



AAP TASK FORCE

Meeting Details			
Date	December 9th, 2022		
Time	10:00 hr – 11:00 hrs		
Chair	Monica Vazquez, Associate Inter-Agency Coordination (AAP) Officer		
Reporting	N/A		
Email	vazquezm@unhcr.org		
Agenda			
<ol style="list-style-type: none"> 1. Language services and mapping – CLEAR Global 2. Rumor Tracking Report – Moldova for Peace 3. Break the Silence. We stand by you – GBV SWG 4. Updates 			
Information collection and relevant links			
<ul style="list-style-type: none"> • AAP TF Presentations Folder • Data portal Moldova 			
Participants			
Monica Vazquez, UNHCR	Fatima Alwahaidy, UNFPA	Evghenia Hiora, UN Women	Kasia Blasinska, CDAC
Vitalie Popov, Refugee Response Helpline	Tatiana Bogaci, NRC	Bianca Miccione, ACTED	Natalia Stelea, UNHCR
Petru Lupu, UNHCR	Natasa Omerovic, IOM	Irina Diaconescu, CLEAR Global	Lovisa Salomonsson, UN Women
Elena Cernicova, Moldova for Peace	Farhad Imambakiev, UNICEF	Anca Soldubanu, CLEAR Global	NCUM
Nadejda Diacon MEAL Officer at HI	Olena Koval, UNHCR	Mihaela Lovrov, Peace Winds	Maryna Bozkurt
Ene Tuyliyeva, UNFPA	Tatiana Silivestru, ACTED	Viktoriiia Dubova, IRC	



Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
<p>Language services and mapping – CLEAR Global</p> <p>Anca Soldubanu anca.soldubanu@clearglobal.org</p>	<p>CLEAR Global, previously Translators Without Borders, presented on the importance of language in communication within the humanitarian sector, and shared with partners language and communication resources, including a glossary on Protection and AAP.</p> <p>The presentation stressed the importance of communicating in a language that people truly understand, and that doesn't marginalize. Interpreters need to convey correct messages, and feedback and complaint mechanisms need to be accessible.</p> <p>In general, humanitarian and development organizations rely too heavily on non-professionals to manage multilingual communications, and we need to understand the limitation of this, and to build capacity. Many times, concepts are poorly translated, leading to confusion when discussing sensitive issues.</p> <p>Considering the above, and the relevance of language, CLEAR Global prepared a set of resources to make it easier, to get the words right, to communicate more effectively. All the detailed information and link to resources, such as glossary, plain communication factsheet and tips for interpreters; can be found on the presentation.</p> <p>UNHCR asked if it was possible to provide further training to interpreters from private companies.</p>	
<p>Rumor Tracking November – Moldova for Peace</p> <p>Elena Cernicova infounit@moldovapentrupace.md</p>	<p>Moldova for Peace presented their monthly report, which tracks rumors among refugees in over 16 Viber/Telegram chats, and other social media channels, in addition to the log form available to all partners.</p>	<p>Reach out to the Protection and Health sector for clarification on access to health services.</p>



	<p>They also mentioned they are working on improving the tracking in Gagauzia and Transnistria, the involvement of partners, and more importantly in closing the feedback loop.</p> <p>The main rumors are related to cash assistance (57%), accommodation (15%), food and goods (11%), and legal (8%).</p> <p>There was a special mention to the confusion regarding access to health, because the Decisions of the Extraordinary Commission Nr.14 reads that just women refugees from 18 to 55 years old can access free medical services in Moldova; substituting the text of the previous decision where all UA refugees were granted access to free medical assistance.</p> <p>Last week the AAP Task Force was invited to a special meeting of the Cash working group to clarify how the programs work, and frequent questions. However, organizations believe there is still many information gaps. It was proposed to do a Facebook Live to solve some of the questions.</p> <p>UNFPA will circulate some information regarding CASH from their research for the campaign. The Green line information was perceived as positive.</p> <p>Some of the rumors were discussed and, when possible, clarification was provided.</p> <p>To close the feedback loop, Moldova for Peace is preparing video pieces. All partners can reach out to her to produce information.</p>	<p>Contact the Cash Working Group to analyze the possibility of hosting a Facebook Live.</p>
<p>Break the Silence. We stand by you – GBV SWG</p> <p>Fatima Alwahaidy alwahaidy@unfpa.org</p>	<p><i>“Break the silence. We stand by you.”</i> Is campaign led by UNFPA, UNHCR, UN Women, UNICEF jointly with Ministry of Labour and Social Protection, on behalf of the Intersectoral Gender-based Violence Sub-Working Group.</p> <p>The campaign included a consultation with the population. Among the findings GBV remains as a private matter and a very sensitive issue. Additionally, they found out that there is an embittered among the local population due to the increase attention paid to refugees. Gaps and opportunities were identified, and the campaign produce accordingly.</p>	



	<p>The objectives to prevent and reduce GBV countrywide, by raising about the different types of violence; and to Increase demand for available GBV-related assistance, by raising awareness among survivors (including refugees) about the services included in the referral pathways. Detailed information on the presentation.</p> <p>An outreach event will take place on December 17th as part of the YardSale, expecting to reach out as many refugees and host communities as possible.</p> <p>The campaign will have different stages, next year communication materials will be available in Romanian, Ukrainian, and Russian for distribution on all the partner's channels.</p>	
<p>Updates</p> <p>Monica Vazquez, vazquezm@unhcr.org</p>	<p>It was mentioned that the RRP was in its last stage, once finalized and approved it will be available to everyone. AAP is a cross-cutting topic, and we will work in 2023 in ensure to mainstream the concept across the response.</p> <p>There are two indicators for AAP:</p> <ul style="list-style-type: none">• # of individuals that received information on rights and available services related to sectoral activities disaggregated by gender and age at minimum• # of feedback, reports and complaints received monthly and acted upon according to the established collective procedure. <p>We all need to have in mind the disaggregation, and consider that it is not the number of complaints received it is the number of reports received, recorded, analyzed, acted upon (including feedback to the person when consented).</p> <p>Both indicators require to have a system in place for monitoring.</p>	