



# Designing Services for Ukrainians in Poland



## DESIGN PRINCIPLES CHECKLIST

The **seven** principles below will help you design better services and points of intervention to make a Ukrainian's journey and stay in Poland true to their needs and expectations.

1. Build services around Ukrainians' need to be **safeguarding** their country and culture whilst in Poland.
2. Design for people's **dynamic movement** in and out of Ukraine.
3. During moments of decision, **build in ample time** for people to consider their options and assimilate to their new realities.
4. At all stages, take special care to make it feel safe to make "**mid-term**" **decisions**.
5. Design services with the objective to **build community ties**, in addition to aiding individuals and families.
6. Better **articulate UN agency offerings** within the array of offerings available.
7. Allow Ukrainians to express **gratitude** on their own terms.