

ACTED's emergency response team was immediately deployed when the first influx of Ukrainian refugees entered Moldova. Since February 24<sup>th</sup>, **392,933 refugees** have crossed the official border crossing points into Moldova. **ACTED's staff has been working and identifying key priorities at Palanca, the primary border crossing point, since March 4<sup>th</sup>.**

### Bus transportation

**7,500+**  
**Ukrainian**  
**refugees**  
**transported**  
**for free**



ACTED runs **free shuttles** from the Palanca and Tudora border crossing points, bringing Ukrainian refugees in need of assistance to the Palanca humanitarian hub. From there, ACTED's **free buses transport refugees to Chişinău, Moldova or Romania**, based on their preference. ACTED also supports refugees enrolled in the UNHCR Airlift Program with free transportation to MoldExpo, Chişinău's main Refugee Accommodation Center (RAC) for processing and onwards flights from Chisinau airport.



Map Sources: UNCS, ESRI  
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. Map created in Aug 2013.



"It was hard to listen to the bombs. I didn't want to leave, but what else could I do..."

*Nataliya left Mykolaiv (Ukraine) with her 8-year-old daughter. Upon arrival at the Palanca border crossing point, they benefited from ACTED's free transportation services.*

### Network and communication support

**300+ SIM cards distributed**  
**2 Wi-Fi points installed**

With UNHCR and Helvetas funding, ACTED **distributes free SIM cards** when needed to support Ukrainian refugees access information and connect with their relatives.

ACTED also provides **free internet coverage in Palanca for humanitarian workers and refugees.**



## Sanitation

**10 latrines installed  
(including 2 for people with  
special needs)**

**10 handwashing stations  
installed**



To address emerging WASH needs at Palanca, ACTED installed and maintains ten portable latrines, including two for people with special needs.

ACTED also installed ten handwashing stations with soap next to the portable latrines to ensure good hygiene practices and limit the spread of COVID-19.



## Coordination



**Emily Beadle**, ACTED's Emergency Team Leader, met with **Graham Paul**, French Ambassador to the Republic of Moldova, and **Dumitru Cozlovski**, mayor of Palanca on March 30<sup>th</sup>, 2022.

“ACTED is coordinating with the Moldovan government and other non-governmental organizations present in Palanca. Thanks to the mapping produced by UNHCR, services available at the Palanca humanitarian hub are clearly identified and referrals are facilitated. Recently, nine partners came together to discuss site management during a field coordination meeting.”

*Chloé Mandelbaum, ACTED Project Manager*

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