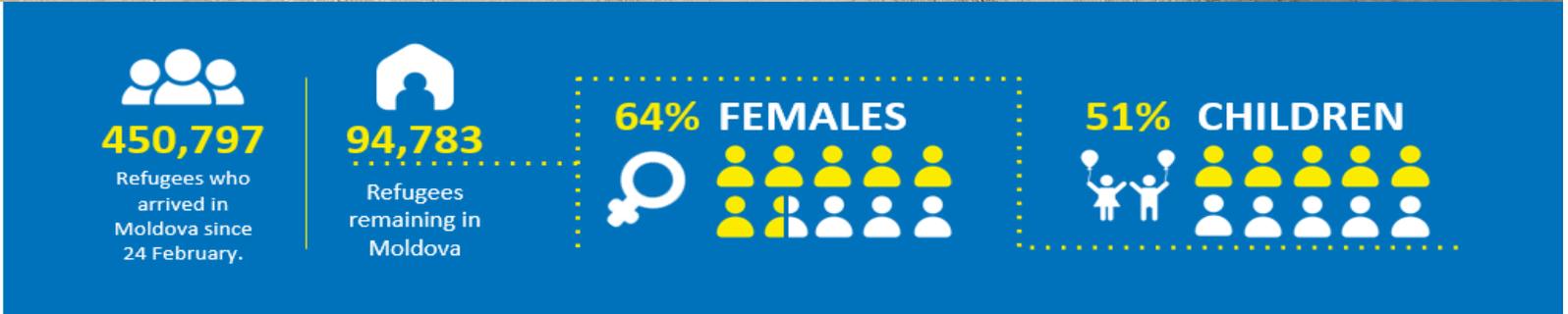




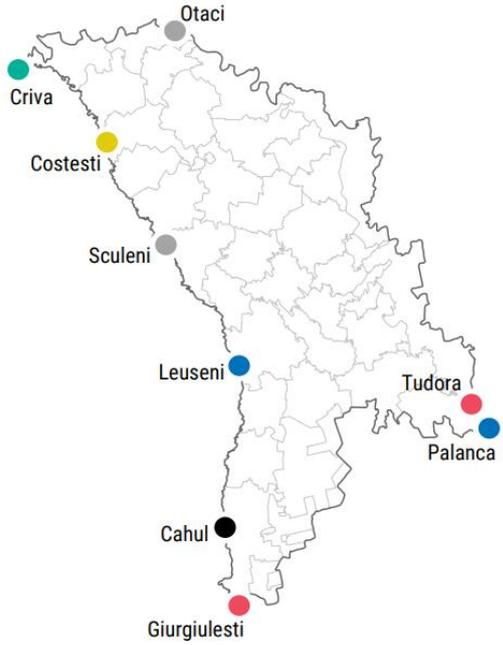
MOLDOVA | 30 April-4 May
INTER-AGENCY UPDATE n. 14

Photo: Palanca site improvement



HIGHLIGHTS

LOCAL COORDINATION STRUCTURE



Palanca Coordination forum

Palanca is the main border crossing point on the Southern Moldovan-Ukrainian border that receives most Ukrainian refugees. Local authorities with support from UNHCR convened a coordination forum in the last week of March 2022 to coordinate the efforts of the partners providing assistance and assistance to refugees. The coordination forum is comprised of 11 organizations that meet on a weekly basis to coordinate efforts to assist refugees, local level contingency planning, information dissemination and site planning. As part of contingency planning, efforts are currently being made to increase and strengthen the reception capacity of the Palanca bus.

Otaci Coordination Forum

Otaci is the main border crossing point north of Moldova with Ukraine. The first field level coordination forums were convened by UNHCR with support of local authorities at Otaci on 31st March. Since then, the group has met to collaborate on developing a local level referral mechanism, efforts to support refugees, provide information to refugees, and to work on developing a coordinated local level contingency plan.

SECTOR HIGHLIGHTS

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

Protection

- Referral Pathway Task Force under the Protection Working Group launched the Moldova emergency inter-agency referral package. The package includes a guidance note on protection response and definitions, directory of service providers, common standard referral form. The Task force will organize trainings for service providers to enable them to use the kits and form. Romanian and Russian translations of the package are underway. UNHCR is working to create localized referral pathways in Palanca and Otaci.
- UNHCR convened the 7th inter-agency meeting at Palanca with the participation of 11 organizations including the authorities. The group discussed developments on the Palanca site improvement and proposed to streamline the dissemination of information to refugees. UNHCR presented the inter-agency referral pathways package to the group and encouraged them to use the common referral forms provided in the package. The group agreed to continue to coordinate efforts both as part of immediate response as well as contingency plans.
- UNHCR is now managing the Green Line (0800 800 11) to strengthen the two-way communication channel to address refugees and host community's questions, needs and concerns. Between 13 April- 5 May, 7,488 calls were received. The helpline is staffed by 10 staff and is open all days between 8 am and 5 pm. Calls to the helpline are free of cost.
- ACTED has distributed 4,663 sim cards to vulnerable refugees to stay connected and access information.
- The UNHCR convened a high-level meeting with key stakeholders, including the government, donors, and partners, to provide an update on the Humanitarian-Development Nexus Strategy for Moldova, solicit feedback on the proposal, and discuss ways to link to existing initiatives by various actors (government, UN, development partners), ensuring a coordinated approach and avoiding duplication of efforts.
- IOM distributed awareness-raising material about IOM protection-related activities and information for the call centre of the Bureau of Migration and Asylum (BMA) for the Headquarters of the Border Police in Chisinau. The purpose of the activity is to spread awareness on counter-trafficking and safety messaging and facilitate refugees' and third-country nationals' access to services provided by the BMA.
- IOM conducted an awareness-raising session on prevention of Trafficking in Persons (TIP) attended by refugees in Glodeni and Dubasari cities. During the session, participants were provided with an overview of available services accessible to victims of trafficking and safety measures that apply for persons deciding to transit for onward movement.
- Danish Refugee Council (DRC) conducted training on Introduction to Humanitarian Concepts for 19 participants from local authorities, volunteers, and national organizations. Topics included humanitarian principles, protection mainstreaming, vulnerability, targeting and prioritization.
- DRC, in collaboration with its local partner Institutum Virtutes Civilis (IVC), conducted focus group discussions with approximately 45 individuals in Ialoveni and Straseni to identify needs and gaps to help design the programme to meet the basic needs of refugees living in the community.

Gender Task Force members and sector leads were provided by UN Women with a self-paced training course on gender and gender equality in emergencies as an introduction and for distribution among their networks. These courses aim to develop and strengthen awareness and understanding of gender equality and women's empowerment as a first step towards behavioral change and the integration of a gender perspective into everyday work.

Gender based violence

- The Orange Safe Space for Women and Girls opened at MoldExpo to provide psychosocial support, particularly to survivors of gender-based violence, as well as sexual and reproductive health information and referral services.

Child Protection

- As part of Child Protection Working Group (CPWG) activities, UNICEF and UNHCR in Moldova and Romania organised a joint visit to the Leuseni, Moldovan town on the border of Romania-Moldova, to meet with border police, Child Protection Specialists, and partners to strengthen cross border coordination on protecting UASC and address issues related to risk of trafficking and documentation required for entry-exit.
- 860 individuals accessed services provided at seven blue dots in Moldova. Toilets and shower containers were installed at the Blue Dots located close to the Palanca border crossing with Ukraine to provide refugees with more sustainable and adequate WASH facilities.
- SOS Autism NGO continue to support 18 families with children with autism with housing services, as well as 16 children with autism with rehabilitation programs.

Supply and Logistics

- WHO upcoming pipeline include 900 vials of Tocilizumab used for COVID-19 treatment and 200,000 bottles of hand sanitizers.
- ACTED has continued the inventory process at the warehouse. All 12 orders from the ministry were confirmed with mayors and ministry. ACTED dispatched the orders in the following village and town halls: Biliceni Noi, Sangerei Noi, Sinesti, Biruinta, Ciocilteni, Bucovat, Hancesti, Zolotievca, Larga, Cociulia, Vasieni, Sangera
- During the reporting period, WFP dispatched 19 shipments delivering 47 pallets of assorted humanitarian cargo to Refugee Accommodation Centres (RACs) and municipalities on behalf of the Ministry of Labour and Social Protection (MLSP). From 01 to 30 April, WFP dispatched 236 shipments to 155 destinations across Moldova. WFP continue to work with different partners to enable a faster and more efficient process flow and expedite deliveries of relief items to RACs and mayors.

Accommodation and Transportation

- UNHCR is coordinating with WFP, UNICEF, IOM, ACTED, and CRS for the site improvement at the

Palanca and Otaci BCP. Levelling and gravelling of the land are underway at Palanca. The coordinating members will make provision for gravelling, information points, colour coded bus transportation (Romania, Chisinau), reinforced waiting area for refugees and additional containers for service providers.

- On 4 May, IOM conducted site planning and assessment activities at seven border crossing points located in the south of Moldova and bordering Ukraine, to assess needs and gaps to support in upgrading border facilities.
- From 15 March to 01 May, WFP and Cooperating Partners have delivered 238,647 hot meals (3 per day) in 31 different localities/regions and 96 centres. This represents an average of 1,867 people per day. Please see the dedicated dashboard for more details.
- WFP is exploring to gradually move away from hot meals to other options such as on-site cooking and possibly cash/vouchers where and when possible, because of the estimated higher risk of food contamination/mishandling by caterers during the summer seasons.
- During the reporting period, ACTED conducted 69 monitoring visits to Refugee Accommodation Centres to assess the unmet needs and potential needs for improvements. A new tool for daily RAC assessment has been piloted.
- IOM together with UNHCR continues to transportation support between Palanca and Husi to alleviate traffic at border control points and facilitate the rapid transport of persons seeking onward movement. Between 2-4 May, 162 people were transported in 5 buses. Between March 19 and 4 May, 9,999 people were transported between Palanca and Husi.
- On April 28, IOM supported the voluntary return of 50 Third Country Nationals from Moldova to Azerbaijan on commercial flights. IOM's activities included pre-embarkation health checks, assignment of medical escorts, pre-embarkation briefing, distribution of personal protective equipment (PPEs), baggage handling, ground transportation, snack packs, and airport assistance. To date, 404 TCNs have been returned by IOM to their countries of origin, including Azerbaijan (396), Kyrgyzstan (4), and Tunisia (4). For more information on the latest analysis of third-country nationals, please visit [REPUBLIC OF MOLDOVA - Displacement Analysis of Third Country Nationals \(22 April 2022\) | Displacement \(iom.int\)](#)

- Between 29 April and 4 May, the IOM conducted pre-boarding checks for a total of 479 refugees and third-country nationals (TCN) supported with transfers, including 366 passengers travelling from Palanca to Husi and 113 refugees and TCNs chosen for the charter flight to Germany.
 - Between 12 March and 4 May, IOM provided Pre-Embarkation Check (PEC) assistance to 3,253 people at the Palanca Transport Hub, and 771 people received PEC assistance prior to their onward movement to Germany, Austria, and France.
 - UNICEF signed a Humanitarian Programme Document with INGO Solidarité Internationale. The partnership will benefit an estimated 74,600 refugees by improving hygiene practices and minimum cleaning services at RACs, border crossing points, and host families, and allowing for more WASH contingency planning to cover increased needs triggered by sudden influxes of refugees.
 - Speranta NGO offered support to five persons with disabilities, including three persons with housing services and two persons with transportation services.
 - Compasiune NGO is offering housing services to three families with persons with disabilities.
 - Osort Association, Transnistria region, supported 36 families, including 27 families with persons with disabilities, out of which 19 are placed in families and eight in temporary placement centres.
 - Keystone Moldova provided support to 40 persons with disabilities including informational support, health care support and medications, hygienical packages, assistive equipment, housing services, nutrition packages, didactic materials, transportation, support to combat discrimination, assessment of needs.
 - Center Low Vision delivered diagnostic services and glasses to six persons – with severe visual impairments and associated disabilities.
- and resource mobilization and monitoring and evaluation.
- UNICEF reached 25 refugee youth who attended the media Lab at the Municipal Youth Center for sessions on blogging and podcast creation. In addition, UNICEF reached 20 young refugees who attended IT lab classes organized in Ciocana at the Municipal Youth Center.
 - UNICEF and Municipal Mobile Team of Youth workers reached 300 young people in Bubuesti, Tohaten, Baltata and Budesti villages with information on services available for refugees in Moldova.

Health and Nutrition

- Technical Reference Group on Mental Health and Psychological Support (MHPSS) convened its meeting on 5 May. The group discussed ways to improve the coordination and quality of the MHPSS response for refugees in Moldova.
- Seventh coordination meeting on Health was convened by WHO jointly with EU DG SANTE, CDC, IOM, Emergency Project Hope, French Red Cross, Humanity, and Inclusion to update the health sector need assessment, health service delivery and procurement and supply management.
- Based on a needs assessment for mass casualty events, the WHO co-contracted an additional 10 surgical tables, 20 mobile surgical lights, 30 trauma backpacks, and intraosseous infusion kits to provide the health system with adequate instruments and equipment.
- The WHO and UNICEF regional online workshop on Child and Adolescent (MHPSS) Interventions in Emergency Settings was organized with involvement of the MHPSS actors deployed to the country.
- 200 individuals were reached through a series of social events at Children's Creation Centres and Refugee Centre in Hancesti and Chisinau offering information on the benefits of immunization and the importance of vaccines to reduce the risk for vaccine-preventable diseases
- The WHO and the National Family Doctor Society supported a training for 25 primary health care coordinators from four districts to build their capacity on the COVID-19 vaccination campaign and the routine vaccination catch-up campaign.
- Six Emergency Medical Teams (EMTs) have provided healthcare services to 2,301 refugees in RACs. The WHO EMT coordination cell has

Education

- UNICEF and UNHCR conducted a training on Education in Emergency Coordination with members of the Refugee Education Sector WG, including 31 representatives from NGOs, Government and UN agencies. The session aimed to strengthen knowledge and capacities in coordination and strategies for education in emergency, needs assessment/analysis, planning

supervised the work of the six EMTs on the ground and the other 14 EMTs "on standby," and one international medical is on its way to the country. 195 daily reports have drafted and shared with the Ministry of Health on a daily basis.

- The Ministry of Health jointly with WHO is coordinating the secured medical evacuations to the EU countries. Three patients with severe disorders were evacuated using the EU civil protection mechanism.
- UNICEF procured 6,048 cans of powdered infant formula for non-breastfed infants 0-24 months for distribution by the Ministry of Health to Primary Health Care facilities in support of the Ukrainian emergency response.
- UNICEF procured disinfectants and hygiene products for distribution by the Ministry of Health to 266 public institutions/public medical institutions to increase the capacity of the health system during large-scale movements.
- According to the UNFPA's Sexual and Reproductive Health (SRH) Rapid Needs Assessment, there are 24,972 women refugees of reproductive age and 1,755 pregnant refugee women. In the next three months, 585 refugee women will give birth; 29 women will experience life-threatening complications.
- More than 20 women safely delivered with the UNFPA delivered sexual and reproductive health kits. The SRH kits include supplies, medicines, and equipment for the management of emergency obstetric and gynaecological care, including gynaecologic oncology, clinical delivery assistance, management of complications of miscarriage and abortions, and treatment of the STIs, post-rape treatment care, contraceptives, and other reproductive health supplies.
- With UNFPA assistance, over 1,900 women and youth refugees received psychological first aid, mental health support, and counselling, as well as referral to SRH and GBV services, through the network of "Youth Friendly Health Clinics."
- IOM MHPSS teams provided psychological counselling for both individuals and groups for 12 refugees and TCNs in RACs. Between 28 March and 26 April, IOM provided psychological counselling (individual/group) for 126 refugees and TCNs in RACs.
- Motivatie NGO offered support to 3 persons with disabilities, including two persons – with adapted transportation and one person- a corset.

- Fiecare Contribuie pentru Schimbare NGO offered psychological counselling to four families with children with TSA.
- Asociatia nevazatorilor NGO is offering continuous support with accommodation service and other related support to 17 persons with disabilities.
- The Association of entrepreneurs with disabilities from Moldova supported 48 persons with disabilities, out of which 39 persons with severe disabilities: 25 persons with disabilities, 70 + years old. The support provided includes accommodation services and other related support.

Livelihoods and Inclusion

- The European Union supports the temporary integration of refugees in communities on both sides of the Nistru River through the UNDP's Confidence Building Measures Programme. The total budget for this project is 130,000 EUR. Until now, 31 children and eight adult refugees from Varnita village have participated in activities and socializing games. Nine refugees received psychological counselling, and 11 were assisted with registration and the provision of necessary assistance, activities for children, and medicine. On the left bank, 45 children aged 3 to 14 years old participated in a series of activities for refugees.
- UNDP Moldova has launched the "How is Life" online survey to collect stories ('micronarratives') from locals, refugees, and business owners to assess the current refugee influx and develop programmatic interventions. The survey is available in Romanian, Ukrainian, Russian, and English (language can be selected at the top right corner of the page) and can be accessed [here](#). Volunteers, host families, civil servants, businesses that employ refugees, and development partners can all fill out the survey. The survey is part of a UNDP longitudinal study that will collect stories over time to track and assess the crisis's impact. Micro-narrative is a distributed ethnography method. It combines "hard" data like age and gender with respondents' personal experiences and geolocation. Compared to traditional surveys, it allows for more precise and detailed analysis. All interested parties will have access to the resulting data. About the survey: Dumitru Vasilescu, dumitru.vasilescu@undp.org

Cash-based intervention

- As of 4 May, 39,236 refugees have been enrolled and issued bank cards for UNHCR's Multi-purpose cash assistance programme. Eight enrolment centres are operational in the country, with mobile teams supporting enrolment in other locations. USD 4.7 million has been distributed by the UNHCR cash programme.
- 6,669 host community households have signed up for the WFP cash assistance program, with another 6,217 eligible households receiving transfers through Western Union (including Chisinau). Please see the [WFP cash transfers programme for Moldovan host community's dashboard for more information](#).
- Until 4 May, IOM has distributed 2,918 vouchers to 2,903 refugee and 15 Third Country Nationals families across 15 districts in Moldova (Anenii Noi, Chisinau, Cimislia, Criuleni, Dubrasi, Drochia, Ialoveni, Hincesti, Glodeni, Falesti, Balti, Roscani, Sangerei, Telenesti and Ungheni).

Information management

- Information management working group during its weekly meeting discussed progress in configuring and deploying an Activity Info database to aid in activity tracking and response monitoring. The database's benefits and basic structure were discussed: Who, What, When, and Where. - The tool was shown (using dummy data). - Questions about bulk upload, duplicate data entry, and the current 5W were answered. - The Activity Info dashboard will take approximately two weeks to complete. The dashboard will be developed, tested, and deployed over the course of a week. The rollout will be accompanied by training.

Moldova refugee inter-agency coordination



For more information, please contact

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