

Inter-Agency Coordination

Moldova

Meeting subject:	Moldova Protection Working Group Meeting
Time & location:	20 April 2022, Zoom
Chaired by:	Alice Farmer, Senior Protection Officer UNHCR
Participants:	IOM, OHCHR, UNFPA, UNHCR, UNICEF, UNWomen, UNDP, UNAIDS, WHO, USAID OSCE, OXFAM, Palladium, Plan International, Project Hope, CCF, CDA, CRS, Caritas, ECHO, Help Page, INTERSOS, Handicap International, Keystone, ACTED, IsraAID, ICRC, Global Humanitarian, Global Medics, Medecins du Monde, OXFAM, DRC, NRC, WeWorld, PIN, Plan International, Action Aid, FCDO, Mercy Corps, TdH, JEW, Help Age, Care International, Doreas Moldova, Regina Pacis, SDC, UK FCDO, Clear Global, CERI, CWS, REACH, CNUM, Vocea Romilor

AGENDA

Welcome and business items

- PWG progress document

Presentation from National Congress of Ukrainians in Moldova on refugee needs

Presentation from UNHCR on call center green line

Border updates

- Palanca / Otaci

Coordination updates

- Roma Task Force
- Disability Task Force

Standing agenda items

- Trafficking
- PSS

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AGENDA POINT	DISCUSSION
1	<p>Alice Farmer welcomed the participants found the presence of the quorum and presented the agenda of the meeting.</p>
2	<p>Presentation from National Congress of Ukrainians in Moldova on refugee needs</p> <p>CNUM representative offered an overview of the activity of the local NGO on the initiative of helping Ukrainian refugees, especially on the activity of the Centre of accommodation for around 50 refugees and assistance of Ukrainian refugees outside the centre, a total of 4000 refugees were assisted.</p> <p>Services offered are wide ranged from accommodation, to food, alimentary products, clothes, psychosocial support, drugs, and medical assistance as well as referral to specialized doctors.</p> <p>Among the 4000 refugees no Roma ethnicity was observed.</p> <p>Thanked the participants and the organizers and invited for bilateral discussions and collaboration.</p> <p>Address of the RAC: Drumul Viilor 38/1</p> <p>Contacts: Dmitri Lekartev, Kirill Prihodiko, +373 69292917, +373 69557681, cnum.moldova@gmail.com</p>

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3	<p data-bbox="443 199 1100 228">Presentation from UNHCR on call centre green line</p> <p data-bbox="443 261 1906 378">The green line 0 800 800 11 is operational since 7th April 2022. From the period when Green line is coordinated by UNHCR, we received more when 2000 calls. The hotline is presenting the available aid, including that from the local support for refugees.</p> <p data-bbox="443 427 1906 496">Currently in the call center, there are 10 people working, but there will ultimately be 12. Of them 5 are Ukrainian refugee. From gender perspective they are 9 women and one man (from Moldova).</p> <p data-bbox="443 540 1906 647">Today the Call center staff was trained by the UNHCR trainers. The participants learned about Code of Conduct, PSEA, confidentiality, Referral pathways, GBV, Trafficking, Safe Disclosure, Child Protection, CBI. The training session will be continued with another thematic topics.</p> <p data-bbox="443 695 1808 724">Partnerships to be concluded, for example with La Strada, which has several hotlines in the management.</p> <p data-bbox="443 756 1906 829">A range of technical problems were already solved and some other to be in the near future, Russian language barrier for some operators, such as flexibility of the time, statistical data collecting.</p> <p data-bbox="443 878 1906 1024">At the sometime, in order to ensure the exchange of practices and building of the connections between another specialized green line in Moldova, today UNHCR team together with Call center team leader had a meeting with La Strada in order to learn from them about their hotlines and to ensure their connection with Government Green line coordinated by UNHCR on GBV referral cases.</p> <p data-bbox="443 1073 1906 1180">CRS asked which exactly referral pathways will be used, UNHCR representative answered that the referral pathways developed through the coordination groups will be used for the green line, in coordination with other hotlines.</p> <p data-bbox="443 1219 1906 1373">Keystone representative enhanced the importance of the referring cases among the lines, as they have one in gestion, that not anybody have access to the SharePoint which have a very good document with many contacts on the referral pathways, so to give a part of the information to be shared, also transversal through all groups, as the Health Working Group.</p>
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	<p>UNHCR representative answered that the technical connection of all hotlines is a priority.</p> <p>CDA representative asked if it possible to have a unique hotline, to avoid misinformation.</p> <p>UNHCR representative answered that this point might be approached in discussions with the Government.</p>
4	<p>Border updates</p> <p>Otaci</p> <p>UNHCR representative reported that IOM are planning a more permanent presence from the next week. Also about the Cash assistance program for Otaci and Northern border area with ACTED, CRS and other INGOs implementing an active enrolment for the local communities.</p> <p>Another important point is the coordination for the contingency planning and every actor is trying to assess the possibility to scale up in the case of affluence.</p> <p>Northern Border Police asked for series of trainings on asylum and child protection</p> <p>Keystone representative asked about persons with disabilities crossing Otaci border and there are persons with disabilities hosted in the communities nearby to Otaci.</p> <p>UNHCR representative answered that many families hosted refugees, because the Ukrainian community is very present there and municipalities answered that the majority is hosted by families and friends. Also the community is self-mobilizing like the private, NGOs, volunteers are supporting refugees with a lot of activities from the basic needs up to the integration issues as help for the enrolment in schools. Concerning persons with disabilities, MSF, DRF are present 24/7 at Otaci and will find the information and share later.</p> <p>NRC representative expressed her worries upon the new decision to cross the border and UNHCR representatives assured her that the decision of concern was cancelled the same evening.</p> <p>CNUM representative confirmed that some buses were blocked during several hours at the border and that later in the evening it was indeed cancelled.</p>

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	<p>UNHCR representative resumed with an invitation to join the coordination group meeting in Otaci, every Tuesday, at 14-00 in the mayor`s office.</p>
5	<p>Coordination updates Roma Task Force</p> <p>UNHCR representative explained that following from different national and international actors and entities reports and alerts which were present in the public space, including several field reports from UNHCR, concerning the situation of the Roma and Azeri community on the RACs Manej, already closed and Testemiteanu 6, was decided that the 1st meeting of the Roma Task Force will take place in the RAC Testemiteanu 6.</p> <p>At the meeting 3 majors concerns were expressed: the 1st major concern was that of the reported discrimination of separating Roma and Azeri communities from other, the 2nd of the conditions of accommodation and the 3rd one the absence of activities for children, divided by age. Chair was appointed an UNHCR representative and the cochair from the Roma Coalition Vocea Romilor.</p> <p>From 180 persons accommodated on the day of the meeting, 15th April, 105 were Roma, Azeri – 47, Ukrainians – 23, Turkish – 4 and Russian – 1.</p> <p>Thankful to the implication of several actors and entities upon the above reports and alerts, a range of the issues were solved, an amelioration of the conditions of the accommodation is ascertained, but several issues are still present.</p> <p>Further the UNHCR representative gave several examples on different actions and priorities, such as: referring medical cases and mapping of the medical and social services as the 1st priority, because a range of them occurred since the last week-end, an action plan will be drafted, documents will be circulate in this sense, an initial agreement between two entities on the supply of beds obtained, activities for children and IT activities, for children included, were promised from the part of two INGOs.</p> <p>More activities for children are to be coordinated, as the number of children of different ages is big and they are not integrated in the education system.</p> <p>An example of a necessity which was not yet covered was that of the necessity of a Roma Community Mediator present daily on the RAC in order to provide a better communication and coordination, conflict resolution, mediation and crises management, as coordination at the distance is not always possible or efficient.</p> <p>The cochair of the Roma Task Force expressed the hope on more results and support after this meeting. Futher she informed the participants that Roma community is having difficulties to access services for refugees, also communication problems and mediators are needed, especially at the RAC Testemiteanu 6. Roma community in</p>

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the Transnistrian region are in a very difficult situation, twice she visited Roma refugees and was told by community leaders that there are Roma which returned from Germany, also refugees from Ukraine in a very difficult situation, clothes, medication, food and basic necessities are lacking.

With the help of the Roma diaspora she accorded some support to them.

Another strident problem of the Roma community is the lack of documentation.

Concerning protection issues, she was present on MoldExpo, Manej at Testemiteanu 6 and all reported cases were documented and reported to national and international organizations.

Regarding for solutions, a direct support is required for the Roma community from the part of NGO and INGO and confirms that at Testemiteanu 6 is necessary un mediator for the falcitation of communication. Another solution in discussion is a moderator for children activities which might be provided by IsraAID. But some cases of psychological distress were also reported and she asked to work altogether for this vulnerable group.

UNHCR representative confirmed that a separate focus on the Transnistrian region is necessary in the coming weeks.

Roma activist and academician on Roma studies added some information on the RAC Testemiteanu 6, that the statut of the RAC and the refugees is very unclear, as there RAC for a temporary placement or because of the lack of documentation and other reasons, a part of refugees are there for several weeks. So, the solution is to ameliorate the conditions of accommodations and to install a mobile kitchen there, in order to avoid cases of alimentary intoxication. Coking food is an antistress activity, empowering for Roma women and it`s important a such action. Also he asked is segregation on ethnic criteria as a practice, because he considers such an attitude and practice toward Roma community as inappropriate. Another human dimension is that children are not integrated into the education system, many other problems that need to be solved. At the end he praised the creation of the Roma Task Force, but noticed that for some reasons it`s too late for it creation.

UNHCR representative called to the address of that issues by the Roma task force, concluded with an invitation to more bilateral communication and coordination and for joining the Roma Task Force: bitca@unhcr.org and vocearomilor@gmail.com

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	<p>Disability Task Force</p> <p>Keystone representative informed that the information on the assistance of persons with disabilities was updated since the last report and that an NGO from the Transnistrian region with limited access to humanitarian organizations participated at one meeting and shared their needs: clothes, food, the majority of refugee persons with disabilities are hosted by families in that region, a closer cooperation is necessary.</p> <p>Mapping and evaluation of the persons with disabilities in shelters and to support their needs, through the hotline included.</p> <p>Clothes and medicated are the most required need, as well as support for special nutrition packages and persons with these from Transnistria region have limited access to this packages and humanitarian organisations are invited to support these special needs.</p> <p>Persons with disabilities, especially for those with autism, which needs a separate room, shelter accommodation is not a solution for them and they are not evacuating until they are sure on the appropriate accommodation.</p>
3	<p>Standing agenda items</p> <ul style="list-style-type: none">• Trafficking <p>Regarding the last updates on anti-trafficking, the following can be highlighted:</p> <p>We continue <i>awareness-raising and prevention activities</i>.</p> <ul style="list-style-type: none">• 20 000 “Stay safe” posters were supplied, and we’re distributing them to key locations and partner agencies. We’ll be happy to share them with all interested partners;• UNHCR continues providing support through protection desks by counseling, identifying persons at risk and making referrals. <p>Another important aspect is <i>capacity development</i> with a focus on national capacity development.</p>

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	<ul style="list-style-type: none">• We continue supporting existing national systems to increase their capacities and plan to perform the needs assessment and identification of training needs through a range of meetings with stakeholders. <p>IOM representative informed about a meeting with the Border Police on the training needs of identification of victim profiles. Also approached by the antitrafficking centre regarding more leaflets, as more prevention actions are planned, especially concerning labour inspectors concerning trafficking and exploitation.</p> <p>OHCHR representative asked about the capacity building for Roma CSOs, as Association of Roma mediators in order to spread the information among Roma refugees.</p> <p>Representative of the Roma Voice asked about the translation of leaflets in Romani and IOM representant answered that they are opened to translate them in Romani, as well for capacity building sessions and invited for collaboration.</p>
4	<ul style="list-style-type: none">• PSS <p>WHO representant noticed that many previous presentations had a direct or indirect relevance for the impact on psychosocial well-being for the people, because it`s a cross sectorial subject.</p> <p>Estimation of people in need for Moldova: from 100 000 refugees, mostly women, children and elderly, applying the above projections, 22,1 %, around more than 20 000 are expected to have a form of a mental health problem, 5,1 % and around 5 000 severe mental disorder. Severe mental disorder includes schizophrenia, bipolar, severe depression, severe anxiety, including severe PTSD. The rest 17 % include moderate and mild forms of the mentioned disorders.</p> <p>Recommendation for activities is to allow people to cook their traditional dishes in the premises of RAC and other, because it`s important for the persons wellbeing to be able to follow their traditions.</p> <p>At the end of the presentation, the WHO representant thanked the participants and invited to join the meeting on mental health:</p>

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	<p>Lidiia Kasianchuk, WHO MHPSS Consultant, Moldova Technical Reference Group on MHPSS E-mail: kasianchukl@who.int</p>
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ACTION POINTS SUMMARY				
No.	Action	Responsible	Deadline	Status
1	Informing on the Task Forces and Working groups	UNHCR	Pending	20 April