Federation-wide National Society Response Plan

MGR65002 Ukraine and impacted countries crisis Emergency Appeal



Winter assistance distributions for refugees and host families by the Moldova Red Cross volunteers. Source: Moldova Red Cross

Emergency appeal №: MGR65002 Timeframe of this response plan: February 2022-December 2025

Number of people to be assisted: 150,000

Federation-wide funding requirement: 39,700,577 CHF IFRC Secretariat funding requirement: 39,502,804 CHF

EXECUTIVE SUMMARY / TRANSITION STRATEGY

Under the current response, the MRCS is going to provide assistance via three main pillars: Food & Water, Health & Care, sanitation and hygiene services (WASH), integrated assistance support (which includes Shelter, Housing and Settlements, Livelihoods, and multi-purpose cash assistance, with the establishment and scaling up of Humanitarian Service Points, and protection and prevention while taking into account the seasonal constraints. The actions will target both displaced people from Ukraine and vulnerable host communities, aiming at preventing tensions, and community conflict as well as promoting social cohesion.

With the support of IFRC and other RCRC Movement partners, the MRCS will be engaged in annual seasonal support (summer and winter) combining both in-kind and cash and voucher assistance distributions, for already in-country is placed people and vulnerable host communities. It will expand its capacity across multiple trajectories to prepare for potential crises and to help develop its domestic disaster management programme. The MRCS plans to extend humanitarian services undertaken in response to the refugee crisis and strengthen the already shown capacity in distributions, further supporting a solid base for disasters and emergency management in the future. Coverage of basic needs through the distribution of household items (including blankets and towels, hygienic sets, and inter clothing) and food is a priority for the MRCS.

The IFRC is also supporting MRCS to enhance its capacities for responding to the expected high influx of displaced people from Ukraine and expand the outreach of assistance at the most transited Border Crossing Points. The IFRC will foster Moldova Red Cross's resources and capacities to set up Humanitarian Service Points and Mobile Emergency Units where the MRCS will provide diverse comprehensive services, including the provision of household items and improved migrants' kits to support "people on the move".

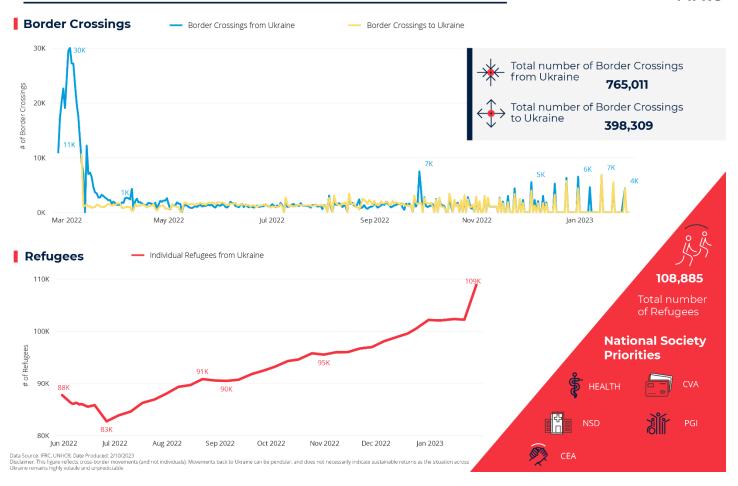
The continued CVA programme is expected to respond to the needs of the Ukrainian refugees, with a focus on seasonal adaptation (summer and winter). The programme will continue to integrate cash activities with other cross-sector areas such as Protection, Gender and Inclusion (PGI) and Community Engagement and Accountability (CEA). The MRCS will expand the CVA capacities and expertise on sectorial CVA, such as Cash for Health to support refugees and host communities in meeting their health needs. The National Society Development (NSD) plan will be focused on strengthening and long-term investment in the capacity building of the MRCS, with many core business practices of support. Strengthening its institutional capacity to ensure sustainability beyond the Ukraine response is another area of focus and MRCS will be able to do it with the assistance of Movement and non-Movement partners.

NEEDS ASSESSMENT AND TARGETING

Humanitarian impact of the crisis and resulting needs

Refugees, Border Crossings and National Society Priorities Moldova





The escalation of hostilities in Ukraine since February 2022 caused mass displacement of people internally and across international borders. As of 10 January 2023, 667,913 refugees have fled from Ukraine to the Republic of Moldova. As of 9 March 2023, there are 107,728 registered refugees in the Republic of Moldova.¹

Due to the destruction of the Ukrainian energy system, the Republic of Moldova experienced massive power outages throughout the country. Since the beginning of November, new tariffs for electricity were approved by the National Agency for Energy Regulation, based on the requests received immediately after the announcement that the *Moldavskaya GRES* power station (owned by the Russian company), could no longer supply electricity to the Republic of Moldova since energy was purchased for expensive prices.

The National Bureau of Statistics announced in the middle of November that the annual inflation rate reached 34.62 per cent. Average consumer prices increased by 31.4 per cent including food products by 33.1 per cent, non-food goods by 21.2 per cent and services provided to the population by 44.7 per cent which caused a stir and the biggest concern to the citizen of the country. Government representatives announced that over 700,000 citizens, who submitted applications for government support, were assigned degrees of energy vulnerability. Thus, 78 per cent of all compensation applicants were classified as very vulnerable, 12 per cent as high vulnerability, 5 per cent as medium, 2 per cent as low, and 1 per cent as non-vulnerable.

Public

¹ UNHCR Operational Data, Ukraine Refugee Situation, 9 March 2023.

The National Employment Agency also announced on 27 January 2023, that 946 displaced people from Ukraine (689 women and 257 men), were officially employed in the labour field in the Republic of Moldova.²

Profiles of most vulnerable groups

- 1. **Displaced people from Ukraine staying in Moldova:** Two-thirds of the refugee groups in Moldova are women and girls. 47,784 are minors. The most vulnerable groups are unaccompanied older adults, people with disabilities and chronic illnesses and pregnant women. The top three priority needs are around health (56 per cent) including MHPSS, food (55 per cent) and economic assistance (52 per cent)³. Needs for financial assistance increase seasonally, particularly to cover utility bills (winter and summer).
- 2. **Host communities in vulnerable situations, including hosting families:** The conflict in Ukraine has added additional pressure on an already strained Moldovan economy, which was struggling with limited resources and the compounding effects of a succession of recent shocks and stressors, including the COVID-19 pandemic and its consequences, and rising energy and fuel costs. Several groups within the population are either excluded or at high risk of social exclusion, including women, ethnic minorities (especially Roma), youth not in employment, people with disabilities and older adults. They face limited access to food and energy due to increased prices of commodities and a lack of money. The needs are increased over the winter season. 50 per cent of their income is spent on energy expenses in the winter months. According to People in Need (PIN) international NGO reports, 48 per cent of households have debts and only eight per cent of them have savings.

Considering the vulnerability of the country and the additional influx, public and local systems have challenges in covering and supporting displaced people from Ukraine and host communities' long-term needs. Constant inflows are stretching local capacities, which might result in limited services and increased tensions in the local communities. According to the Needs Assessment carried out in January 2023 by the IFRC and the Red Cross Society of the Republic of Moldova (MRCS), displaced people from Ukraine experience difficulties covering their basic needs such as healthcare, utility costs, accommodation, food, hygiene, and cleaning items. According to the REACH report for January 2023 refugee household priority needs are health 56 per cent, food 55 per cent, and economic assistance 52 per cent. They are at risk of increased indebtedness resulting in negative coping strategies which put them at risk. The winter intensifies those difficulties. Health needs were identified as not being fully covered, including costs of medicines, supplies, specialised examinations and tests, and specialised treatment, especially for people with chronic diseases. The rest of the population, in need of seasonal and/or intermittent healthcare, including specialised testing and prescribed medicines, is unable to cover the costs due to the limited household budget. Both displaced people from Ukraine and host communities are at risk of developing serious health conditions and increased suffering. Other needs include access to information on humanitarian assistance at the local level, as well as access to livelihoods and employability for which the target population faces language and cultural barriers.

Prioritization: Needs and specific groups that National Societies in the country are responding to

The MRCS focuses on assisting both displaced people and host communities (including hosting families) presenting the highest vulnerabilities. Both groups are going to be covered by the MRCS with the support of partners to ensure that basic household needs including health and food commodities are met for the given target group.

The operational priorities for the timeframe of this response plan are focused on:

- Establishing Cash and Voucher Assistance (CVA) programmes, including multipurpose cash with a focus on seasonal support (summer and winter assistance) and Cash for Health, as well as during potential contingency situations and emergent displacement crises.
- Increasing crisis preparedness and capacity to cover relief assistance (food, and household items).
- Mainstreaming Safeguarding, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA) considerations throughout all programs of the operation.

² National Employment Agency, Republic of Moldova.

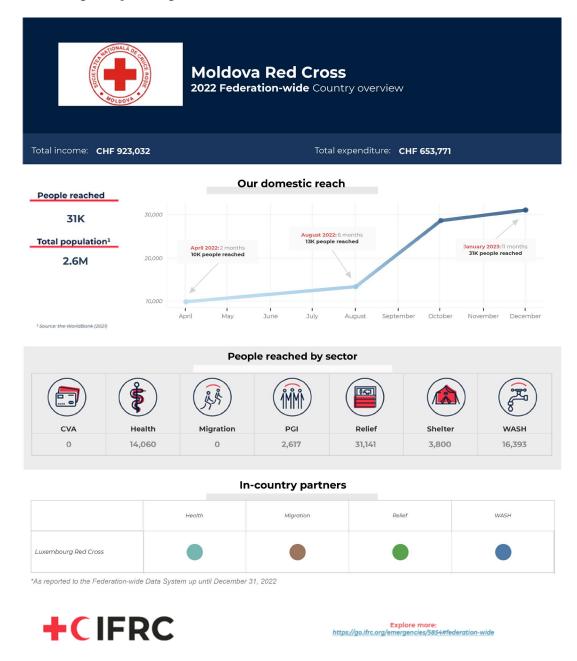
³ <u>REACH Report</u>, January 2023.

• Ensuring coordination and complementarity of Movement members' actions in-country.

Aiming at scaling up operations to be able to better implement the response plan and other upcoming emergencies, the MRCS, with the support of IFRC and Movement partners, will also focus on the National Society Capacity Strengthening component (increasing organizational & administrative capacity at HQ & branch level, volunteer management development, creating Emergency Mobile Response Units (EMRUs), updating contingency planning document, logistics/procurement, finance, Planning Monitoring and Reporting systems development, and HR system establishment).

CAPACITIES AND RESPONSE

National Society capacity⁴



For details on the National Society's ongoing response to the crisis, please refer to <u>IFRC GO</u>.

National Society role in the national response The Moldova Red Cross Society (MRCS) regularly engages with the Ministry of Health, the Ministry of Labour and Social Protection (MoLSP), the Ministry of Education, the General Inspectorate for Emergency Situations of the Ministry of Internal Affairs (with whom MRCS has Memorandum of Understanding) and local authorities. A formalized partnership with the

⁴ This includes support from the Swiss Red Cross on health and relief.

MoLSP through a MoU is being established at the moment in the context of the response plan's implementation.

The MRCS has 16 regional branches, 504 primary organizations, 280,728 members and around 1,300 volunteers. Since the beginning of the operation, MRCS established donation points, provided food and household items to displaced people coming from Ukraine at Humanitarian Service Points, and paid regular visits to Refugee Accommodation Centres (RACs), provided psychosocial support, activities for children, helped the local staff to prepare food, and contributed to integration activities.

The MRCS aligned to the Government of Moldova's winter top-up efforts to provide cash assistance to displaced people from Ukraine in the most vulnerable situations as well as to strengthen the support to host families with the provision of food parcels, hygienic sets, sanitisers, water filters, cartridges, winter clothing, etc. Local branches were involved in distributing humanitarian aid offered by the ICRC in term of food and hygiene packages for host families.

Key areas of scale-up and strength

In responding to the needs of people in Moldova, the MRCS, IFRC, and other Movement partners are strongly focused on coordinating their efforts, strengthening the long-term sustainability and capacities of the MRCS, and preparing for both current and future emergencies. This operation allowed the MRCS to increase their volume of relief assistance through in-kind distributions and CVA.

The organisational capacities of the MRCS remain in need of strengthening and long-term investment, with many core business practices in need of support. Thus in addition to addressing the needs of people fleeing Ukraine and host communities, this operation is an opportunity for significant capacity strengthening.

MRCS has bilateral agreements with Movement partners and is in the process of expanding and strengthening its partnership relations with national and local authorities.

Areas of new / additional capacities developed

Since the start of the operation, the MRCS mainly provided in-kind assistance (food and household items) along with the provision of psychosocial support (PSS) and psychological first aid (PFA). From December 2022 to February 2023, cash assistance was introduced to the MRCS and implemented via the established IFRC system. Since January 2023, the MRCS is implementing a Voucher Assistance programme for vulnerable people from Moldova, with the support of the Swiss Red Cross. This was an opportunity to learn how to design and implement voucher assistance.

Strengthening institutional capacities to ensure sustainability beyond the current response is another area of focus for MRCS with the assistance of Movement and non-Movement partners.

National Society partners

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building	Details
IFRC	X	X	X	x	IFRC is supporting the NS in scaling-up activities in multipurpose cash and voucher assistance, in-kind assistance with food and household items, and seasonal adaptation (summer and winter) assistance provided to displaced people and people in vulnerable situations in the host communities. Other Cash-based interventions (i.e. cash for health) are the planning stage. IFRC is also supporting MRCS in strengthening its capacities, establishing well-functioning systems at both HQs and branch level and improving volunteer management.
Swiss Red Cross	X	X		X	Swiss Red Cross (SRC) is supporting MRCS in provision of voucher assistance for food in Ungheni and Chisinau, targeting 1,500 people with disabilities (PwD). SRC, jointly with IFRC, is planning to organize training sessions for MRCS volunteers from Chisinau on CVA and as well as supporting MRCS in developing a CEA strategy and tools, blood donation initiatives, and integral branch development of 3 to 4 branches.
Luxembourg Red Cross	х	X		X	Luxembourg Red Cross (LRC) is interested in supporting MRCS in Shelter and WASH interventions. LRC is supporting MRCS in social integration and in PSS/PFA-related initiatives, hygiene promotion in schools, and dissemination of RCRC Movement principles in schools and universities. LRC is ready to support MRCS in CEA strategy, plan and adaptation of IFRC tools to the local context and support integral branch development in Chisinau, Comrat and Basarabeasca.
French Red Cross	х			x	French Red Cross, jointly with ICRC, is supporting MRCS in first aid-related initiatives, particularly the establishment of a FA system at HQs and branches including selecting a dedicated person to be trained on FA and further organized

				training among volunteers, and community members.
Canadian Red Cross	x	x	х	Canadian Red Cross (CRC) is supporting MRCS in the development of the disaster management activity plan, conducting necessary training, and assessments. CRC is in the discussion to support MRCS in health promotion initiatives.
Norwegian Red Cross	x		x	Norwegian Red Cross (NRC) plans to support MRCS in response to emergency situations particularly promoting healthy lifestyle and hygiene measures for children from kindergartens and primary schools in vulnerable environments. NRC will support MRCS to organise the "Red Cross School for Volunteers from Moldova and Norway" initiative. NRC is ready to support in other topics events including Red Cross Volunteer Leaders Forum.
ICRC	X	X	X	ICRC will provide support in the provision of in-kind distribution of food parcels and hygiene kits to approximately 3,940 host families in Chisinau and Transnistria regions and providing relief cash support for 4,800 host families. ICRC will also support the MRCS workforce (coordinators and 5 facilitators) on First Aid and International Humanitarian Law activities. ICRC will extend its support to MRCS in other activities such as recreational activities with PwD and MHPSS in targeted regions/branches.

OPERATIONAL STRATEGY

Scenario Planning

Scenario	Impact	Mitigating actions
Energy crisis	 Increased costs of living. Shortage of energy usage. Worsened socio-economic conditions. Increased tensions between displaced people and host communities. 	 Provision of relief assistance to targeted families. Provision of Cash and Voucher Assistance to displaced people from Ukraine and Moldovan families in vulnerable situations.
Winter influence and further adaptation	 Low temperature. Limitations of support. People are in dire financial and social situations due to increased expenses associated with heating, and inflation which will likely lead to increased living costs. Health-related problems. Difficulties with heating. 	 Provision of Cash and Voucher Assistance, which might help to cover utility payments, food and clothes, healthcare, and education costs. Provision of in-kind assistance with food and household items.
Natural disasters and Climate adaptation	 Facing the danger of death or physical injury Destroying infrastructure, losing home, possessions, and community. Facing stress, which places individuals at risk for emotional and physical health problems. 	 Provision of FA and MHPSS/PFA support. Provision of urgent humanitarian, shelter, and other essential household items.
Peace or conflict unstable situation in Ukraine	 Arrival of an additional number of displaced people from Ukraine. Necessity to accommodate. Necessity to cover basic needs. Support adapting to current conditions. 	 Carry out a needs assessment. Provision of support by giving necessary information, referrals, and accommodation. Provision of support with urgent humanitarian supplies.

People to be assisted

Overall sex and age breakdown of people targeted

Sex-age group	Total
Males Over 18 years of age	Up to 5,298 people
Males Under 18 years old	Up to 38,754 people
Females Over 18 years old	Up to 59,310 people
Females Under 18 years of age	Up to 46,638 people
Total number of people to be assisted	150,000

ONGOING AND PLANNED OPERATIONS

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

0	Overall target: 23,500		
Health & Care	Female > 18: 12,575	Female < 18: 7,550	
•	Male > 18: 830	Male < 18: 2,545	
Objective:	Most vulnerable displaced people are provided with high-quality health and care services including MHPSS.		
Priority Actions:	Activities:		
Primary health services and/or referral to public health institutions	 communities, including hygiene pre measles and polio vaccination. Provide basic health care services and MHPSS services and activities). Provision of referrals to public heamonic provision of community health activities. 	Ith institutions. Civities such as first aid and hygiene f hygiene kits and IEC materials) in the	
Mental Health and psychosocial support services (MHPSS)	 activities, activities for children aim psychological wellbeing, and social Development of physical/mental h multiple languages referring Communications (IEC) - Psychology Provision of PFA/PSS to displaced 	ealth/hygiene information materials in to <u>Information</u> , <u>Education and esocial Support IFRC (pscentre.org)</u> people at border points, in RACs and to relieve distress by e.g., means of	
People trained in First Aid (FA)	 Organizing Training of Trainers for FA Instructors. Purchase of equipment and consumable materials both for training and provision of FA services. Development and production of FA manuals, leaflets, posters. Identifying and training FA volunteers from the communities as part of the CEA approach. Provision of FA activities in schools and possibly at the Refugees Accommodation Centres (RACs). 		
People trained in MHPSS	Strengthening the capacity of the N staff, volunteers, and community n	IRCS in MHPSS/PFA through training of nembers.	

	·	f MHPSS/PFA manuals, leaflets, and Education and Communications (IEC) - re.org).	
Access to specialized health and medicines	 Provision of CVA for health for 5,000 individuals to cover expenditures health tests, treatments, and medicines not covered by the public hea system. 		
	Overall target: 18,000		
WASH	Female > 18: 6,660	Female < 18: 6,040	
O	Male > 18: 1,880	Male < 18: 3,420	
Objective:		provided to the most vulnerable eduction in the risk of water-related by for the targeted population.	
Priority Actions:	Activities:		
People reached with hygiene supplies	 Prepositioning and provision of hygiene items (family hygiene kits, migrant kits, dignity kits, water cleaning supplies, and individual items such as hand sanitisers and face masks). Hygiene promotion activities. 		

INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH)

Shelter,		Overall target: 48,290		
	Housing and	Female > 18: 21,561	Female < 18: 16,642	
	Settlements	Male > 18: 2109	Male < 18: 7,978	
Objective:		Communities in crisis-affected areas restore safety, well-being and longer-term recovery settlement solutions.		
Priority Actions:		Activities:		
Relief assistance for basic needs		 Provision of food and household items (hygiene 	sets, blankets, bed linen,	
	ince for basic	 towels, travel and baby kits, and clothes) and considering seasonal adaptations, for both displays staying in the country, at key transit points, hur (HSPs) and host families. Provision of hot drinks, relief migrant kits an Transit Hotspots (THS)/HSPs. 	d other essential items, aced people from Ukraine manitarian service points	

Cash and Voucher		Female > 18: 12,780 Female < 18: 11,820		
 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Assistance	Male > 18: 8040 Male < 18: 12,360		
Objective:		The most vulnerable displaced communities have through the use of cash assistance.	e their needs addressed	
Priority Actions:		Activities:		
Conditional a unconditiona assistance	and/or al cash and voucher	 Provision of Multipurpose Cash Assistance (MP adaptation (summer and winter) for at least displaced people from Ukraine and host community of the community of the	40,000 individuals (both unities). to cover expenditures of vered by the public health ayment for people on the needs assessment, post-	

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION)

Protection,	Overall target: 3,000		
Gender and Inclusion	Female > 18: 1,155	Female < 18: 945	
io iiiii iiiciusioii	Male > 18: 90	Male < 18: 810	
Objective:	safe from harm including	displaced by or fleeing the crisis are violence, abuse and exploitation, and their needs and rights are met.	
Priority Actions:	Activities:		
Children welcomed in child- friendly spaces	• Development of child-friendly materials, and the inclusion of children's voices into the design and further reporting, monitoring and evaluation processes.		
PGI activities	 Integration of Protection, Gender, and Inclusion (PGI) throughout the operation focuses on minority groups, applying prevention mechanisms for Sexual Exploitation and Abuse (SEA), establishing Child-Friendly Spaces, and ensuring community engagement in the program's development. Provision of information to displaced people and communities and links to other trusted information sources. 		



Community Engagement and Accountability

Overall target: 576

Female > 18: 100 Female < 18: 400

Male > 18: Male < 18: 76

Objective:

The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.

,	approach through meaningful community participation.		
Priority Actions:	Activities:		
Establishing NS feedback mechanisms	 Risk Communication and assessment tool kit development. Facilitation of CEA trainings for staff and volunteers at HQs and local branches. Development of customized CEA materials. Development or revision of feedback collection and data handling mechanisms, ensure they are fit for purpose and provide improvements where necessary (e.g., due to CVA initiative). 		
Collecting community feedback and using it	consultation with communit development.	•	
<u></u> Migration	Overall target: 11,634		
and Displacement	Female > 18: 4,479	Female < 18: 3,665	
Displacement	Male > 18: 349	Male < 18: 3141	
Objective:	move are analysed and thei dedicated humanitarian assist	aced populations and people on the r needs and rights are met with ance, protection and humanitarian coordination with relevant	
Priority Actions:	Activities:		
Humanitarian Service Points (HSPs) providing services to refugees/displaced people	 Establish 16 accessible Humanitarian Service Points across Moldova run by different regional branches. HSPs (mobile) provide food, water, essential relief items, health and care (including routine immunisation and COVID-19 vaccination), FA, psychosocial support, cash and voucher assistance, and information provision. These are points for Restoring Family Links and safe referrals to specialised services. HSPs regularly monitored to ensure 		

	their safe environment, quality of provided services, and satisfaction and collect feedback from regular HSP visitors. Provision of information to displaced people and communities and links to other trusted information sources, sexual-and gender-based violence and protection referral pathways.
Analysis and advocacy	 Monitoring and collecting data of people moving at the branch offices to assess evolving needs. Liaising with government agencies, UNCHR, IOM, and other relevant actors to ensure coordination, identify gaps in the response, and work to identify trends in migration.

ENABLING APPROACHES

NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS

National Society Strengthening		
Objective:	National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well-defined and recognised.	
Priority Actions:	Activities:	
Branch Development	 Support in strengthening and increasing NS human resources (recruitment of staff). Organize BOCA training for facilitators and conduct further training in the selected branches using previously trained facilitators. Support in capacity building and development process in selected branches following their action plans. Conducting Branch Forums at the central and local levels. Support establishing of the system of communication and exchange of information between HQ and branches by regular thematic online and offline meetings. Support in the development of minimum standards of opening new branches. Organizing training for branches' staff based on developed training packs. 	
Volunteer Management Development	 Support in strengthening and increasing NS human resources (recruitment staff). Standardisation of volunteer training packages (including volunteer recruitment and management approach, Migration and Displacement, and CEA components) Support developing volunteer management SOPs, handbook and/or guidance, and Emergency Procedures for Volunteers (including safety, security, PPE and 	

- insurance). Support in organizing regular Induction Courses for present and newly recruited MRCS volunteers.
- Support in developing the Volunteer Policy.
- Support Volunteer management centralized approach via database development and maintenance.
- Support developing a unified platform for sharing information with the volunteers and exchanging ideas using social networks, a specially developed mobile app with additional functions.
- Build CEA volunteer teams, including rapid teams with basic skills and more specialised teams over time (e.g., CEA volunteers in CVA; feedback; information provision; others).
- Issuing ID cards for volunteers (Unified register and numbering).
- Organizing exchange visits (domestic and international).
- Organizing Volunteer Annual meetings.
- Support the procurement of volunteer-s uniforms- T-shirts, vests, etc.

Youth Engagement

- Support in strengthening and increasing MRCS human resources (recruitment of staff).
- Support to organize youth-related initiatives and trainings (based on youth engagement strategy, Youth as Agents of Behavioural Change YABC, youth as leaders)
- Support in the development of Youth Strategy and or Policy.

Leadership Development Support

- Support NS in the Overall and Management Supervision process (in recruitment to high managerial positions).
- Create an opportunity to participate in relevant trainings and meetings towards leaders and managers like e.g. Leadership and Management skills development training, Movement Induction Course (MIC) for high leadership, training on support leadership in national development strategies, encroaching peer-topeer coaching, etc.

Programs Development

International Humanitarian Law (IHL)

- Support in strengthening and increasing NS human resources (recruitment staff).
- Support organizing training on the basics of IHL and Fundamental Principles for staff and volunteers.
- Support in development of an Induction course module/manual.

WASH

- Strengthening the MRCS capacity by training staff and volunteers in WASH.
- Support in designing and issuing WASH-related IEC materials
- Identify and train community workers on health and hygiene activities (focusing on target groups such as women, older people, and people with disabilities), social mobilization, health and hygiene information and education (gender, culturally specific) in schools, host communities and or centres.

Disaster Management

 Support in producing key Disaster management documents for effective response (DM strategy and plan, MRCS Contingency plan, SOPs, trigger

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- mechanisms, MRCS DM Learning strategy and policy, Safety/Security Protocols and Procedures for staff and volunteers).
- Support in recruitment, training and equipment MRCS Emergency Mobile Response Units (EMRU) ready to demonstrate necessary skills in emergencies.
- Assign EMRUs with roles and responsibilities based on developed ToR.
- Support in the establishment of a PER PoA to guide the next two years' DM capacity enhancement, with a focus on priority areas and components of the MRCS disaster management mechanism.
- Link MRCS with other neighbouring RCs to share and gain knowledge and experience in DM.

Cash and Voucher Assistance

- Support in strengthening and increasing NS human resources (recruitment of staff): CVA Coordinator and or CVA assistant.
- Support in CVA preparedness: Establish of CVA system within MRCS by developing CVA-related mechanisms, processes, and procedures.
- Organizing CVA-related trainings e.g. CVA basic training to MRCS branch leaders/volunteers, CVA capacity mapping, learnings, financial service providers and preparing the plan of action (PoA) of MRCS.

Humanitarian Diplomacy and Strengthening Auxiliary Role

- Engage with public institutions, key state agencies, ministries, local authorities, and international agencies such as UN and diplomatic corps to reinforce the auxiliary role and ensure strong visibility and public understanding of Red Cross and Red Crescent activities.
- Support in the establishment of a stronger capacity to mobilise all relevant resources.

Legal base Development

- Support in developing of the Movement Coordination Agreement and Movement Contingency Plan development.
- Support in revising and promoting the MRCS Strategic Plan along with MRCS Law and newly revised Statute at the branches' level.
- Support in NS Code of Conduct revision.
- Support in updating MRCS Organigramme.
- Support in revising and promoting the MRCS Strategic Plan along with MRCS Law and newly revised Statute at the branches' level.

Logistic Development Support

- Support in strengthening and increasing NS human resources (recruitment of staff).
- Support in the Logistics and Procurement procedures, reporting tools based on IFRC standards such as Shipping instructions, in-house commodity tracking numbers, Local Pipeline reporting, and stock positions & stock movement reporting.
- Build a supplier database for a pool of potential vendors.
- Support strengthening NS infrastructure (purchase vehicles, purchase/rent office for MRCS HQ/regional branches, warehouse).
- Supporting the development of the plan for prepositioning stocks to strengthen MRCS's preparedness for disaster response.

Human Resource Development

- Support in strengthening and increasing NS human resources (recruitment staff).
- Support in an assessment to adjust MRCS' current salary scale.
- Support updating/improving the HR system through Job Descriptions review and modernisation, recruitment and contracting (procedures, tools), and salary grade development.
- ISupport in standardisation of training packages for staff with further conducting trainings.
- Support in Personnel Management & Records (Database, Contracts, policies, leave records, performance reviews, disciplinary actions, etc.)
- Support in establishing of Compensation and Benefits, Staff performance, Life and Health insurance.

PMER Development

- Support in strengthening and increasing NS human resources (recruitment of staff).
- Support reviewing and developing planning, reporting, monitoring, and assessment/evaluation tools and formats. Develop a simple, relevant, unified reporting format that might be used internally or externally in case of donor acceptance.
- Support in setting up planning, reporting, M&E systems, M&E Data collection plan and M&E Framework.
- Support in organizing training for staff at HQs and branch level on reporting.

Resource Mobilization Capacity Building

- Support in strengthening and increasing NS human resources (recruitment of staff).
- Support in a market-based assessment to improve MRCS income/RM opportunities.
- Support in development the Fundraising tools (e.g. landing page and donate button).
- Support in QR code donation establishment.
- Support in Resource Mobilization Strategy development.
- Support in developing RM guidance, Action Plan based on Market analysis and RM Strategy..

Financial Development

- Support strengthening and increasing NS human resources (recruitment staff) and training.
- Support in modification of the accounting software and usage at HQs and case of necessity branch level.
- Support in the assessment of current financial management capacities.
- Support in the creation of a plan for financial management system strengthening.
- Support in the development and implementation of financial rules or regulations.

Communication Development Support

MRCS HR capacity

- Support in strengthening and increasing MRCS human resources (recruitment staff) and providing necessary training.
- Support in organizing communication training for staff and volunteers (e.g. crisis communications training, training on working with media and stakeholders) and giving correct messages.
- Support in the development of a Communication Strategy and Plan.

MRCS internal and external communication

	• Support to establish and improve the system of communication and exchange of information between HQ and branches, setting up regular thematical meetings of HQ with branch managers.
	 MRCS visibility Support in Brand book development. Support in producing relevant audio-visual, visibility materials and tools like infographics, videos, photos, and presentations. Support in organizing training/workshop for MRCS staff and volunteers on producing qualitative visual materials.
	 MRCS website, social and local media relations Support in MRCS website modification and maintenance with updated content, fit for fundraising, including relevant data protection regulations. Support MRCS in monitoring social media and addressing comments, and messages. Support MRCS to have a database on various media channels.
NSD Coordination	 Follow and based on demands update One NSD Action plan. Establish of NSD Task Force under the supervision of the MRCS leadership and management.
Digitalization and IM capacity stream	 Support in strengthening and increasing NS human resources (recruitment staff). Support establishing a Zoom/Google and Microsoft account for the MRCS, which can be used for the trainings for volunteers and other meetings (must comply with Digital Device activities). Support in organizing IM training. Support in installation of task management software and data collection tools, using of IFRC Kobo server for mobile data collection and IFRC GO for long-term and emergency project tracking for MRCS and RCRC partners in the country. Support in defining IM processes and systems as a key component of programming and response. Support in digitalizing e.g. disaster management, financial and accountability workflows through creation, adaptation and or scale-up of IM systems. Follow the safety and security of the system as a part of Risk Management and

- prevention.



IFRC Secretariat Services

Objective:

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

Dric	SPITW	Acti	une.
LII	JIILY	ACLI	ons:

Activities:

Office scale-up on the country level by recruitment of several positions on local and international levels (Volunteer Management, PMER, Branch Development, Health, Administration). Working on Legal Status Agreement. Scaling up partnership and cooperation with state, UN agencies and other Movement and non-Movement partners. Developing Resource Mobilization Strategy and plan.



Coordination and Partnerships

Objective:	Technical and operational complementarity is enhanced through cooperation among IFRC membership.				
Priority Actions:	Activities:				
Movement Coordination	 Organize operational and movement component meetings on a technical level once per month to discuss topic-based issues and ensure complementarity. Based on outcomes of the operational and movement meetings and mutual agreement, organize Movement Coordination meetings between the leadership of Moldova Red Cross, IFRC, ICRC and Partner National Societies (PNSs) to ensure strong collaboration and cooperation. 				
External Coordination	 Participate in the bi-weekly Refugee Coordination Forum and topic-based Working Group meetings (CVA, health, MHPSS, protection, education) organized by UNHCR and other partners and hosted by the Ministry of Labour and Social Protection. Ensure representation of Moldova Red Cross and IFRC in all relevant interagency coordination meetings and events. Highlight activities on social networks, media as well as via MRCS, IFRC webpages. 				

Quality and accountability

For the operation's Federation-wide indicator framework and data collected, please refer to IFRC GO.

ANNEX 1: NATONAL SOCIETY RESPONSE PLAN – FEDERATION-WIDE FUNDING REQUIREMENT THROUGH VARIOUS CHANNELS

Total	NS	Through IFRC	French Red	DNICO	DNICS	
Total	Fundraising		Cross	FINOZ	FNSS	

FUNDING REQUIREMENTS

Planned Operations	29,826,500	0	29,706,500	120,000	
Shelter and Basic Household Items	196,000	0	196,000		
Livelihoods		0	0		
Multi-purpose Cash	22,832,000	0	22,832,000		
Health and Care	686,000	0	566,000	120,000	
Water, Sanitation & Hygiene	100,000	0	100,000		
Protection, Gender and Inclusion		0	0		
Community Engagement and Accountability		0			
Education		0	0		
Migration	6,012,500	0	6,012,500		
Risk Reduction, Climate Adaptation and Recovery		0		0	
Environmental Sustainability		0	0		
Enabling Approaches	9,874,007		9,796,304	77,773	
Coordination and Partnerships		0			
Secretariat Services	6,636,764	0	6,636,764		
National Society Strengthening	3,237,313	0	3,159,540	77,773	
Total	39,700,577		39,502,804	197,773	

Contact information

For further information, specifically related to this operation please contact:

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 Regional Office for Europe, Head of Partnerships and Resource Development: Andrej Naricyn, andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support:

 Regional Office for Europe, Head of Humanitarian Services & Supply Chain Management: Stefano Biagiotti, stefano.biagiotti@ifrc.org

Reference

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Click here for:

• Link to the Emergency Appeal and updates