

**Additional information on national minorities in the Republic of Moldova
(June 2019 - August 2021)**

Main achievements on minority rights protection system:

- Adoption of the Strategy on the Consolidation of Interethnic Relations in the Republic of Moldova for 2017-2027.
- Adoption of the National Human Rights Action Plan for 2018-2022 that includes an extended chapter devoted to the measures on national minorities.
- Adoption of the 2nd Action Plan for 2021-2024 on promoting the memory of the Holocaust and the culture of tolerance to combat racism, anti-Semitism, xenophobia, and other forms of intolerance (GD 980/2020).
- Endorsement of the working definition of anti-Semitism adopted by the International Alliance for Holocaust Remembrance.
- Adoption of the Action Plan to Support the Roma Population in the Republic of Moldova for 2016-2020.
- Establishment of a Roma community-based mediator service aimed at contributing to the Roma people social inclusion, etc.

General overview/Legal framework

The protection of national minorities without discrimination is one of the key priorities of the Government of the Republic of Moldova. Therefore, the national authorities are committed to undertake effective measures in line with established international standards to ensure a multicultural and integral society.

The protection of minorities against discrimination is guaranteed by specific provisions in the Constitution, and in criminal, civil and administrative laws. Minorities' rights are further strengthened following the adoption of anti-discrimination legislation.

In 2018 a general strategic document - *National Development Strategy "Moldova 2030"* (SND "Moldova 2030") was adopted, that changes the perspective of public policies¹. The document contributes to the deliberate distribution of budgetary and institutional resources, depending on the objectives set for the 4 basic pillars: 1) Sustainable and inclusive economy; 2) Robust human and social capital; 3) Honest and efficient institutions and 4) Healthy environment. To develop these areas, by 2030, the Government has set 10 (ten) Sustainable Development Goals (SDGs) at the national level, including: ensuring quality education, ensuring effective governance, increasing people's access to infrastructure, and improving conditions for work. The SND "Moldova 2030" involves building a peaceful, supportive, and highly cohesive society.

The Strategy for the development of civil society for the period 2018-2020 was approved by the Parliament (Law no. 51/2018) to create a common normative framework and to merge the collective efforts necessary for the development of civil society to stimulate social cohesion and to capitalize on human potential.

In order to strengthen the functionality of the national mechanism for the inclusion of migrants, the protection of minorities and the integration of the gender perspective in the development and planning of public policies in the field of competence, the *Law 274/2011 on the integration of foreigners in the Republic of Moldova* was amended by Law no. 139/2020, which entered into force on 01.01.2021.

¹ approved by GD no. 1083/2018

In order to correlate the normative framework with the international standards regarding the freedom of association the new Law on non-commercial organizations No. 86/2020 was approved. The document has simplified the procedure for the registration of the non-profit organizations, providing the additional guarantees to protect freedom of association and eliminates territorial restrictions on the activity of non-profit organizations.

Institutional and policy level on the protection of national minorities

Take all the necessary steps, in close co-operation between central and local public administration and national minority representatives, to implement the Strategy on the Consolidation of Interethnic Relations in the Republic of Moldova for 2017-2027 with a view to further developing a civic identity that is inclusive and firmly based on respect for ethnic and linguistic diversity as an integral part of Moldovan society.

During the period of November 2020 and January 2021, with the support of the OSCE High Commissioner for National Minorities, the evaluation of the implementation of the Action Plan for 2017-2020 was carried out. The evaluation report is published on the official website of Ministry of Education and Research and was disseminated to the members of the Working Group responsible for the development of the new Action Plan for the next for years. As the term for the Action Plan for 2017-2020 has expired, an extensive process of consultation is carried out to develop a new *Plan on the implementation of the Strategy for strengthening interethnic relations in the Republic of Moldova*.

In order to raise awareness of national minorities about the Strategy for the Consolidation of Interethnic Relations in the Republic of Moldova for 2017–2027, the Agency for Interethnic Relations (AIR) supported the initiative of the document translation into 4 minority languages (Ukrainian, Gagauz, Bulgarian and Romani) and its further publication. The initiative was realized with the financial support of the OSCE Mission to Moldova as part of a project to enhance capacity and sustainable cooperation mechanisms in the field of national minorities (2019) and supported to a certain extent informational function of the languages of national minorities, which is consistent with the provisions of Article 9 and 10 of the Framework Convention.

Training programs were conducted to develop the capacity and raise awareness in the field of interethnic relations among the AIR's employees, representatives from the Equality Council and the Office of the People's Advocate.

With the support and participation of the AIR, operational research has been undertaken to study the current situation on the protection of national minorities, to identify challenges and potential risks, to determine the level of representation and participation of ethnic groups in the public life. These includes the **Ethnobarometer Moldova – 2020** and the **Study on Effective participation of national minorities in public life of the Republic of Moldova**.

Ethnobarometer Moldova – 2020 was developed with the financial support of the Office of the OSCE High Commissioner on National Minorities in order to assist the Government of the Republic of Moldova with the implementation of the Strategy for the Consolidation of Interethnic Relations and the related Action Plan for 2017-2020. The study explored various aspects of life among different ethnic groups in the Republic of Moldova, how the multi-ethnic society functions, and the role of the State as a manager of the diversity. The main objective was to measure, monitor and analyze the perceptions, attitudes and beliefs of the major ethnic groups in the country regarding: (1) one's own self-identification; (2) relation to the Republic of Moldova; (3) relation to kin-States; (4) relation to other ethnic groups; (5) integration into Moldovan society, including the use of languages, and (6) relation to the Mass Media. Within this exercise a total of 2,622 respondents were interviewed.

The **Study on Effective participation of national minorities in public life of the Republic of Moldova** was launched on 20 November 2020. It reflected the current situation and included assessment of policies in the field of ensuring representation of national minorities in all levels of the public service (study period 2019-2020). The study was conducted by experts from the Office of the OSCE High Commissioner on National Minorities in partnership with the AIR and the Ministry of Education and Research. The document aimed at collecting disaggregated data on levels of public administration and gender according to the international standards.

The results were published in the second quarter of 2020, and refer to the number of representatives of national minorities employed in public administration of all levels, with data disaggregated by sex and age, the number of persons belonging to national minorities involved in training programs for their recruitment in the public administration of all levels (among employees of 30 LPA, there are 100 representatives of national minorities, and the number of representatives of national minorities involved in the Coordinating Council of ethnocultural organizations (103, among them 26 women).

Proactively accommodate the linguistic diversity of the Republic of Moldova by promoting the use of minority languages, in particular those spoken by numerically smaller groups, in official communications and in topography.

In view of the appeals and recommendations put forward by international organizations regarding human rights in the context of the Coronavirus disease (COVID-19) pandemic, the authorities of the Republic of Moldova have cooperated with civil society to implement a series of measures to raise awareness about the COVID 19 pandemic, including among persons belonging to national minorities. The Ministry of Health, the Ministry of Education and Research, the Office of the United Nations Population Fund in the Republic of Moldova, the Youth Platform for Inter-Ethnic Solidarity, the National Youth Council of Moldova, the Office of the People's Advocate and the AIR took a number of measures, particularly to make the relevant information accessible in national minority languages. Since 16 April 2020 a Russian-language version of an online platform providing the latest information on COVID-19 cases, the rules of conduct during a pandemic and preventive measures is being functional. The Russian-language version of the platform was set up to ensure that information is accessible to all persons, in the spirit of the principles and values of social integration. In addition, guidance on the COVID-19 pandemic has been published and distributed in the languages of the national minorities of the Republic of Moldova: Russian, Ukrainian, Gagauz and Romani.

Civil society representatives, journalists and public figures have worked together to create a Facebook page, which contains Russian translations of official documents adopted by the Emergency Situations Commission and other governmental bodies regarding the state of emergency introduced in the country due to the spread of Coronavirus.

According to the Decision of the Commission on Human Rights and Interethnic Relations of the Parliament of the Republic of Moldova, CDO no. 172 of 10.02.2021 on the General Report on the situation in the field of preventing and combating discrimination in the Republic of Moldova for 2020, the General Police Inspectorate is involved in identifying viable solutions to ensure the observance of the rights of persons belonging to national minorities, the effective exercise of the right to receive a response in the language in which they formulated the address. Currently, 18 translator positions are established within 18 subdivisions of the GPI and 474 persons belonging to national minorities are employed.

The national legal framework promotes the concept of using and learning the Romanian language and guarantees the right of national minorities to preserve and use the minority languages, both in private and in public space.

On 21 February, on an annually basis, the AIR holds actions dedicated to the International Mother Language Day, that contribute to the protection and promotion of national minority languages. In 2021, a virtual round table was organized on the promotion of linguistic and cultural diversity, which was attended by representatives of the State Chancellery, Ministry of Education and Research, Council for Preventing and Eliminating Discrimination and Ensuring Equality, National Association of European Trainers of Moldova (ANTEM) and members of the ethnocultural organizations of national minorities. The discussion focused on recognition of the value of linguistic diversity, its preservation and promotion in the particular context of the Republic of Moldova.

The round table also featured a broad-ranging discussion of the Romanian-language Distance Learning Program implemented by the National Association of European Trainers of Moldova (ANTEM) with the AIR's support, including financial. In 2021 the AIR allocated financial resources to cover the training within the program of two groups of attendees consisting of persons belonging to national minorities.

To ensure in close consultation with national minority representatives, that the education system provides persons belonging to national minorities with effective access to full proficiency in the State language, whilst enhancing access to quality teaching and learning of and in all minority languages through bilingual and trilingual education models that allow access to the languages used in the Republic of Moldova and facilitate interethnic dialogue in society.

In order to implement the *National Program for improving the quality of Romanian language learning in general education institutions, providing training in the languages of national minorities for 2016-2020*, approved by GD no.904/2015, during 2020 several measures were carried out: online courses to study the Romanian language for 125 teachers and managers; trainings for 64 teachers from the regions compactly populated by representatives of national minorities on the implementation of the Guideline and National Curriculum on Romanian language for the early education institutions; equipping with teaching materials 220 educational institutions, providing teaching in the languages of national minorities to ensure the Romanian language and literature classes with the necessary teaching materials, technical equipment for the Romanian language and literature classes from 7 educational institutions providing teaching in the languages of national minorities, publishing sets of didactical materials for the preparatory group for teaching-learning the Romanian language in the early education institutions providing education in the languages of national minorities from 28 district. Additionally, all 48 early childhood education institutions from ATO Gagauzia were equipped with teaching materials for implementation of the bilingual Program of simultaneous learning of Romanian and Gagauz languages.

In order to increase the **quality of teaching the languages of national minorities** and to organize the educational process in the context of the pandemic Ministry of Education and Research held republican methodological (on-line) seminars for Romanian and minority languages teachers (three times per year). Additionally, Guidelines for Romanian and the minority languages for the new 2021-2022 study year have been developed.

In order to organize courses for the study of the Romanian language by the non-native speakers, two Partnership Agreements were concluded between the AIR and the National Association of European Trainers of Moldova (ANTEM), and the Romanian Language House. The Agreements provide for a series of long-term and short-term actions, as well as joint activities aimed at facilitating the study of the Romanian language by national minorities. Thus, AIR contracted ANTEM to provide language training for a group of 20 persons for a period of 4 months.

The Government of the Republic of Turkey supported ANTEM to organize continuous training sessions for 30 managers and 80 Romanian and Gagauz languages teachers on the management of the Romanian and Gagauz simultaneous language learning program in the early education institutions and on the teaching methodology.

In order to ensure the consistency of planning medium-term actions to improve communication skills in Romanian among ethnic minorities, the ministry initiated the process of developing the National Program for Romanian language learning by ethnic minorities, including the adult population, 2022-2025.

Systematically ensure that persons belonging to national minorities participate in all decision-making processes, especially but not exclusively in areas immediately relevant to them, and effectively take into account their views and concerns with respect to the public administration reform so that their enjoyment of minority rights is not negatively impacted.

The Ministry of Education and Research conducted consultations together with the ethnic communities and ethno-cultural organizations on the implementation of the Strategy for strengthening interethnic relations the Action Plans for the next 4 years.

The sessions were organized on 4 strategic areas included in the Strategy: I. Participation in public life; II. Language as a means of integration: state language and minority language policies; III. Intercultural dialogue and civic affiliation with the state of the Republic of Moldova; IV. Mass media. The proposals received from the representatives of ethnic minorities were included in the draft document.

The Coordination Council of ethnocultural organizations continued its work aiming at consolidating the partnership between ethnocultural organizations and the AIR and the participations of ethnocultural organizations in the decision-making process. A new Council's co-chairman was elected from among the leaders of ethnocultural organizations uniting representatives of the Ukrainian national minority.

The Coordination Council's mandate has been expanded and is now fully compatible with its public status. In the longer term, it is expected that these changes will improve the functioning of the Coordination Council as a channel of communication between the authorities and the members of ethnic minorities. The AIR promotes the initiatives of including young activists in the Coordination Council and supports youth projects intended to develop intercultural dialogue and education. An example in this context represents the projects realized by the Association of Ukrainian Youth in the Republic of Moldova "Zlagoda", the Public Organization "Priority", the Jewish Student Cultural Center "Hillel", the Youth Platform of Interethnic Solidarity, etc.

In partnership with the Association of Ukrainian Youth "Zlagoda", the AIR supported the initiative of conducting a study to identify the needs and problems of Ukrainians at the local and national levels. The purpose of the study was to develop recommendations based on the data obtained with a view to support the Ukrainian population and consolidate the civil society of the Republic of Moldova. More than 600 questionnaires were processed, filled in by representatives of the Ukrainian population from 7 districts (Orhei, Glodeni, Riscani, Edinet, Drochia, Briceni, Ocnita) and one municipality (Balti), where ethnic Ukrainians live in substantial numbers. The questionnaires were developed on the basis of provisions of the Law of the Republic of Moldova no. 382 of 19.07.2001 on the rights of persons belonging to national minorities and the legal status of their organizations, as well the principles laid down in the Framework Convention for the Protection of National Minorities. The research was carried out within the project "Evidence-based decision-making for the protection of the rights of national minorities in Moldova", implemented between December 2019 and September 2020. Based on the findings of the survey published under the title "*Manifesto of Ukrainians in Moldova*", the AIR encourages public organizations representing other national minorities to conduct similar studies as it would provide a comprehensive overview of the needs and interests of particular ethnic communities and allow to intensify measures aimed at consolidation of society, building of civic identity and promotion of intercultural dialogue.

Pursue an open dialogue with civil society and minority representatives regarding the analysis of the 2014 census data, particularly where they are used as the basis for the enjoyment of minority rights; complement statistical data with independent qualitative and quantitative research and ensure that the right to free self-identification is effectively ensured in all data collection exercises.

In order to improve qualitative and quantitative data statistics regarding national minorities in the draft Program *on the implementation of the Strategy for strengthening interethnic relations in the Republic of Moldova for the years 2017-2027* were included a number of activities: organizing of the consultation sessions with the public institutions responsible for policies in the field of national / ethnic minorities and civil society organizations to be collected in the framework of the Population and Housing Census (PHC); organizing of activities aimed at informing the associations of ethnic minorities regarding the consultations on organization and conducting the PHC and the need to participate in the census.

The draft Program for supporting the Roma population for the years 2021-2025 includes some activities for promotion of the participation of the Roma population in the PHC; organization of trainings and involvement of community mediators, namely representatives of Roma non-governmental organizations, as enlisted in the framework of the next PHC.

Actively facilitate the efficient and fully independent functioning of the Equality Council and the Ombudsman's Office by ensuring that adequate resources are provided without delay and by taking all necessary steps at legislative level to enhance their competences; raise awareness of the anti-discrimination legislative framework amongst the public and amongst relevant officials.

In order to strengthen the work of the Council for the Prevention and Elimination of Discrimination and Ensuring Equality, the draft Law for the approval of certain amendments to the Law (no. 298/2012) governing the work of the Council and the related regulatory framework has been developed. The purpose of the changes is to focus on clarifying and clearly regulating the competence of the Council; extending non-discrimination criteria; improving the collection of data on equality, non-discrimination and diversity, monitoring, evaluation, and annual reporting of results, and strengthening the institutional framework in the field. It is also proposed to assign the right of the Council to refer the matter to the Constitutional Court. This competence will help the Council to play a proactive role in ensuring non-discrimination standards.

To adopt a comprehensive strategic approach in the adoption and implementation of the National Human Rights Action Plan 2018-2021, as well as in the implementation of the Roma Action Plan for 2016-2020.

In order to ensure an efficient mechanism for drafting and evaluating human rights policy documents, the effective implementation of international human rights, and to monitor compliance with international commitments, the Government established the National Human Rights Council (NHRC), the Permanent Secretariat for NHRC, local structures of the NHRC, human rights coordinators at central and local level (GD no.65/2019). The mandate/competencies of the Council includes: coordination and implementation of a uniform state policy in the field of human rights; overseeing the process of drafting, implementing and evaluating human rights policy documents; examination and approval of half-yearly reports on the implementation of *the National Human Rights Action Plan*; facilitation of the interaction with international human rights protection mechanisms: coordination of the process of implementing international recommendations in the field of human rights, including those formulated for the Republic of Moldova in the framework of regular universal evaluations in the field of human rights; assessment of the degree of respect for human rights and approval of initial and periodic national reports on the implementation of international treaties to which the Republic of Moldova is a party, etc.

The authorities of the Republic of Moldova are consistent in pursuing policies aimed at long-term improvement of Roma people integration. The successive Roma-specific policy documents have been adopted and implemented since 2001, which demonstrates a tailored approach to the needs of Roma inclusion. The protection of the rights of the Roma people are reflected in the *Chapter 15* of the National Human Rights Action Plan 2018–2022² “*Ethnic Roma fully enjoy their rights without discrimination*”.

The last Action Plan to Support the Roma Population in the Republic of Moldova for 2016-2020 represented a continuation of the Government’s commitments to address the problems of Roma communities, ensuring that national policy is based on Roma-specific approach. In order to hold the local public administration authorities accountable, they were encouraged to elaborate local action plans to support the Roma population, residing on the territory of the respective administrative-territorial unit. Such local Roma Action plans were approved and implemented, for instance, in Chisinau and Balti municipalities.

The Ministry of Education and Research³ is currently drafting a new Roma Support Program for 2021-2025 and the Action Plan for its implementation.

Increase support for activities at central and local levels aimed at the preservation and promotion of all national minority identities and cultures as an integral part of the Republic of Moldova’s diversity and ensure equal access to resources; closely involve minority representatives in the relevant allocation procedures.

In order to create the appropriate conditions for the development of cultural activities promoted by civil society, public associations benefit from financial support for cultural projects, which complied with the requirements established by the *Regulation on the financing from the state budget of cultural projects carried out by non-profit organizations, approved by GD no. 503/2019*, in seven thematic areas: Arts, Theater, Music and Dance, Festival type projects, Education through culture, Promotion of written culture, Cultural heritage.

During the period 2019 – 2020 the Ministry of Education and Research undertook several actions aimed at integrating national minorities into cultural life, which took place in different regions, including ATU Gagauzia and the transnistrian region of the Republic of Moldova:

- The European Cultural Heritage Days are organized annually in September - October.
- The National Day of the Folk Costume - to capitalize on the authentic Romanian folk costume, to understand the component parts of the costume and its symbols, as well as to promote the folk costume techniques nationally and internationally.
- People’s Crafts Fair - is organized periodically in order to promote and support traditional crafts from various localities of the Republic of Moldova.
- International Music Festival “Mărțișor” - annually in March.
- The “Carpet of Longing” National Carpet Fair - the main objectives of the event are to promote the weaving of carpets and other wool textiles, but also to contribute to the promotion of the carpets nationally and internationally.

Exhibitions and creative workshops, master classes organized in museums, libraries have become a place of connection between different ethnic groups living on the territory of the Republic of

² Approved by Parliamentary Decision No. 89 of 24 May 2018

³ Former Ministry of Education, Culture and Research

Moldova. Due to the pandemic caused by COVID -19 the main part of these and other cultural events were organized on virtual space or in hybrid/mixt format⁴.

During 2019-2021 AIR allocated from its budget the following funds - to support the ethnocultural associations of national minorities in organizing national and cultural events: 2019 - 479.7 thousand lei; 2020 - 162.6 thousand lei. The 2021 Agency's budget envisages 500.00 thousand lei to be allocated for this purpose.

In order to support and develop the youth sector, an annual Grants Program for youth organizations is carried out. In 2021, one of the specific conditions was the implementation of projects, that covered not less than 15% of the total number of final beneficiaries, young people from disadvantaged backgrounds, young representatives of ethnic minorities or young NEETs.

To ensure that the available legal remedies against hate crime and racial violence are widely known amongst the public, in particular amongst groups that are most exposed to such behaviour; adequately train and instruct relevant public officials engaged in law enforcement to effectively investigate, sanction and monitor all related complaints; independently investigate and sanction instances of police misconduct.

Ensuring equality is one of the national priorities related to human rights in the Republic of Moldova, and it involves implementing a human rights-based approach in the process of developing public policies in order to create equal opportunities for the entire population to benefit from fundamental rights.

The State's commitment to demonstrate a "zero tolerance" towards crimes based on prejudice and hate is reflected in the draft law amending some legislative acts. In 2019, the project was subject to adjustment procedures following multiple consultations with national and foreign experts, including the OSCE / ODIHR opinion from 26 April 2019, as well as proposals received from civil society. Thus, the draft law provides for the express inclusion in the Criminal Code, for several offenses, of the aggravating circumstance "for reasons of prejudice". At the same time, a new wording of art. 346 of the Criminal Code "Incitement to violent actions on grounds of prejudice", as well as supplementation with a new article defining the notion of "Reasons for prejudice".

On 23rd April 2021, the Parliament adopted the Law on amending certain normative acts, namely the Criminal Code and Law on freedom of expression. The modification of the Criminal Code implies for the **definition of Holocaust, racist, or xenophobic organizations** or symbols, criminalizing the public denial of the Holocaust, glorification of the representatives of fascism/Nazism and the use of fascist/Nazi symbols. Denial or public contestation of the Holocaust is punishable by imprisonment from 6 months to 5 years with deprivation of the right to hold certain positions or the exercise of a particular activity for a period of 5 years.

Additional, the Regulation on audiovisual content has been approved, which expressly sets out provisions on hate speech and any forms of hatred based on intolerance and discrimination; attack on the person and the attainment of human dignity; of the audiovisual content praising the totalitarian regimes, past and present, the perpetrators of the crimes and abuses of these regimes, as

⁴ A number of traditional national and cultural events were organized by AIR : Ethnocultural Festival - 2020, Days of Slavic Writing and Culture (2020, 2021). International Music Festival "Шире круг" ("Broaden the circle"), organized by the Russian Community from Drochia City with the support of local authorities and the AIR (2020). The festival was attended by about 70 folklore groups from Moldova, Romania and Ukraine. Already in 2021, the festival was held not only online, but also at open venues in Drochia City (Northern region of Moldova) respecting all security measures in a pandemic and hosted 18 artistic groups from 9 districts. "Memory week", the International Holocaust Remembrance Day, The Roma Holocaust Memorial Day etc.

well as those that denigrate their victims (Decision of the Audiovisual Council (CA) no. 61/219 of 30 December 2019)

In order to strengthen the capacities of police officers training courses on human rights protection, especially of national minorities, remedies against hate crime and racial violence, effectively investigate, sanction and monitor all related complaints were organized. The application of the criminal and contravention legislation in the field of crimes motivated by prejudices, contempt or hatred is included as a specific topic in the curriculum for 2020.

In the period of 2019 - 2020, the National Institute of Justice conducted the electronic HELP Course in the field of anti-discrimination - 20 hours of training, attended by 95 people, 5 training activities in the field "Non-discrimination and equality", being trained a total number of 105 beneficiaries.

Within the regional project *Strengthening access to justice through non-judicial compensation mechanisms for victims of discrimination, hate crimes and hate speech in the Eastern Partnership countries*, funded by the EU and implemented by the CoE, which takes place during 2019-2021, 2 training cycles of trainers are scheduled on the segment of discrimination and equality, and on the dimension of criminal prosecution, in which a total of 21 trainers will be trained, who will subsequently support training in cascade, in which they will include approximately 1,900 district police officers and 625 prosecuting officers are trained.

The topic on the particularities of investigating and examining crimes motivated by prejudice or hatred was included in the Modular Plan for continuous training of judges and prosecutors, as well as police officers. During 2019, 19 training activities were carried out in the field, with 620 beneficiaries.

The Equality Council organized the training course "Messages that empower, unite and promote zero tolerance for stigmatization and discrimination" - 15 journalists.

In July 2021 the secretariat of the NHRC with the support of UN Human Rights Office of the High Commissioner organized a workshop on "Protection of minorities through human rights lens-international human rights mechanism", attended by 60 representatives of central and local public authorities assigned as coordinators in the field of human rights.

Noticeably enhance the availability of high quality broadcast and other media in minority languages; take all the necessary steps, including in the digitalization process, towards the promotion of a pluralist media environment where diversity is presented as an integral and valued part of society, including through the training and recruitment of persons belonging to national minorities in public service broadcasting.

The Audiovisual Council⁵ includes *inter alia* the need to provide a platform for involving national minorities in social, political, economic and cultural life, and ensure opportunities for a multicultural dialogue to the cohabiting ethnic groups. In competitions for the use of terrestrial radio frequencies, in the case of areas where the majority population is ethnic minorities, the Audiovisual Council gives priority and supports tenders containing programs in the languages of local population. Additionally, when examining the offers presented by the distributors of media services, the Audiovisual Council pays attention to the structure of the program services, that corresponds to the requests of the public to benefit from an offer of broadcast media services as diverse as possible, as well as of the legislation in the field and decisions of the Audiovisual Council, including program

⁵ regulatory authority in the field of audiovisual communication

services in the language of national minorities in localities where representatives of a nationality or ethnicity represent a share of at least 25%.

According to the art.4 para. (8) of the Code of Audiovisual Media Services, the media service providers, whose audiovisual media services are addressed to communities in which an ethnic minority is in the majority, are obliged to broadcast local audiovisual programs in the language of that minority in a maximum proportion of 75% and at least 25% in Romanian.

The Audiovisual Council requested all media service providers to complete the *Frame Declaration on their own responsibility regarding the transparency of the property of the media service provider*⁶. The statement also contains the column reflecting the time / space allocated to the Roma community by media service providers.

The media service providers have already submitted these statements, and following their analysis it was assessed that between January 2018 – April 2019, out of the 57 television media service providers, 18 allocated time and space to the Roma community and indicated the broadcasts, date and duration, and 3 media service providers confirmed that the Roma community had been allocated time and space for broadcasting, out of the 55 media service providers of sound that carry out their activity, only 5 have allocated time and space for broadcasting to the Roma community.

The Audiovisual Council with the support of the Council of Europe, held 3 seminars in Chişinău, Comrat, Balti entitled "*Reflection of the election campaign in the parliamentary elections and the republican referendum of 24 February 2019 by audiovisual media service providers*", for journalists and editors of radio and television stations in the Republic Moldova.

The Audiovisual Coordinating Council also organized 2 zonal training seminars for broadcasters, journalists and editors from television and radio stations on diversity coverage and non-discrimination in the media.

The Audiovisual Council advised audiovisual media service providers to respect the principles of audiovisual communication and not to allow the propagation, incitement, promotion or justification of racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance or discrimination on protected grounds.

Currently, on the territory of the Republic of Moldova, 16 media service providers broadcast television and sound broadcasting programs in the language of national minorities:

Bulgarian: TV: NTS and STV; radio station Albena.

Gagauzia: TV stations: TV-Gagauzia, ATV Coguk, ATV, Bizim Dalgamiz and Eni Ai; radio stations: GRT FM, Bugeac FM, Bizim Dalgamiz FM, PRO 100 Radio, Autonomia Noastră and Radio Sud.

Roma: TV station: NOAH TV; radio station: Romano Patrîn FM.

These 16 media service providers broadcast at least **75 percent** of the television and sound broadcasting services in the languages of national minorities.

Additionally, other media service providers broadcast in the languages of national minorities - public television and radio stations: "Moldova-1", "Moldova-2", "Radio Moldova". In 2020, "Moldova-1" produced and broadcast 77 programs in the languages of ethnic minorities with a total volume of 2310 min (38 hours and 30 min.). Programs such as: "Svitanok" (in Ukrainian), "Unda Bugeacului" (in Gagauz), "Russkii Mir" (in Russian) etc.

⁶ Decision No17/58 form 09.04.2019

In 2020 the AIR's Public Communication Strategy was developed and launched with the support of the OSCE Mission to Moldova. The objective of the Strategy is to increase the visibility of AIR's activity as a central administrative body under the Government of the Republic of Moldova, to improve communication platforms with ethnic minorities, civil society, State entities and the media. It is expected that the implementation of the road map will allow targeting a wider audience, increase its active involvement in the comprehensive discussions of issues affecting interethnic relations and further broadcasting of relevant messages to the public. The gradual implementation of this road map has begun in 2021. In particular, the AIR's official website was transferred to a new government platform.

To prioritise the recruitment of civil servants with minority language skills at local level; ensure that persons belonging to national minorities can have their personal names officially recognised in the minority languages, in line with international transliteration and transcription standards.

The new draft Action Plan for the implementation of the Strategy for strengthening interethnic relations provides activities to encourage the participation of all citizens equally in the state administration and the public service:

- development and piloting of "on-the-job" training programs.
- internships for representatives of national minorities, especially young graduates, recruited in ministries, Parliament, government agencies, LPAs to encourage participation in public life through empowerment and mentoring.
- courses for young people belonging to national minorities starting in the public service;
- elaboration, editing and distribution of the information guide regarding the civil service, the status of the civil servant, promotion of the prestige of the public service for young people belonging to national / ethnic minorities (in minority languages: Ukrainian, Russian, Gagauz, Bulgarian, Romanians);
- organizing free Romanian language courses for persons belonging to ethno-linguistic minorities, especially young people, in order to recruit them at all levels of public administration and in the judiciary.

To ensure that curricula and education materials adequately reflect the diversity of Moldovan society and support the broader aim of creating an inclusive civic identity that is based on respect for diversity; ensure that teachers at all schools are adequately trained to accommodate diversity in the classroom.

In the field of general education, two disciplines have been introduced in the list of compulsory subjects: *Personal Development* and *Education for Society*, which include topics addressed, such as appreciation of cultural diversity, cultural diversity and pluralism, tolerance, harmonious relationships, stereotypes, non-conflicting and non-violent that contributes to the development of a positive attitude towards oneself and the way of effective interaction with others throughout life. Taking into account the compulsory status of the subjects, teachers received training on their implementation in educational institutions.

In the curriculum of History of Romanians and Universal History, the learning unit on the culture and traditions of national minorities was introduced. Following the Curricular reform of 2019, the specific competencies of the discipline were revised, one of them being the capitalization of the historical past and of the cultural heritage, showing respect for the country and the nation. Students will be trained in attitudes and values to understand the role and significance of the people they interact with directly or indirectly, regardless of their ethnicity, religion, gender, etc., thus excluding racial hatred, xenophobia or anti-Semitism.

Annually the Ministry of Education and Research organizes seminars for the continuous training of teachers in general and university education institutions on the Holocaust and the history, culture and traditions of ethnic communities in the Republic of Moldova.

Based on the objective 1.9. "Ensuring favorable conditions for the sociolinguistic integration of representatives of ethnic minorities and immigrants" in the Education Development Strategy for 2014-2020 "Education-2020", following the implementation of the project "Promotion and development of intercultural education in initial teacher training by the Educational Center "Pro Didactica", with the support of the Foundation for Children "Pestalozzi" (Switzerland), was approved the course "Intercultural Education". The higher education institutions with pedagogical profile have to develop and organize, starting with the academic year 2020-2021, the course entitled "Intercultural education" for students of Cycle I - Bachelor of Education sciences, as a compulsory component in initial training of teachers in higher education.

The other universities have developed the course "Intercultural education" with optional status or free choice within the component of socio-humanistic dimension. The State University of Moldova, the State University of Comrat and the State University "A. Russo" from Bălți developed a new curriculum in the specialty "Intercultural Education", supported by the Pro Didactica Educational Center, which was approved by the Ministry and proposed for per-system piloting.

Effectively co-ordinate with Roma representatives all measures taken to enhance the access of Roma to rights and public services and pursue the targeted employment of mediators to proactively promote the equal access to education for Roma children in particular.

An applicable tool for improving the situation of the Roma population was the *institutionalization from January 2013 of Roma community mediators*. Their role is to facilitate communication between Roma communities and public local authorities, to ensure a better access to available public services in the area of health, education, labor and social assistance.

The Government is working to ensure its continued operation, including through facilitating Roma mediators' employment by local authorities as well as by their empowerment and capacity building. Special efforts were made to develop the skills of community mediators through working meetings, workshops, and consultations.

In order to reverse the downward trend in the number of community mediators, caused by a lack of funding, the Government approved the Decision No. 425/2018, which establishes that community mediators are to be funded from the State budget rather than from appropriations approved in the budgets of first-level local administrative units (towns and villages), a change that will boost their recruitment at the local level.

Therefore, the medium-term budgetary framework for 2020-2022 included 3904.3 thousand lei (aprox. 189,000 €) for remuneration of 54 community mediators, while in 2018, 2239.6 thousand lei (108,350 €) were allocated for remuneration of 48 Roma community mediators. Currently we have employed 45 community mediators (out of the 54 planned units).

Activities aimed at strengthening the capacities of the community mediators were organized throughout 2019-2020 within the Project "Advising the Government of the Republic of Moldova on economic policies", implemented by the Agency for International Cooperation of Germany (GIZ) with the financial support of the Federal Ministry for Economic Cooperation and Development of Germany and the Swiss Agency for Development and Cooperation. Thus in 2019 the Handbook on Community Mediator Activity was developed, and 6 workshops were organized to raise awareness and strengthen the capacities of mediators, as well as to develop their skills in

facilitating the integration of the Roma population on the labor market and access to financial resources for SMEs and start-ups.

The Ministry of Education Research, in partnership with non-governmental organizations and local public administrations, has been organizing regular awareness-raising campaigns for parents to promote the enrolment of children in the compulsory education system. At the beginning of the 2019/2020 academic year, more than 450 awareness-raising campaigns were conducted for Roma parents with a view to include their children into the compulsory education system and ensuring their enrolment, reaching more than 1,900 parents.

The regulations on the organization and conduct of admissions to higher education institutions provide that, for each subject or area of vocational education, a quota of 15 % of the total number of budget-funded places must be set aside for applicants belonging to certain categories, including young Roma.

With regard to the difficulties faced by Roma ethnics in obtaining identity documents on the grounds of attesting obstacles to the establishment of their identity, such are longer and once the approval of the GD no. 872/2017, of the modifications and completions operated to the Regulation on the issuance of identity documents and records to the inhabitants of the Republic of Moldova, approved by GD no.123/2013.

In the areas in which ethnic Roma predominantly live (Soroca, Rîșcani, Orhei, Ocnîța, Otaci, etc.), the offices of the Public Services Agency responsible for the issuance of identity documents, together with local public administration, carry out periodic informative campaigns in order to raise awareness of the requirement to hold identity documents, and about the services provided and the social and economic benefits that Roma ethnic will be able to use in the future, once they have identity documents.

In order to prevent unemployment and increase the employment opportunities of job seekers, the National Employment Agency (NEA) provides employment services available to Roma population, such as information of a labor market; career guidance; labor intermediation; pre-dismissal services, vocational rehabilitation services for those with disabilities, vocational training for unemployed through qualification, training and special courses, on-the-job training in the unit for the unemployed who do not have a trade; professional internship; subsidizing jobs; support on creation or adaptation the workplace for people with disabilities, assistance and support for those who want to initiate the own business, which will subsequently allow creating a job, supporting local initiative projects, stimulating labor mobility.

In 2019 as unemployed population have been registered 1427 Roma people (4.5% of the total unemployed amount), when in 2020 the number raised up to 2377 persons (4.7% of the total unemployed amount). During the first semester of 2021, 808 Roma people (4.5% of the total registered unemployed) have been registered.

Take the necessary legislative steps and policy measures to increase the representation of national minorities in elected bodies and public administration at all levels, including by promoting the outreach of political parties to national minority communities and their regional concerns and by enhancing efforts towards the promotion of a constructive and institutional dialogue with local and regional authorities.

During the period of February – June 2019 the program “Roma women in politics” was implemented. As a result, 38 Roma women benefited from mentoring and guidance. The project aimed to increase the number of Roma women in the local decision-making process. In 2019 has

started the civic and political empowerment program for 50 women with various types of disabilities in the Republic of Moldova, in order to prepare future candidates for the local elections that took place in 2019. On parliamentary elections only one Roma deputy was elected when as a result of the 2019 local elections, 12 Roma local councilors were elected, half of whom were women (for comparison: in 2015 only 2 Roma women obtained local councilor mandates).

Programs, training, mentoring sessions and capacity building of women from underrepresented groups (including women with disabilities, Roma women) were conducted. Nine regional forums were organized under the auspices of the Women's Platform - "Prevention and elimination of domestic and school violence: a multidisciplinary approach to the phenomenon". The National Mentoring Program for Active Women "INSPIR-O!", as well as the Program for strengthening the capacities of primary women in the first term was developed, based on domains as: gender equality, women in management positions, gender sensitive budgeting, communication and the prevention of sexism and sexist language. In 2018 was organized the national CANDIDATE! Campaign -BE THE CHANGE!

To prioritize the economic revitalization of areas where persons belonging to national minorities reside, including with respect to suitable infrastructure and employment opportunities.

The Organization for the Development of the Small and Medium-sized Enterprises Sector (ODIMM) currently manages 12 National Business Support Programs, which stimulate the implementation of business initiatives, especially in rural areas. The nominated programs contribute in an integrated and inclusive way, to the development of entrepreneurial and organizational skills, by facilitating access to consultancy / mentoring, training, and financing (grants/guarantees), for the controlling and expansion of activities in all areas of the national economy. Among the beneficiaries of the Business Support Programs, from the areas where mostly national minorities live (Russians, Ukrainians, Bulgarians, Roma, etc.) in Briceni, Ocnîța, Rîșcani, Edineț, Glodeni, Soroca, Bălți, Taraclia, ATO Găgăuzia.

District	Start Up for Youth		Women in Business		PARE 1+1		SMEs Greening		SMEs Internationalization		SMEs Digitization		Total	
	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)	Nr. of beneficiaries	Grant amount (mill. lei)
Briceni	3	0.48	3	0.4	5	1.25					2	0.22	13	2.35
Ocnîța	0	0	6	0.68	5	1.25							11	1.93
Rucăr	8	1.22	2	0.39	3	0.75					2	0.21	15	2.57
Edineț	3	0.36	5	0.59	3	0.67							11	1.62
Soroca	8	1.15	17	2.25	9	1.9	1	0.093	1	0.10			36	5.503
Glodeni	1	0.18	3	0.39	5	1.25					2	0.21	11	2.03
Bălți	1	0.18	8	0.4	2	0.5	1	0.149			4	0.2	16	1.429
Taraclia	1	0.13			1	0.13					1	0.02	3	0.28
ATUG Găgăuzia	12	18.28	46	8.17	17	4.08	1	0.2	4	0.29	14	1.18	94	32.2

An ambitious and ineradicable goal is regional development and promoting the multidimensional collaboration between companies and their integration into the business value chains.

Considering the activity mandate and the action plan, in the context of tourism product development and attracting foreign investments, the Investment Agency "Invest Moldova" supports local/national initiatives through the targeted actions and programs, aimed to increase the visibility and capacity of the tourism and investment sectors, including the involvement of national minorities, which is not just a priority and an essential element in the national tourism product but also the increase of investments in these areas. The Agency between 2019-2021, organized and implemented a series of actions / activities / programs, as follows:

- Inclusion in the country presentation, on the side of the tourist product the multiethnic element, which is promoted at any local / national / international event;

- Since its establishment and within the implementation of an action plan to attract foreign direct investments, the Investment Agency promotes the regional investment offer of Gagauzia, which has its own advantages;
 - Promotion within the new national tourist brochure (ethnic groups, spoken languages, destinations, wineries, festivals, organized by ethnic groups) - [https://invest.gov.md/attached files / 2021/08/03 // brochure IM1 \(RO\) .pdf](https://invest.gov.md/attached%20files%202021/08/03%20brochure%20IM1%20(RO).pdf)
 - Inclusion of several objectives in the tourist map - [https://invest.gov.md/attached files / 2021/08/03 // harta tourism% 202021 \(RQ\) .pdf](https://invest.gov.md/attached%20files%202021/08/03%20harta%20tourism%202021%20(RQ).pdf)
 - Promotion on the official website of the Investment Agency "Invest Moldova" of the multiethnic product from the Republic of Moldova - <https://invest.gov.md/ro/touristic-offer/>
 - Promotion within the national campaign for domestic tourism Ne-amPornit: of NeamPornit video spot - [https://www.voutube.com/watch?v=4FthtTUOSxk](https://www.youtube.com/watch?v=4FthtTUOSxk); Inclusion on the #NeamPornit map of the objectives related to Gagauzians, Bulgarians, Jews, Russians, Armenians, Roma - <https://neampornit.map.md/>; promoting national minorities on social networks - <https://www.facebook.com/neampornit/posts/148225650215400> <https://www.instagram.com/p/CD07PDqibPr/> Putm source = ig web copy link
 - Inclusion of the Roma Hill in the cultural-tourist route „Voivod Ștefan cel Mare - [https://stephenthegreat.travel/other-moldova;](https://stephenthegreat.travel/other-moldova/)
 - Inclusion of four locations in Gagauzia in the Craftsmen's Route - [https.7 / m.me / teleporttravel? Ref = 2 Comrat-Cahul;](https://m.me/teleporttravel?Ref=2Comrat-Cahul)
 - Promotion within information tours and TV shows -- [https://www.voutube.com/watch?v=dse3SiKu0RQ&t=1100s](https://www.youtube.com/watch?v=dse3SiKu0RQ&t=1100s)
 - Participation of Gagauzia representatives in Moldova Bussines Week 2019 - [https://mbw.md/wp-content/uploads/2019/12/3-G-g-uzia-Vera-Garcia compressed.pdf](https://mbw.md/wp-content/uploads/2019/12/3-G-g-uzia-Vera-Garcia-compressed.pdf)
 - Promotion of 3 festivals organized by ATU Gagauzia in the cultural-tourist Agenda "Tree of Life" - Hederlez, Gagauz Gergefi, Gagauz Sharap Yourtusu - Gagauz Wine Festival.
 - Organization of trainings for 12 tourist guides from ATU Gagauzia and Taraclia district in March 2020: - -Participation of ATU Gagauzia representatives in Moldova Tourism Forum - <https://mtf.md/> .

Measures taken to preserve the memory of the Holocaust victims, to study and to spread knowledge about the Holocaust

During the past 6 years, the Republic of Moldova has made substantial progress in the field of education, research, and commemoration of the Holocaust. On 26 November 2015, the Parliament of the Republic of Moldova adopted the decision to establish the 27 January as the day to commemorate the victims of the Holocaust.

During the period of 2017-2019, the first Action Plan on the Political Declaration of the Parliament on the Acceptance of the Final Report of the International Commission on the Holocaust, chaired by Elie Wiesel, was implemented. The Action Plan was drafted with the support of the National Institute for the Study of the Holocaust in Romania "Elie Wiesel", in addition to the ODIHR / OSCE and the International Holocaust Remembrance Alliance – IHRA.

Additionally, the Government of the Republic of Moldova endorsed on 19 January 2019 the **working definition of anti-Semitism** adopted by the International Alliance for Holocaust Remembrance.

At the end of last year, the Government of the Republic of Moldova adopted the **2nd Action Plan for 2021-2024 on promoting the memory of the Holocaust and the culture of tolerance to combat racism, anti-Semitism, xenophobia, and other forms of intolerance**. The document is a continuation of the first Action Plan.

The adopted document is aimed to promote Holocaust knowledge to combat racism, anti-Semitism, xenophobia and intolerance, to cultivate the memory of the Holocaust, to research on the Holocaust phenomenon, organize and conduct seminars and training courses for employees of the Office of the Ombudsman, the Council for the Prevention and Elimination of Discrimination and Ensuring Equality, the Agency for Interethnic Relations, journalists, law enforcement employees on the Holocaust and the working definition of anti-Semitism.

Taking into account the European Parliament resolution of 15 April 2015 which recognizes the historical fact of the genocide of Sinti and Roma during World War II and the declaration of 2 August as the European Roma Holocaust Memorial Day, the Republic of Moldova has undertaken practical measures in order to commit its full support to the implementation of the resolution. The Roma Holocaust Memorial Day was first celebrated in 2020 on the main square in Chisinau by representatives of the Roma community during laying flowers and candlelight ceremony in memory of the Roma victims of the Holocaust. In 2021, a memorial event “We will not allow to forget ... Neglect of the Roma Holocaust is a crime against humanity!” was held. The Parliament hosted a round table to raise awareness about the Roma Holocaust. The round table was chaired by Radu Marian, deputy chairman of one of the parliamentary commissions. Representatives of the State Chancellery and other central and local public administration also participated in the events dedicated to the International Day of Commemoration in memory of the Roma and Sinti victims of the Holocaust.

In 2018, the *Jewish History Museum of the Republic of Moldova* was established by the adoption of the relevant Government Decision, along with its scientific concept and regulation, which aims to increase the contribution of the Jewish community to the development of the society, preserve the memory of the Holocaust and combat anti-Semitism and intolerance. Despite a good organization on paper, we are still struggling with the identification of proper premises for this facility as it requires specific conditions and costs to host a museum.

Consolidating the efforts to preserve the memory of the Holocaust, the Government of the Republic of Moldova become an observer country to the International Holocaust Remembrance Alliance (2014).

As a result of a sustainable engagement and fruitful cooperation with the Jewish Community, the Government of the Republic of Moldova continues the tradition of organizing the Holocaust Remembrance Week, including the thematic round tables. The discussion during such events fosters the consolidation of the culture of tolerance to combat racism, anti-Semitism, xenophobia, and other forms of intolerance.

On 23 April 2021, the Parliament adopted the Law on amending certain normative acts, namely the Criminal Code and Law on freedom of expression. The modification of the Criminal Code implies for the **definition of Holocaust, racist, or xenophobic organizations or symbols**, criminalizing the public denial of the Holocaust, glorification of the representatives of fascism/Nazism and the use of fascist/Nazi symbols. Denial or public contestation of the Holocaust is punishable by imprisonment from 6 months to 5 years with deprivation of the right to hold certain positions or the exercise of a particular activity for a period of 5 years.

Starting with 2019, an optional subject dedicated to Holocaust Remembrance was introduced in the school curriculum. In this regard, the Ministry Education and Research, with the support of the international partners and Jewish organizations, has undertaken actions to train teachers in the field of Holocaust teaching.

Regarding to the Article 6 of the Framework Convention

Situation of non-citizens. In order to strengthen the functionality of the national mechanism for the inclusion of migrants, the protection of minorities and the integration of the gender perspective in the development and planning of public policies in the field of competence, the Law no.274/2011 on the integration of foreigners in the Republic of Moldova was amended by Law no. 139/2020, which entered into force on 01.01.2021.

The purpose of this change is to adjust the national framework to EU Directives, as well as to change the situation of migration in the region. Emphasis was placed on increasing the role of the state in promoting the integration process through diversified information, creating opportunities for self-maintenance, increasing the role of the employer in the integration process, promoting cultural diversity, ensuring the realization of rights, etc.

The legal framework ensures the fulfilment of the commitments assumed by the Republic of Moldova on the Association Agreement, but also aims to reduce the risks of social exclusion of immigrants, ensure public order and national security by informing of legalization of the stay regarding the legal status granted in our country. The basic goal is to motivate and to ensure a more active participation of foreigners in integration measures, in order to capitalize on their potential.

The basic provisions include:

- the inclusion in the integration processes of new categories of documented foreigners with the right to stay on the territory of the Republic of Moldova;
- reviewing the integration measures offered by the state;
- establishing an active role for the employer in the integration process;
- simplifying the procedures for enrolment in integration activities and programs;
- introducing provisions aimed directly at ensuring the observance of the rights of minors;
- informing the foreigner about his status at the moment of obtaining a right of residence, recognizing the stateless status in the Republic of Moldova or obtaining international protection;
- promoting the training of actors involved in the process of integration on issues of cultural diversity and working with foreigners, in particular the protection of personal data, and respect for the principle of confidentiality established in the asylum procedure (obligation under the 1951 Convention relating to the Status of Refugees).

The Ministry of Education and Research ensures the implementation over the years of some measures, which increase the integration of foreigners in the Moldovan society, such as: access for integration into the national education system, in particular for vocational training; recognition and equivalence of study documents and qualifications obtained abroad, recognition of skills and qualifications obtained by migrants in informal and non-formal education etc.

The development of the integration centers comes in the long-term support of foreigners in the integration process, representing a one-stop shop for receiving requests for integration activities or programs, implementing the redirection mechanism, ensuring inter-institutional coordination in the territory, as well as and a long-term service, geared towards the majority local population. During 2019 -2021 there were over 1572 unique consultations, the targeted areas being: studying the Romanian language, obtaining the citizenship of the Republic of Moldova, employment, accommodation in the Accommodation Centre, social counseling, social counselling, access to medical services and financial assistance, one-time assistance during COVID-19.