



## Ukraine Response FAQ

- **How is Alight responding to the Ukraine crisis?**

Alight has rapid response teams of seasoned humanitarian workers at refugee welcome centers and border points in Poland. We are on the ground connecting with local organizations and providing essential supplies—both at the border and in Ukraine. We are working directly with refugees and using our human-centered approach to prioritize what they tell us they need.

- **How can I donate?**

You can donate [online](#) or send a check payable to ALIGHT, to the following address:

Alight Donor Service Center  
PO Box 1002  
Minneapolis, MN 55480-1002

*Please write "For Ukraine" in the memo line or include a note to ensure it is sorted for our Ukraine emergency response.*

- **How will my donation be used?**

Your donation will directly support Ukrainian families— funding medicine, medical supplies, essential items, and survival necessities like blankets, tents, outdoor heaters, and winter clothing.

- **How much of my donation goes directly to programming vs overhead?**

89% of every dollar donated to Alight goes directly to programming, 7% supports back-office administration (like finance & HR), and only 2% goes towards fundraising expenses.

You can learn more about Alight's fundraising metrics on [Charity Navigator](#). If you have any questions, please contact [BethS@wearealight.org](mailto:BethS@wearealight.org).

- **What are my options to get involved (or get my community group involved)?**





Right now, monetary gifts are essential. Your community can help by setting up donation campaigns to fundraise for Ukrainian families. You can create your own fundraiser and track your progress [here](#).

- **Where can I get updates?**

For updates on the evolving situation in Ukraine and at the border you can stay connected with Alight through our [Instagram](#), [Facebook](#), or [website](#).

- **Who can I contact for speaking engagements and press inquiries?**

For media inquiries please contact Chris Kindler at 612.874.5466 or [ChrisK@WeAreAlight.org](mailto:ChrisK@WeAreAlight.org).

- **Can I volunteer / are you sending volunteers abroad?**

While Alight is not currently recruiting volunteers to send abroad, we are recruiting interpreters that speak Ukrainian, Polish, Russian, or German and may be open to supporting written translation needs remotely. Please email Brianna at [volunteer@wearealight.org](mailto:volunteer@wearealight.org) to be added to our volunteer roster.

- **Do you need in-kind aid such as medical supplies, clothes, food, etc.?**

Currently the best way to help Alight provide essential supplies is through monetary donations. Your donation allows our response team at the border to make those purchases and get them into the hands of refugees as quickly as possible.

- **Where can I find emergency resources for family/friends trying to leave Ukraine?**

The Polish government has emergency resources [here](#).

- **Can you help with resettlement?**

As Alight's focus is to bring humanitarian aid to those in need on the ground, we do not have staff specialized in resettlement and asylum.

For information on obtaining immigrant visas visit the website for the [US Embassy in Ukraine](#) (*temporarily operating out of Frankfurt*) or the [US Embassy in Poland](#).

For pro-bono legal support for Ukrainian and non-Ukrainian nationals displaced by the crisis, the [Rights in Exile Programme](#) has compiled a list of resources.

