

Inter-Agency Coordination

Moldova

Meeting subject:	Moldova Protection Working Group Meeting
Time & location:	6 April 2022, Zoom
Chaired by:	Alice Farmer, Legal Officer UNHCR
Participants:	IOM,OHCHR, UNFPA,UNHCR,UNICEF,UNWomen, UNAIDS, USAID OSCE,OXFAM,Palladium,Plan International,Project Hope, CCF,CDA,CRS, Caritas, ECHO, Help Page,INTERSOS, Handicap International, Keystone, ACTED, Global Humanitarian, Global Medics, Doreas Moldova, Regina Pacis, SDC,UK FCDO,Clear Global

AGENDA
Welcome
Trends at the border
<ul style="list-style-type: none">• Palanca• Otaci
Coordination updates
Standing agenda items
<ul style="list-style-type: none">• Disability Task Force• Trafficking• PSS
Information management and assessments

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AGENDA POINT	DISCUSSION
1	<p data-bbox="443 305 569 334">Welcome</p> <p data-bbox="443 370 1877 440">Alice Farmer welcomed the participants and invited to submit proposals and other information to the provided contacts.</p>
2	<p data-bbox="443 475 716 505">Trends at the border</p> <p data-bbox="443 540 1272 570">LCA/CDA presented the latest updates on the bords monitoring:</p> <ol data-bbox="491 618 1906 1396" style="list-style-type: none"><li data-bbox="491 618 1906 1161">1. Palanca.<ul data-bbox="516 695 1906 1161" style="list-style-type: none"><li data-bbox="516 695 1906 803">• Increased number the influx of pedestrians. They are coming from Nikolaev and Odessa due to the bombings of yesterday and today that took place in their area. By 19:00 number of refugees reduced to zero.<li data-bbox="516 813 1906 846">• Asylum claims total up to date 3954 (10 men today).<li data-bbox="516 855 1906 922">• Number of AS decreased, because there are several military checkpoints until BCP PALANCA where men are prevented to pass. Ukrainian men that are crossing today are coming with private individuals.<li data-bbox="516 932 1906 1040">• Ukrainians that crossed last week : Most of them are from Nikolaev, Kharkov, Odessa. Most of them claimed that they intended to reach EU countries. Others said they spoke to friends who are in Moldova and intended to meet them.<li data-bbox="516 1050 1906 1161">• Ukrainians returning to Ukraine. Women with children. Some of them said that the danger is already over, from the statements of their relatives and neighbours. Others said they are tired of running or they can't afford to live abroad.<li data-bbox="491 1203 1906 1396">2. Otaci<ul data-bbox="585 1247 1906 1396" style="list-style-type: none"><li data-bbox="585 1247 1906 1279">• Asylum claims 5. (2 Women and 3 children)<li data-bbox="585 1289 1906 1396">• Ukrainians that are returning leaving to UA because they heard that Russian troupes retreat. A lot of people are going to Duty Free and then are returning to UA. Some people say that they do not have money to stay, others are either tired of endless trips, or return to help relatives left in Ukraine

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	<ul style="list-style-type: none">• Cross-border traffic specific for the region. Today, there were decent numbers of Moldovan that were going to UA. They are going to the markets and do shopping in Mogilev-Podolsk. People from Mogilev-Podolsk coming for shopping to RM, visiting their relatives in RM. <p>3. Other border crossing points with UA</p> <ul style="list-style-type: none">• The flow of travellers for all these BCPs has decreased considerably.• The majority that are crossing the border are 90% women and women with children transiting the Republic of Moldova, choosing as a destination an EU country• 95% of people don't ask for Asylum. They are looking to go to another destination, away from the war• People who want to stay in MD do so because they have relatives here• There are Ukrainians are coming to Moldova for fuel and groceries.• Some people say that they do not have money to stay, others are either tired of endless trips, or return to help relatives left in Ukraine.• There are also cases when women with children return to Ukraine, as their men up to the age of 60 were caught by Ukrainian border guards during the illegal crossing <p>4. Border crossing points with Romania</p> <ul style="list-style-type: none">• Families with men and single mothers with children, by cars.• Main destination is Romania and Bulgaria travelling to their relatives or friends or they have booked a hotel.• UA refugees returning from Romania and EU countries as their expectations were higher than the one provided in Romania or EU. <p>Keystone representant asked if a mechanism of identification of persons with special needs is in place and is mapping the needs of those persons, the LCL representant answered that only visual observations allow to include some of them in their report of border monitoring.</p> <p>UNHCR representative stated that the coordination mechanism at the border might identify such needs.</p> <p>Upon the lack of monitoring of roma families and children, representant of Clear Global expressed her concern on the roma discrimination in Moldova and it was decided to discuss this in a separate task force.</p>
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	<p>OHCHR representant asked about accessible toilets at the border. On some checking points some equipment is available, LCL representant answered.</p> <p>Keystone representative reminded that disabilities are not only visible.</p>
3	<p>Coordination updates</p> <ul style="list-style-type: none">• Efforts of coordination on Palanca bus station <p>UNHCR representant shared about the establishment of a weekly coordination meeting every Wednesday with all the actors present at Palanca bus station. Discussions are mostly focused on security in order to mitigate the identified security risks by almost all the participants. Obtained agreement if the authorities for the establishment of the secured area:</p> <ul style="list-style-type: none">➤ Tender in course for video monitoring system➤ Tender for contracting a security company, which will be trained and will be under the instructions of the in charge authority of Palanca bus station. <p>Also efforts to map the provided services at Palanca in order to make more clarification, also to identify any gaps, despite the best efforts made by the providers.</p> <p>Several improvements on the site: Waiting area with the preparation for an increase of arrivals, also of adverse weather were made, such as tents, a bigger electrical capacity, portable toilets and washing stations and recently toilets accessible for persons with disabilities included. Also some measures to increase the accessibility of different points of the waiting area.</p> <p>GBV and child protection mitigations risks and services will be managed bias some separate meetings in order to address them, so discussion on the referral pathways and focal point will continue</p> <p>There will be a clear entrance and exist of the site and the discussion on the security of the site will continue with the authorities.</p> <ul style="list-style-type: none">• Efforts of coordination on Otaci

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	<p>Similar to Palanca, we had the 2nd coordination meeting with the main actors present on the site, weekly updates, LPA is opened.</p> <p>Mapping the available services provided by humanitarian organizations, updating the information on all the services available.</p> <p>A meeting will take place on the referral pathways with UNICEF, Bluedot and other partners.</p> <p>Also preparing the actions for the scale of needs and LPA are ready to follow the provided recommendations.</p> <p>Keystone representant raised the question about the adapted buses. UNHCR representant stated that ACTED volunterrs are assisting people to step in and out from the bus, no adapted buses fo the moment, but it's a huge need. InterSOS are assisting people with disabilities in case of any medical need.</p> <p>UNHCR representant stated that more solutions and coordination might be needed and Keystone representant invited him to the Disability Task Force meeting.</p> <p>Handicap International representant reminded that not all disabilities are visible.</p>
4	<p>Standing agenda items</p> <ul style="list-style-type: none">• Disability Task Force <p>Keystone representant presented the work of the disabilities task force, which had the 1st meeting on 31.03.2022 and had several preparatory meetings with over 30 participants such as, INGOs, Alliance of organizations for People with Disabilities from Moldova and Government representants from the Ministry of Labor and Social Protection and discussed such issues as:</p> <ul style="list-style-type: none">• Presented the outcome of the advocacy meeting conducted by AOPD, Keystone Foundation, CDPD and OHCHR with the Ministry of Labor and Social protection: a) the decision to reserve 10 % of the places of CREPOR and Placement Center for Older Persons and Persons with Disabilities (RACs that have the minimum accessibility criteria) to refugees with disabilities; b) questionnaire developed for mapping and conducting the needs assessment, including related to refugees with

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	<p>disabilities; c) 53 % of the RACs are occupied, while in case of need the Ministry will support the opening of new placement centers.</p> <ul style="list-style-type: none">• Preoccupation: accessibility of the accommodation locations is one of the highest preoccupations; need for support for refugees with disabilities (their accommodation and transition to other countries, including information on this); the need for supporting NGOs that are providing services and support to refugees with disabilities.• Issues related to supporting refugees with autism: financial coverage of the therapy and rehabilitation, the need for covering the expenses related to the location and accommodation services. <p>Keystone Moldova:</p> <ul style="list-style-type: none">• Presented the services delivered up to now to persons with disabilities refugees: a) extended hotline service for persons with disabilities refugees (provide information, reference, psychological support and direct support services), b) mobile team for supporting persons with disabilities refugees in hosting families and shelters (access to nutrition, health care, education) c) service at Palanca border acting 24 hours to support refugees mothers with babies and persons with disabilities.• Preoccupations: mechanism for identification and mapping needs of persons with disabilities refugees, accessible information on support and services for persons with various types of disabilities: sensorial and intellectual, a housing program for persons with various types of disabilities (including with TSA, intellectual and mental health; access of persons with disabilities refugees to health care services, education and social services (for short and long term period); adapted transportation for persons with a mobility disability (in country there are only two vans adapted and they are over demanded); support to persons with disabilities refugees for their transfer from Ukraine to Moldova and other countries. <p>Humanity International (Handicap International):</p> <ul style="list-style-type: none">• Plan and possibilities of supporting the response to refugees with disabilities: a) mental health and psychosocial support in RACs and communities; b) rehabilitation, including capacity building through NGOs; c) interested in meeting with local NGOs to understand the needs, but also the available services for persons with disabilities; d) available budget and potential support for accessibility works; e) supporting the inclusive humanitarian response/supporting the humanitarian actors to be more inclusive; f) the need for data collection/existing barriers in disaggregate data collection. <p>Motivatie NGO:</p>
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	<ul style="list-style-type: none">• The NGO provides accessible transportation. Only two accessible means of transportation are available.• The phone number of the Association is provided to the Green line.• The needs highlighted: supporting the host families and covering the needs. <p>HelpAge International:</p> <ul style="list-style-type: none">• Supporting older persons and persons with disabilities among the refugees. Concentration on hosting families. <p>LOW Vision NGO:</p> <ul style="list-style-type: none">• Supports persons with visual impairments. Already has experience of assisting refugees with visual impairment.• Available support: examination, optical correction, glasses, assistive devices, referral to medical institutions at territorial level.• Problem related to identification of refugees with visual impairments and potential financial limitation of the association. <p>Internews:</p> <ul style="list-style-type: none">• Highlighted the issue related to accessibility of information, including of the existing platform. <p>IM Swedish Development Partner:</p> <ul style="list-style-type: none">• Provide direct support: food, transportation, advocate for ensuring the accessibility of the locations.• Highlighted the need for better coordination the support for refugees with disabilities, including the donor coordination. <p>Swiss Agency for Development and Cooperation</p> <ul style="list-style-type: none">• Supporting the disability inclusive response.• Can provide financial support on initiatives that would support refugees with disabilities. <p>OHCHR:</p> <ul style="list-style-type: none">• Monitoring and promoting the needs for refugee response that is inclusive for persons with disabilities. <p>Representant of Plan International asked about the low identification of children with disabilities et on the on a low reasons of the low enrollement into schols, included for children with special needs.</p> <p>OHCHR representant stated also about an adapted ambulance.</p>
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	<p>UNFPA representant expressed the will to support the cause of the accessibility of the persons with special needs, as well as the INGO Handicap International, especially concerning the provision of adapted buses.</p> <p>Disabilities Sub-working Groups was activated under the PWG, cochaired by UNHCR & Keystone, meetings on every Thursdays at 10-00, the next one in order to present the joint advocacy plan.</p>
5	<ul style="list-style-type: none">• Trafficking <p>Based on the 3Ps of Moldova's national Anti-trafficking strategy and international Anti-trafficking frameworks we suggest the following strategic directions for the Anti-trafficking under the Refugee Response in Moldova:</p> <p>Under Prevention:</p> <ol style="list-style-type: none">1. Raising awareness, jointly with government authorities, national and regional organizations about the risk of trafficking for the purpose of sexual exploitation, and other forms of exploitation too.2. Reducing the risks of trafficking in persons by addressing the risk factors of trafficking across sectors, from the earliest stages of the refugee response. <p>Under Protection of victims:</p> <p>Ensuring safe and unconditional access to quality multi-sectoral response and protection for victims of trafficking including through:</p> <ul style="list-style-type: none">- Early identification and safe disclosure- Referral mechanisms to appropriate processes and services and victim support (including medical, mental health and psychosocial support (MHPSS), legal, direct assistance) building on existing national referral systems. <p>Under Prosecution:</p>

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	<ul style="list-style-type: none">- While this is the work of specialized agencies and not at the core of the refugee response, it is still relevant regarding providing support to victims in the process (agencies like IOM have funds). <p>Supporting the framework of these 3 strategic directions effective coordination and interagency planning will ensure coherent multi-sectoral interagency action with a focus on inclusion of national actors.</p> <p>Special attention should be paid to building on existing mechanisms, coordination with national authorities and partners, ensuring that the system can accommodate the new needs arising from the refugee and TCN (third country national) influx and that persons in need can have access to accurate information and immediate assistance.</p> <p>This also relates to developing or adapting legal and regulatory framework, capacity building activities, information management and communication, resource mobilization).</p> <p>Inter-agency flyers and posters were also developed by the protection working groups members UNHCR, IOM, La Strada and Moldova for Peace for communities and are being disseminated during NFI distribution. Every 10 days approximately 8000 refugees are reached directly.</p> <p>Asked IOM to update on the other points below:</p> <p>Scale up on prevention ongoing, supported La Strada hotline, training delivered through the ANSA, distribution of 60 000 information materials.</p> <p>Representant of Clear Global asked about information materials in other languages, as her organization mapped at least 20 used languages in Ukraine and aske din which languages is the hotline. The answer was Romanian, Russian and English.</p>
	<ul style="list-style-type: none">• PSS <p>WHO representant reminded that IASC guidelines contains both components: mental health and psychosocial support and define the protection or promotion of the psychosocial well-being and/or preventing or treating mental disorders. The most involved sectors are health, education and protection.</p> <p>WHO representant shared a resource for psychological first aid guide for field workers, link here.</p>

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	<p>Then detailed the MTRG-MHPSS activities and invited the participants to enter the information of their past recorded and/or planned MHPSS capacity building activities here, as cross-sectorial mapping is still ongoing.</p> <p>Shared the link to a webinar orientation session MHPSS Minimum Service Package</p> <p>At the end of the presentation, the WHO representant invited to follow an on-line course on MHPSS in emergencies primarily addressed to the humanitarian health sector, but also useful for other sectors. The focus of the course is on how to apply existing practical, evidence-based, scalable tools and practice-led approaches for successful implementation of projects to strengthen MHPSS in emergencies operations, protection from mental health and psychosocial consequences of crises and towards the realization of universal mental health coverage.</p> <p>Introducing Mental Health and Psychosocial Support (MHPSS) in (openwho.org)</p> <p>E-mail: kasianchukl@who.int</p>
4	<p>Information management and assessments</p> <p>IM UNHCR representant presented a resource, a document with the key links to interagency IM tools and services. Different tools as Operational Data Portal, 5W data entry, 5W dashboard, interagency contact list and SharePoint folder and other, allow to find information on the participation of the humanitarian intervention in the support of refugees in Moldova, coordination tools, where to find and add contact of humanitarian workers and focal points, as well as key documents to the interagency response.</p> <p>IM UNHCR representant informed on the IM working group meeting which are taking every Thursday at 10 am. It's a forum for technical staff working on collecting and sharing data and information.</p> <p>Invited the participants to be contacted at: UNHCR IM team, mdachim@unhcr</p>

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ACTION POINTS SUMMARY				
No.	Action	Responsible	Deadline	Status
1	Sharing the PWG contacts list with the group members	UNHCR	Pending	13 April
2	Sharing information for the new Roma task-force	UNHCR	Pending	11 April
3	More coordination on the needs of persons with special needs	UNHCR	Pending	11 April