraid to reach out to them for help.
- 2. Consult with resources and experts:** There are resources and experts available who can provide guidance on how to handle the situation. This

can include things like mental health professionals, social workers, or community resources.

3. **Consider reaching out to other Buddies:** If you are part of a larger Buddy Program, there may be other Buddies who have faced similar situations and can offer advice and support. Don't be afraid to reach out to your peers for guidance.
4. **Take a break:** If the situation is particularly challenging, it may be helpful to take a break and allow yourself some time to regroup. It's okay to take a step back and seek additional support if you need it.

Overall, it's important to remember that you are not expected to have all the answers as a Buddy. If you find yourself in a situation that you don't know how to handle, it's okay to seek guidance and support from others.

## What online resources should I share with the Ukrainian person or family?

As a Buddy in the Aid Ukraine Denmark program, one of your roles is to help Ukrainian participants and their families access resources and information that can help them adjust to life in Denmark. With the increasing use of technology and the internet, there are a plethora of online resources that can be beneficial to them. Some important ones are seen below:



[Information to Ukrainian citizens arriving in Denmark](#)

This is the official website of the Danish Immigration Service, specifically to a page that provides information for Ukrainian citizens. The page covers a variety of topics such as visa requirements, work permits, residence permits, and citizenship. It also provides information on language courses and education opportunities in Denmark.



### [FAQ - travelling to Denmark from Ukraine](#)

The link provided is the FAQ section on the official website of the Embassy of Denmark in Ukraine, specifically under the "Travel and Residence" section. The page aims to answer common questions and concerns of Ukrainian citizens who are planning to travel to Denmark, covering topics such as visa requirements, residency permits, COVID-19 restrictions, and more.



### [Інформація для громадян України](#)

This is the website containing the Crisis Information Centre of the Danish government, specifically in Ukrainian language. It contains information about emergency situations, including COVID-19, natural disasters, terrorism, and other critical events, as well as advice on how to prepare for and respond to these situations. The website provides updates and practical information on how to stay safe and where to seek help during a crisis.



### [DRC | Ofte stillede spørgsmål om Ukrainere i Danmark](#)

This is the website of the Danish Refugee Council (DRC), specifically to their page on "Integration in Denmark." The page provides answers to frequently asked questions about Ukrainians in Denmark, including topics such as employment, housing, education, healthcare, and legal rights.



### [The Embassy of Ukraine in Denmark](#)

This is the website of the Embassy of Ukraine in Denmark. It contains information about the embassy's services, Ukraine-Denmark relations, news and events, as well as resources for Ukrainian citizens living in Denmark.



### [Travel and residence, The Foreign Ministry of Denmark](#)

This is the official website of the Embassy of Denmark in Ukraine, and specifically to the "Travel and Residence" page. This page contains information and guidance for Danish citizens who are traveling or residing in Ukraine, including details on visas, work permits, travel restrictions, and more.



### [Apply for permanent residency](#)

The link is to the website for the Danish Immigration Service, specifically the page for individuals who want to apply for a residence permit in Denmark. The page provides information on the various types of residence permits available, as well as the requirements and application process for each type.



### [How to get started in Denmark](#)

This is the website for the International House Copenhagen, which is a public service center for international citizens living and working in Copenhagen, Denmark. The website provides information and resources for a variety of topics, including employment, housing, education, healthcare, and legal matters, to help international citizens settle and integrate into the Danish community.

Here are also some guidelines on sharing online resources with the family or individual you are matched with:

- 1. Listen to their needs:** As a Buddy, it's important to first listen to the needs of the Ukrainian participant and their family. What are their specific needs? What resources are they currently looking for? By understanding their needs, you can then find relevant and useful online resources to share with them.

2. **Explain the resource:** When you share an online resource with the family or individual, make sure to explain what the resource is and how it can be beneficial to them. Provide clear and simple instructions on how to access and use the resource, and be available to answer any questions they may have.
3. **Verify the source:** With so much information available online, it's important to verify that the resource is trustworthy and reliable. Check the source of the information to ensure that it's from a credible organization or institution.
4. **Make it accessible:** Ensure that the resource you share is accessible to the Ukrainian participant and their family. This may mean providing a translated version of the resource if they are not proficient in Danish or English. It may also mean providing support on how to access the resource, particularly if the participant or their family is not tech-savvy.
5. **Be patient:** Remember that not everyone is comfortable with technology, and it may take some time for the Ukrainian participant and their family to become accustomed to the resource. Be patient and offer support as needed.

## Do I need to inform Borgerservice about the Ukrainian person or family?

Currently Danish immigration are registering people at entry to Denmark. You can read more about the legal process of residency here: <https://www.nyidanmark.dk/en-GB/Words%20and%20Concepts%20Front%20Page/Shared/Information%20Ukraine>

At Aid Ukraine Denmark, we understand that navigating the various systems and processes involved in resettlement can be overwhelming, particularly for newcomers. We encourage our Buddies to be proactive in

supporting their Ukrainian participants in this process, and we recognize that this may include assistance with notifying Borgerservice of their arrival.

While it is the responsibility of the Ukrainian participant and their family to inform Borgerservice of their arrival, we understand that language barriers and confusion about the process can make this challenging. As a Buddy, you can help by offering support and guidance on what steps need to be taken, and assisting with any necessary translations.

It's important to note that Borgerservice registration is a crucial step in the resettlement process, as it is required for individuals to access healthcare, education, and other essential services in Denmark. As such, we encourage all Ukrainian participants to register as soon as possible after their arrival.

If you're unsure about the process of Borgerservice registration or have questions about how to assist your Ukrainian participant in this process, don't hesitate to reach out to your Buddy Team under [buddy@aidukraine.dk](mailto:buddy@aidukraine.dk). They can provide you with more information and connect you with additional resources to help navigate this process.

Remember, as a Buddy, your support can make a significant difference in the resettlement process for your Ukrainian participant. By offering assistance and guidance with Borgerservice registration and other administrative tasks, you can help ease their transition to life in Denmark and promote their overall well-being.

## **What do I do, if I am asked about migration from Ukraine and settlement in Denmark?**

At Aid Ukraine Denmark, we understand that the process of fleeing Ukraine and arriving in Denmark can be complex and difficult for families. It is natural for Ukrainian participants to have questions or concerns about their

situation, and as a Buddy, you may be approached with some of these queries.

For any questions regarding travel from Ukraine please refer to the State Border Guard Service of Ukraine <https://dpsu.gov.ua/>, Ukrainian Foreign Ministry <https://mfa.gov.ua/> or The Embassy of Ukraine in Denmark <https://denmark.mfa.gov.ua/>.

If a participant comes to you with questions about their family's relocation or about any legal, administrative, or social aspects of their situation, **here are some steps you can take to help:**

- 1. Listen attentively:** First and foremost, it is important to actively listen to the participant's concerns and questions. Show empathy and let them know that you understand how challenging their situation can be.
- 2. Provide information:** If you are able to answer the participant's question or have knowledge of the topic, provide them with accurate and helpful information. However, if you are not certain about the answer, it is better to be honest and let them know that you will find out and get back to them with the correct information.
- 3. Direct them to the appropriate resource:** If you are not sure about the answer or do not have the necessary knowledge or resources to provide them with a satisfactory answer, don't hesitate to direct them to the appropriate resource. At Aid Ukraine Denmark, we have a team of professionals and volunteers who can help with different areas, including legal and administrative aspects, social support, and more. Encourage the participant to get in touch with the relevant department or consultant, and provide them with the necessary contact information.
- 4. Follow up:** After directing the participant to the appropriate resource, be sure to follow up with them and check in to see if their concerns were addressed. This can help to build trust and show the participant that you are there to support them.

Overall, it is important to be compassionate and supportive when addressing questions and concerns related to the participant's family's relocation. By providing accurate information and directing the participant to the appropriate resource, you can help to ease their worries and provide them with the support they need during this challenging time.

## How can I help provide humanitarian aid and basic necessities?

As a Buddy, supporting the family with humanitarian help, including essentials like clothes and shoes, is an important aspect of your role. We understand that providing aid can be a bit overwhelming, so please do not hesitate to contact Aid Ukraine Denmark at [buddy@aidukraine.dk](mailto:buddy@aidukraine.dk), and we will be able to guide you through the process.

There are also various Facebook groups that offer support to the Ukrainian community in Denmark. One such group is "Information for dansker som huser Ukrainske flytninger!" which offers assistance to those who need clothes, shoes, bedding, and diapers. Their warehouse is located at Saltværksvej 2, 2770 Kastrup and is open from 10 am to 4 pm, Monday to Friday. They require that you bring any identity documents and a pre-prepared list of needs.

Additionally, the Association of Ukrainians in Denmark and other charitable organizations, including "Bevar Ukraine," "Lastivka," "Hjælp Ukrainske Børn," "Hjælp Ukraine," and "Faino," have opened a warehouse for the distribution of humanitarian aid to Ukrainian migrants. Please feel free to reach out to us or these organizations for assistance in providing aid to the families you are supporting as a Buddy.



## How do I help a Ukrainian person get a job?

As the Buddy Program aims to help Ukrainians get into the Danish labor market, there are several strategies that may be effective in achieving this goal. **Here are some potential approaches that could be considered:**

- 1. Providing language support:** Many Ukrainians may need help improving their language skills in order to be competitive in the Danish labor market. Buddies could provide language practice and support, or connect Ukrainians with language resources and classes.
- 2. Providing job search support:** Buddies could assist Ukrainians with their job search by helping them to identify job opportunities, create resumes and cover letters, and prepare for job interviews.
- 3. Connecting Ukrainians with relevant resources and organizations:** Buddies could help Ukrainians to connect with resources and organizations that can assist with job search and career development, such as career centers, job fairs, and professional associations.
- 4. Facilitating networking opportunities:** Buddies could help Ukrainians to expand their professional networks by introducing them to potential employers or connecting them with professionals in their field.
- 5. Providing mentorship and guidance:** Buddies could serve as mentors or advisors, providing guidance and support as Ukrainians navigate the challenges of entering the Danish labor market.

By focusing on these strategies and considering the specific needs and challenges of Ukrainians, the Buddy Program can effectively help Ukrainians get into the Danish labor market.

## How do I deal with gifts and finances as a Buddy?

As a Buddy in the Aid Ukraine Denmark program, you may find that the Ukrainian participant or their family may want to show their appreciation by offering you gifts or expressing the desire to cover certain expenses. While it's understandable to want to show gratitude, it's important to approach these situations with sensitivity and tact.

Here are some guidelines to keep in mind:

1. Refrain from accepting large or expensive gifts. While it's appropriate to accept small tokens of appreciation, it's important to avoid gifts that are too costly or extravagant, as this may create an imbalanced relationship between you and the participant. If you receive a gift that you feel is inappropriate or uncomfortable, it's okay to politely decline or express your gratitude and then discuss the matter with the program coordinator.
2. Avoid offering financial support. It's important to avoid offering or accepting financial support, as this may create an inappropriate power dynamic and may also violate program policies. If the participant or their family expresses a desire to cover certain expenses, it's important to kindly decline and remind them that the program is designed to be a mutually beneficial exchange of support and friendship.
3. Discuss finances with the Buddy Program Team. If you have any questions or concerns about finances or gifts, it's important to reach out to the program coordinator for guidance. They can provide you with additional resources and support to ensure that the relationship between you and the participant remains respectful and appropriate.
4. Focus on building a relationship based on mutual support and respect. While it's important to acknowledge and appreciate the participant's gratitude, it's also important to keep the focus on building a relationship

based on mutual support and respect. By staying focused on the goals of the program and the needs of the participant, you can help ensure that your relationship remains positive and fulfilling for both parties.

Remember, the Buddy program is designed to create meaningful and supportive relationships between volunteers and Ukrainian participants. By approaching gifts and finances with sensitivity and tact, you can help ensure that your relationship remains respectful and positive.

## How long does a Buddy partnership last?

The length of a Buddy partnership between a Ukrainian and a Buddy can vary depending on the individual needs and preferences of both parties. Some partnerships may last for a few weeks or months, while others may continue for years.

There are several factors that can influence the length of a Buddy partnership:

- 1. Goals and expectations:** It can be helpful to discuss the goals and expectations for the partnership at the outset. This can help both parties understand what they hope to get out of the relationship and how long they envision it lasting.
- 2. Life circumstances:** Life circumstances, such as job changes, relocations, or other commitments, can impact the length of a Buddy partnership. It's important to be open and flexible and to communicate with each other if changes in circumstances arise.
- 3. Personal preferences:** Ultimately, the length of a Buddy partnership is up to the personal preferences of both the Ukrainian and the Buddy. Some people may be looking for a longer-term commitment, while others may prefer a more flexible arrangement.

Overall, it's important to be open and flexible when it comes to the length of a Buddy partnership. By regularly communicating and checking in with each other, you can ensure that the relationship is meeting the needs of both parties and adjust as needed.

## How much time do we spend together?

The amount of time that a Buddy and a Ukrainian person or family spend together can vary depending on the individual needs and preferences of both parties. Some pairs may prefer to spend a lot of time together, while others may be content with spending less time together but still maintaining a strong connection.

Here are a few factors that can influence the amount of time a Buddy and Ukrainian(s) spend together:

- 1. Goals and expectations:** It's important to discuss the goals and expectations for the Buddy partnership at the outset. This can help both parties understand how much time they want to spend together and what they hope to get out of the relationship.
- 2. Availability:** The availability of both the Buddy and the Ukrainian(s) can impact how much time they spend together. It's important to be flexible and accommodate each other's schedules as much as possible.
- 3. Personal preferences:** The personal preferences of both parties can also play a role in how much time they spend together. Some people may prefer more frequent, shorter meet-ups, while others may prefer longer, less frequent get-togethers.

Overall, it's important to find a balance that works for both parties. It's okay to start with a more casual arrangement and then adjust as needed based on the needs and preferences of both parties.

## How does Aid Ukraine Denmark support me as a Buddy?

As a Buddy, you can expect Aid Ukraine Denmark to provide a range of support and resources to help you succeed in your role. **Here are a few examples of how Aid Ukraine Denmark might support you as a Buddy:**

- 1. Training and resources:** Aid Ukraine Denmark provides resources like this document to help you better understand the needs of Ukrainian(s) and how to effectively support them. In the future, we aim to provide even more support such as cultural sensitivity training, language resources, or guidance on how to navigate the Danish healthcare system.
- 2. Connection to community resources:** Aid Ukraine Denmark may be able to connect you with other community resources and organizations that can help you and the Ukrainian partner(s) you are working with. This could include things like language classes, job training programs, or recreational activities.
- 3. Support and guidance:** Aid Ukraine Denmark may offer ongoing support and guidance to help you succeed in your role as a Buddy. This could include things like regular check-ins, access to mental health resources, or the opportunity to connect with other volunteers and share experiences and best practices.

Overall, Aid Ukraine Denmark can be a valuable resource for Buddies looking to provide support and assistance to Ukrainians in Denmark. By offering training, resources, and support, the organization can help ensure that the Buddy Program is a successful and meaningful experience for both Ukrainians and volunteers.

## How do I treat sensitive information?

As a volunteer, one of the most important responsibilities you have is maintaining confidentiality. This means that you have a duty to keep private and confidential any personal matters you gain insight into while helping Ukrainians.

This is particularly important when working with vulnerable individuals who may be seeking help and support. It is essential that you respect their privacy and do not disclose any personal information without their consent.

In addition to respecting the privacy of individuals you work with, confidentiality is also important in maintaining trust within the organization. Volunteers are often privy to sensitive information, and it is essential that this information is kept confidential in order to protect the integrity and reputation of the organization.

There may be certain situations where you are legally required to disclose information, such as if you believe someone is at risk of harm or if you are subpoenaed to testify in a court case. However, these situations are rare and should be handled with caution.

In summary, confidentiality is a critical aspect of being a volunteer. It is important to remember that you have a duty to keep private and confidential any personal matters you gain insight into while helping Ukrainians, in order to respect their privacy and maintain trust within the organization.

# What can I do to learn more about Ukrainian culture?

As a Buddy there are several places you can go to spend time with Ukrainians:

- 1. Ukrainian community centers:** Many cities, including Copenhagen, have Ukrainian community centers that offer a variety of events and activities for the Ukrainian community. These can be a great place to meet Ukrainians and learn about their culture.
- 2. Ukrainian churches:** Many Ukrainian churches in Copenhagen hold regular services and events that are open to the public. Attending these events can be a great way to meet Ukrainians and learn more about their faith.
- 3. Ukrainian cultural events:** Look for Ukrainian cultural events, such as concerts, festivals, or exhibitions, that are taking place in the city. These events can be a great way to learn about Ukrainian culture and meet Ukrainians in a fun and enjoyable setting.
- 4. Ukrainian language classes:** Consider taking Ukrainian language classes to learn more about the language and culture, and to meet other Ukrainians who are interested in learning.
- 5. Ukrainian restaurants and cafes:** Visit Ukrainian restaurants and cafes in Copenhagen to experience Ukrainian food and meet Ukrainians who work and visit these establishments.
- 6. Online groups and forums:** There may also be online groups and forums for Ukrainians in Copenhagen, such as on social media or on websites specifically for the Ukrainian community. Joining these groups can be a great way to connect with Ukrainians and learn about events and activities happening in the city.

## What are important Ukrainian holidays?

There are several Ukrainian holidays and important dates that are celebrated throughout the year. Here is a list of some of the main Ukrainian holidays and important dates:

- **New Year's Day (January 1):** New Year's Day is a public holiday in Ukraine and is typically celebrated with parties, fireworks, and gift-giving.
- **Christmas (January 7):** Christmas is a major holiday in Ukraine and is typically celebrated with religious services, gift-giving, and special meals.
- **International Women's Day (March 8):** International Women's Day is a public holiday in Ukraine and is celebrated with gifts, flowers, and other acts of appreciation for women.
- **Easter (varies):** Easter is a major holiday in Ukraine and is typically celebrated with religious services, gift-giving, and special meals.
- **Victory Day (May 9):** Victory Day is a public holiday in Ukraine that commemorates the victory of the Soviet Union over Nazi Germany in World War II. It is typically celebrated with parades, speeches, and other commemorative events.
- **Independence Day (August 24):** Independence Day is a public holiday in Ukraine that celebrates the country's independence from the Soviet Union in 1991. It is typically celebrated with parades, speeches, and other commemorative events.



- **Constitution Day (June 28):** Constitution Day is a public holiday in Ukraine that celebrates the adoption of the country's constitution in 1996. It is typically celebrated with.

## What can I do to show the Danish culture?

There are many ways to show our Ukrainian friends Denmark, and the best approach will depend on the specific interests and needs of the partnership. Here are a few suggestions:

1. **Museums:** Many museums in Denmark offer exhibits and events that showcase the country's history, culture, and traditions. Visiting a museum can be a great way to learn about Denmark and share this information with Ukrainians.
2. **Cultural events:** Look for cultural events, such as festivals, concerts, or exhibitions, that are happening in the city. These events can be a fun and engaging way to introduce Ukrainians to Danish culture.
3. **Danish restaurants and cafes:** Visiting Danish restaurants and cafes can be a great way to experience Danish cuisine and culture. Many restaurants and cafes in Denmark offer traditional dishes and drinks that are unique to the country.
4. **Meetup Platform:** Consider using Meetup which is a social media platform for hosting and organizing in-person and virtual activities, gatherings, and events for people and communities of similar interests, hobbies, and professions. This can be a great way to share your knowledge and help Ukrainians learn more about Denmark.

- 5. Danish landmarks and attractions:** Touring Danish landmarks and attractions, such as castles, churches, and parks, can be a great way to introduce Ukrainians to the country's history and culture.
- 6. Danish neighborhoods and communities:** Exploring Danish neighborhoods and communities can be a great way to learn about daily life in Denmark and meet local residents.
- 7. Join a community group:** Look for community groups or organizations that align with the Ukrainians' interests and values, and encourage them to get involved. This can be a great way to meet new people, learn more about Denmark, and find support and resources.
- 8. Meet local residents:** Introducing a Ukrainian friend to local residents can be a great way to learn about daily life in Denmark and build connections in the community. Consider reaching out to friends or acquaintances who would be willing to meet with Ukrainians and share their experiences and perspectives.

## What do I do if a Buddy partnership ends?

It is not necessarily meant to be a lifelong commitment to be a volunteer buddy. Sometimes, the relationship may have a very practical nature and eventually come to an end when there is nothing more to meet about. Other times, the relationship may evolve into a friendship beyond the title of volunteer.

However, it is also possible that the relationship may not work out. This could be due to a lack of chemistry or problems arising within the relationship. It could also be that the Ukrainian person's challenges are too great for you to feel like you can help, or that changes in your own life have resulted in a lack of time or energy to volunteer. There are many reasons why a volunteer relationship may come to an end.

If this happens, it is important to reach out to Aid Ukraine Denmark for advice and guidance. We can help you navigate any issues that may have arisen and provide support. If the relationship ends, it is important to give your consent and provide feedback to our organization at [buddy@aidukraine.dk](mailto:buddy@aidukraine.dk). This helps us learn and improve, and we can also assist the Ukrainian person in finding a new Buddy if desired. Alternatively, you may choose to engage in other volunteer work or become a Buddy for a new person. Whatever path you choose, remember that you have made a positive impact and contributed to the well-being of others.

## What do I do if I can't find the answer here?

If your question is not answered in the FAQ, then please reach out to [buddy@aidukraine.dk](mailto:buddy@aidukraine.dk), please use the headline "FAQ question".