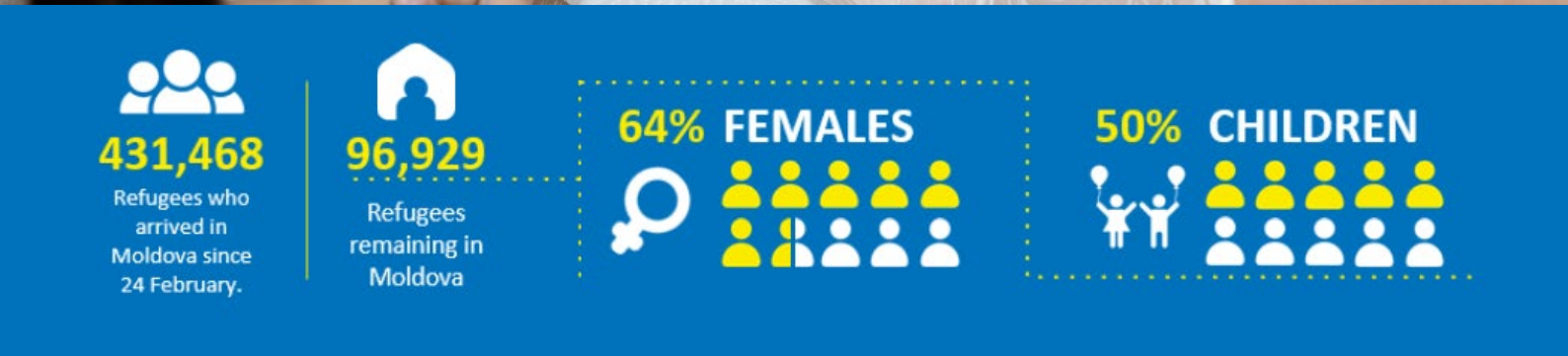




Inter-Agency Update #11
20-22 April

Photo: UNFPA Moldova



UPDATE IN NUMBERS

- 27,069** individual refugees provided cash assistance by UNHCR and partners.
- 1,612** households provided with cash assistance by WFP and partners.
- 164,736** hot meals (3 per day) in 30 different localities/regions and 67 centres. This represents an average of 1,593 people per day.
- 3,874** individuals reached through blue dots (supported by UNICEF, UNHCR and partners) since 14 March.
- 1,771** individual received counselling support from The Law Center of Advocates (LCA) during the reporting period.
- 1025** refugees received support to relocate under the EU solidarity platform from IOM and UNHCR. 85 supported during the reporting period.
- More than **1,400** sim cards have been distributed by ACTED. 269 prepaid SIM cards distributed during the reporting period.

SECTOR HIGHLIGHTS

This section brings you on the ground coverage of activities by partners

Protection

- The 5th local coordination meeting took place at the Palanca Station, with the IGSU officer in charge, NGOs, and volunteers in attendance. The controlled entry system plan was discussed, and partners agreed to follow the procedure and provide staff lists for the issuance of monthly entry cards. Food supply contingency, information delivery, and site improvements were also discussed.
- Bureau of Migration and Asylum, UNHCR, staff at the refugee call centre, and La Strada organised a meeting to discuss the refugee helpline. They agreed to continue sharing knowledge and experience, coordinate responses, and establish a referral system for the helpline. Information management and capacity building will be conducted in the coming week.
- During the reporting period, ACTED distributed 269 pre-paid SIM cards to vulnerable refugees at the border crossing points (140 in Palanca and 129 in Otaci). The provision of sim cards enables refugees to access services and stay connected with family.
- IOM conducted assessments to identify capacities and unmet needs in the border crossing points of Otaci, Giurgiulesti, Cahul, Leuseni and Reni.
- The Law Center of Advocates (LCA) continued daily monitoring of 6 border crossing points at Palanca, Otaci, Cahul, Giurgiulesti, Sculeni and Leuseni.
- LCA continued to provide legal assistance in 13 refugee accommodation centres (RAC) in Chisinau and 17 RACs outside Chisinau. Between 20-22 April, LCA provided counselling to 1,771 individuals covering 25 RACs and private houses.
- LCA trained 30 North Direction border police officers on refugee rights, asylum law, and vulnerability identification.
- UNHCR and IOM supported 85 refugees to relocate under the EU solidarity platform (14 refugees relocated to Austria and 71 to

France). UNHCR conducts preliminary identification, information sharing, screening for vulnerability, and protection counselling. IOM provides pre-embarkation support including health checks, assignment of medical escorts, pre-embarkation briefing, distribution of personal protective equipment (PPEs), baggage handling, ground transportation, snack packs, and airport assistance.

Gender Based violence

- UNHCR trained the 10 staff from 'Green Line' hotline on the Code of Conduct, PSEA, confidentiality, referral pathways, GBV, trafficking, safe disclosure, child protection and cash assistance.
- UNFPA has established eight Orange Safe Spaces in Chisinau, Palanca border crossing, Nisporeni, Criuleni, Congaz, to provide support related to sexual and reproductive health and gender-based violence, resilience building, and recreational activities. Four mobile Orange Safe Spaces are in pipeline to extend service to hard-to-reach host communities.
- IOM organised an information session to sensitise refugees about trafficking in persons including risks and preventive measures that could be taken at individual and community level. 124 individuals living in Dubasari were reached through the session.
- UNFPA plans to equip and open one separate RAC for pregnant women and mothers with new-borns, offering them a safe living space, mental health and psychosocial and support.
- UNHCR held a consultation with the State Chancellery on Anti-Trafficking, which included 18 representatives from various government agencies involved in anti-trafficking efforts, including the public prosecutor's trafficking unit and the Police Center for Counter Trafficking. The aim was to determine capacity and resources needed to bolster prevention and response to trafficking among refugees. Participants reaffirmed their

commitment to working with UNHCR and partners and supporting capacity-building.

- UNHCR presented GBV response needs in Moldova at a working group meeting of the Global Intergovernmental Consultations on Migration, Asylum, and Refugees (IGC). Discussions included major GBV risks, the need to improve refugee access to GBV response services, integration of the emergency response with government and NGO services for women and girls, and survivor-centred support.
- UNFPA is developing GBV referral pathways in collaboration with national and local authorities and NGOs specializing in health, legal, and social services, as well as law enforcement bodies with other UN agencies.

Child Protection

- UNICEF pre-tested the Accountability to Affected Populations (APP) feedback questionnaire at the child-friendly spaces and 'mother-baby corners' at the Blue Dots in Palanca.
- UNICEF and partners visited the Transnistrian region to assess the needs in the RACs and determine the capacity of the local NGO partners in expanding services for refugee families. The team also assessed needs for the hygiene items, the establishment of a Blue Dot and in-kind/voucher support to refugee families.
- UNICEF and UNHCR trained 100 local and central government authorities on providing support to Unaccompanied and Separated Children (UASC)
- Youth Centre volunteers, supported by UNFPA reached more than 200 refugee young people and children. The centre gives the opportunity for volunteers and refugee youth in community development programs, service provision and psycho-social support.
- Three unaccompanied children received LCA's legal assistance while crossing the border to Republic of Moldova (RM). The children were referred to the Guardianship Authority.

Supply and Logistics

- During the reporting period, World Food Program (WFP) dispatched 39 shipments delivering 58 MT assorted humanitarian cargo to Refugee Accommodation Centres (RACs) and municipalities on behalf of the Ministry of Labour and Social Protection (MLSP). Since the beginning of logistics support operations in Moldova, WFP has managed shipments to over 150 different destinations across Moldova.
- National Agency for Food Safety (ANSA) observed that hygiene standards of the food products made available in the RACs are in adherence to food safety standards and accompanied by certificates attesting to their quality. This was to protect refugees from minor food safety incidents.
- IOM is expediting the emergency procurement of border equipment to be donated to Moldovan Border Police, following coordination with national authorities and UN agencies, as part of efforts to improve preparedness for potential increases in border crossings flows triggered by potential conflict escalation in South-East Ukraine.
- During the reporting period, ACTED received and unloaded one 20-ton and two 16-ton trucks. MLSP representative signed the trucks reception documents. The goods were categorized for easy inventory.
- UNFPA is acquiring cutting-edge equipment for seven perinatal centres in different locations in Moldova as well as the Institute of Oncology in Chisinau. The equipment will help the national health system provide quality reproductive health care to refugees, ensuring safe pregnancy and birth. The equipment can be customized to meet the needs of women with disability.
- UNFPA has procured more than ten tons of reproductive health (RH) kits to support the provision of lifesaving Sexual and Reproduction Health (SRH) and GBV services to Ukrainian refugees. This includes emergency obstetric and gynaecological care, clinical delivery assistance, management of miscarriage and abortion complications,

treatment of STIs, post-rape care, contraceptives, and other reproductive health supplies. The reproductive health kits will cover over 450,000 people in Moldova.

Accommodation and Transportation

- UNHCR, in collaboration with the Ministry of Defence, ACTED, IOM, UNICEF and WFP, have assessed 25 potential locations for the establishment of a 5,000-person capacity accommodation centre.
- UNHCR, IOM and ACTED continued to provide transportation for refugees crossing the border at Palanca crossing point, adapting the number of buses depending on the number of arrivals on the previous day.
- ACTED provided internet connectivity at a RAC in Basarabeasca.
- ACTED Protection Sensitive Site Support (P3S) teams continue to conduct monitoring of RACs. RAC manager at Cahul, have been informed and trained on the usage of the Ukraine Help platform.
- On 20 April, WFP conducted a mission to the Palanca border to understand and facilitate further decisions on contingency implementation in case of sudden influx. WFP conducted meetings with the Management of Palanca's transit centre, border police authorities, the municipality lead, and partners to discuss potential partnerships for meal provision at the transit centres.

Education

- UNICEF and the Municipal Mobile Team of Youth workers reached 200 refugee adolescents and youth at Patria LukOil placement centre, city centre, Mayoralty, and Ciocana to inform them about services and benefits. Fliers were passed out and bus services to and from the Youth Centre was provided.
- As of April 13, 2022, UN Women has enrolled nine refugee women in the "Women in Online Work" training program. The program helps women gain IT skills, access international platforms, and integrate into local or global

freelance markets. Participants will complete a four-month course in social media management, graphic design, software testing, or web design and will receive job placement assistance.

Health and Nutrition

- With the support of WHO and UNICEF, the final series of regional trainings on strengthening HCW (GPs) capacities on routine immunization catch-up campaigns, including refugee vaccination, was held on 21 April in Bălți. Around 20 coordinators from Primary Health Care with physical presence in Glodeni, Rîșcani, Sîngerei, and Fălești were present at the trainings.
- On 22 April 2022, two hospitals, Edinet and Balti, were evaluated in the context of Refugee Emergency management. The EMT from the north of Moldova was visited, and technical assistance was provided.
- Between 15 March- 20 April, WFP and Cooperating Partners – with signed field level agreements (FLAs) – have delivered 164,736 hot meals (3 per day) in 30 different localities/regions and 67 centres. This represents an average of 1,593 people per day. Please see the dedicated dashboard for more details [Workbook: Moldova HotMeal Coverage LIVE \(wfp.org\)](#)
- Keystone Moldova provided nutrition packages, assistive equipment, and medications to 48 families with person with disability via the Mobile team and Hotline service. On the Hotline, 15 people called for help. Six persons with disability got cash assistance, two got psychological help, and three got physical therapy, diagnostics, and medications. 4 people got food and hygiene products. The Mobile team mapped person with disability in ten shelters. They identified and assessed the needs of 15 persons with disability including one child.
- Fiecare Contribuie Pentru Schimbare assisted nine families with children with disability with different services such as psychological and behavioural support, nutrition and hygiene

packages, and autistic children received needed services.

- The NGO Motivatie supported 30 families hosting 140 refugees including 20 children, with nutrition and hygienic products. One adult with severe disabilities was ensured with adapted transportation.
- SOS Autism is providing housing, nutrition, and medical services to 18 families with autistic children. Rehabilitation services are provided to 16 children with autism.
- Centrul Pentru Drepturile Persoanelor cu Dizabilitati assessed the accessibility of the Chisinau Centre for older person and People with Disabilities and produced a report. According to the Ministry of Labour and Social Protection's plan, ten percent of the centre's beds will be reserved for refugees with mobility issues.
- IOM provided psychological counselling (individual/group) for 25 refugees and TCNs in RACs between April 18-20. Between March 28 and April 20, IOM provided psychological counselling (individual/group) for 71 refugees and TCNs in RACs.
- With UNFPA assistance, over 1,100 women and youth refugees received psychological first aid and mental health support, including referral to SRH and GBV services, through the network of "Youth Friendly Health Clinics."
- UNFPA distributed 8,000 dignity kits to refugees in RACs and host communities based on identified needs of women and girls.

Livelihoods and Inclusion

- UNDP is assisting Ukrainian refugees in the Soroca, Criuleni, and Cimislia districts, as well as the Gagauzia ATU, with free legal assistance to obtain refugee status, apply for identity documents, generate a personal numerical code for employment, and prepare packages of documents related to enrolment of children in schools and preschool institutions, through local NGOs. The UNDP project "Strengthening Efficiency and Access to Justice in Moldova" (A2J Project), is funded by Sweden.
- On April 20, 2022, the Refugee Coordination Forum for Inclusion & Livelihoods Working

Group hosted a thematic discussion on the Engagement of the Private Sector in the Refugee Crisis Response: Working Towards the Socioeconomic Inclusion of Refugees and Resilience Building in Moldova. Recommendations included considering tax-related legal changes to encourage private enterprises to hire refugees and providing financial assistance to private businesses that host refugees for free, such as agro-touristic facilities.

- UNFPA signed an agreement with the National Health Insurance Company in Moldova to provide direct financial support to the national health system to cover the SRH needs of Ukraine refugee women, ensuring their access to free-of-charge services, including antenatal, postnatal care, delivery, caesareans, contraceptives, and sexually transmitted infections (STIs) treatment.

Cash-based intervention

- 27,069 individual refugees have been enrolled and issued bank cards for UNHCR's MPCA programme as of 22 April. Eight enrolment centres are operational in the country, with mobile teams supporting enrolment in other locations. USD 3.2 million has been disbursed by the UNHCR cash programme
- As of 21 April, 630 households self-registered for WFP cash assistance. WFP's Cooperating Partner World Vision is managing the five sites and registrations are progressing well, using a government-developed enrolment tool. Since 24 March 2,845 households have received SMS/ were identified for registration. 1,612 households were provided with cash assistance. For more information please see [Workbook: WFP Moldova CBT Programme for Moldovan Host Community](#).
- WFP has initiated a Perception Survey to interview 30 recipients to gauge the recipients' satisfaction and address their challenges. In addition, WFP is currently gathering precise data on the capacity of cooking facilities in RACs to transition (where appropriate) to vouchers in those locations.

Moldova refugee inter-agency coordination



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