UNITED NATIONS HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER

Moldova

# Monitoring Factsheet

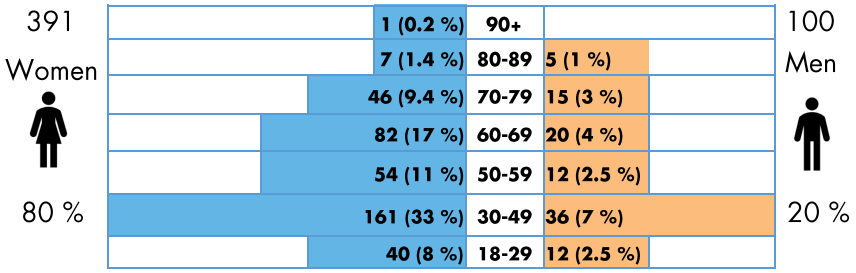
August-November 2024

**Background and methodology:** In July 2023, UN Human Rights in Moldova started protection monitoring as part of a project funded by the European Union Civil Protection and Humanitarian Aid (DG-ECHO). UN Human Rights focuses on the systematic identification of those who are more at risk of protection concerns and human rights violations. UN Human Rights' methodology consists of individual interviews with refugees from Ukraine and host community members. Respondents are reached in communication with international and national NGOs and local CSOs that work with refugees from Ukraine, including the most marginalized groups, on both banks of Dniester/Nistru River. In order to ensure a wide geographical coverage, each month interviews are conducted in the northern, central, and southern regions of Moldova, including the Transnistrian region. Since the distribution of localities changes from month to month, it may not always be possible to compare data between different rounds of data collection. Therefore, data may not always be representative of the refugee population as a whole. In addition, data reflects the self-reporting by respondents. The analysis presented in this Factsheet refers to the respondents of data collection for five months. Since the summer of 2024, UN Human Rights started protection monitoring in accreditive and non-accreditive Refugee Accommodation Centers (RACs) that explains variations of housing arrangements compared with previous data collecting period. UN Human Rights analyses the data, taking into account the existing legal framework and contextual information.

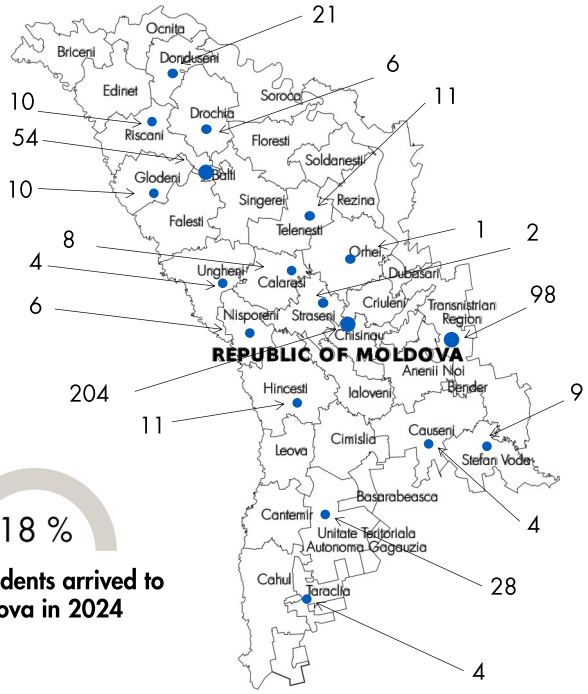
## PROFILE OF RESPONDENTS

Between August and November 2024, **UN Human Rights conducted interviews with 491 refugees from Ukraine residing in Moldova**, 80 % of whom were women. The majority of respondents were aged 30–49 (40%) and 60+ (36%). 477 respondents are Ukrainian nationals, with 5 third-country nationals from Russia and 1 from Belarus, 4 respondents have double Ukrainian and Russian citizenship, 1 respondent self-reported as stateless, and 3 respondents declined to disclose their nationality. Regionally, 80 % of respondents resided on the right bank of Dniester/Nistru River, and 20 % on the Left Bank. Housing arrangements varied significantly between both banks of Dniester/Nistru River. 44% of interviewed refugees rented private accommodations, 28% lived in Refugee Accommodation Centers (RACs), and 17% were hosted by relatives or friends. More than half of self-identified Roma refugees were accommodated in RACs. Regarding family composition, one-quarter of the respondents moved to Moldova alone, irrespective of their place of residence. However, more than half relocated with children or grandchildren, highlighting the significant number of families among the refugee population.

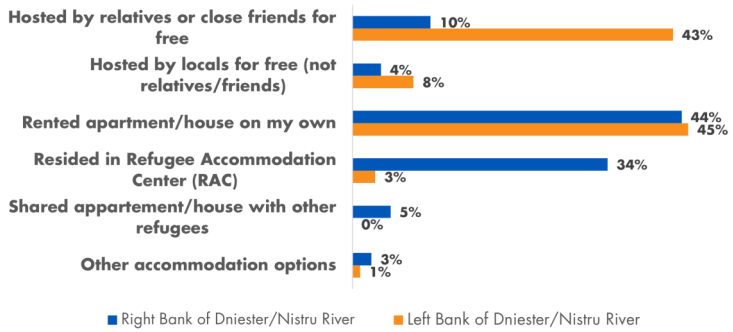
**Distribution of respondents by age group and gender:**

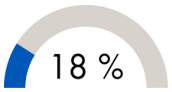



**Distribution of respondents by region:**



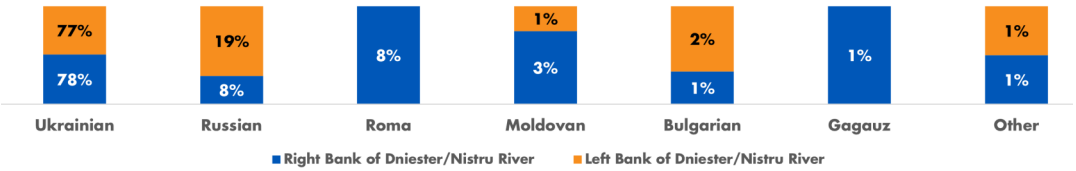

**Distribution of respondents by accommodation type:**

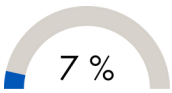



**of respondents arrived to Moldova in 2024**

**Distribution of respondents by their self-identification of ethnicity:**




**of respondents indicated Romanian as one of the speaking languages**

# IDENTIFICATION OF PERSONS WITH DISABILITIES

UN Human Rights protection monitoring tool includes the Washington Group Short Set on Functioning, which obtains information on difficulties a person may have in undertaking basic functioning activities. The tool consists of one question per functional domain: seeing, hearing, mobility, cognition, self-care, and communication (expressive and receptive) impairments. The analysis applies the criterion that a person is considered to have a disability if they respond having 'a lot of difficulty' or 'cannot do at all' for any of the functional domains.

**74 persons, or 15 % of all interviewed refugees reported a lot of difficulties or impossibility to perform actions under one** (20 persons) **or several** (4 persons) **functional domains.**

Among the interviewed refugees, 16% of women and 11% of men were identified as persons with disabilities. Older respondents (60+) faced greater challenges compared to younger age groups, with difficulties in seeing and mobility being the most prevalent functional issues. Refugees residing on both banks of Dniester/Nistru River reported the same level of functional difficulties. The majority of respondents with disabilities were living in Refugee Accommodation Centers (RACs). Notably, 31 out of 137 (23%) interviewed residents of RACs were identified as persons with disabilities. Only 19 individuals, or 26% of identified persons with disabilities, reported having a disability certificate issued in Ukraine. Additionally, 35 respondents hold this certificate without reporting any difficulties in functional domains.

**Percentage of respondents with difficulties per functional domain***

| Seeing | Hearing | Mobility | Cognition** | Self-care | Communication |
|---|---|---|---|---|---|
| 51 persons (10%) | 5 persons (1%) | 11 persons (4%) | 24 person (5%) | 3 persons (0.6 %) | 7 persons (1 %) |

**Distribution of respondents with disabilities by age group:**

WITHOUT DISABILITY
WITH DISABILITY

64 **Women** out of 391

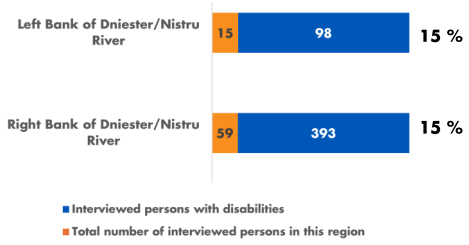
16 %

| | | | | |
|---|---|---|---|---|
| 1 (100%) | | 90+ | | |
| 2 (29%) | 5 (71%) | 80-89 | 2 (40%) | 3 (60%) |
| 28 (61%) | 18 (39%) | 70-79 | 2 (13%) | 13 (87%) |
| 59 (64%) | 23 (36%) | 60-69 | 4 (20%) | 4 (20%) |
| 44 (81%) | 10 (19%) | 50-59 | 12 (100 %) | |
| 155 (96%) | 6 (4%) | 30-49 | 1 (3%) | 35 (97%) |
| 39 (97%) | 1 (3%) | 18-29 | 1 (8%) | 11 (92%) |

10 **Men** out of 90

11 %

**Distribution of respondents with disabilities by region:**




# EXPERIENCE OF ANXIETY AND DEPRESSION

The protection monitoring tool, incorporating enhanced questions from the Washington Group related to **affect domain**, revealed key insights into the emotional well-being of respondents, focusing on anxiety and depression.

Total number of respondents reported feelings of:

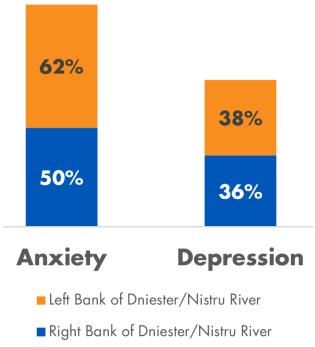
**anxiety, nervousness, and worrying** 53 %

**depression** 37 %

**These marginalized groups reported higher levels of anxiety and depression compared to others:**

| | anxiety | | depression | |
|---|---|---|---|---|
| **women** | 56 % | vs 41% reported by **men** | 46 % | vs 24% reported by **men** |
| **persons with disabilities** | 62 % | vs 51% reported by **persons without disabilities** | 50 % | vs 34% reported by **persons without** |
| **older persons** | 88 % | vs 43% reported by **younger persons [18-59]** | 58 % | vs 31% reported by **younger persons [18-59]** |

**Distribution of respondents reported feelings of affect domain by their place of residence:**




**Distribution of respondents reported feelings of affect domain by their**

Hosted by relatives or friends
**60% anxiety**
**41% depression**

Hosted by locals for free
**78% anxiety**
**39% depression**

Rented private accommodation
**50% anxiety**
**31% depression**

Resided in RACs
**49% anxiety**
**43% depression**

*4 respondents have difficulties in more than 1 functional domain
**In the Washington Group Short Set of Questions the cognition domain includes only remembering and concentrating functioning.

# ACCESS TO MEDICAL SERVICES

**32% (158 persons)** of interviewed refugees from Ukraine **reported suffering from serious medical conditions**.

**Distribution of respondents with serious medical conditions among marginalized groups:**

**32%** of total interviewed **women and**

**53%** of total interviewed **persons with disabilities**

**60%** of total interviewed **older persons**

**17%** of total interviewed **self-reported ethnic Roma**

**31%** of total interviewed **reside on the Right Bank**

**36%** of total interviewed **reside on the Left Bank**

**12% of respondents (57 persons) reported facing significant challenges in accessing public medical services in Moldova**, with accessibility being the most prominent issue. Among the interviewed refugees from Ukraine, 1 in 8 women, 1 in 13 men, 1 in 8 persons with disabilities, 1 in 8 older persons, 1 in 4 Roma community members, 1 in 4 persons with serious medical conditions, 1 in 8 residents of the Right Bank, and 1 in 11 residents of the Left Bank reported difficulties accessing healthcare. The data underscores that **ethnic Roma faced the greatest challenges, predominantly due to discrimination based on their ethnicity**.
Additionally, **individuals with serious medical conditions, despite their critical need for medical aid, also encountered significant barriers.**

**Distribution of respondents who reported difficulties with access to medical services by type of care:**

**Emergency** **21 %**

**Primary** **77 %**

**Secondary** **54 %**

The data highlights significant disparities in access to medical services between the Left and Right Banks, with the Right Bank reporting higher challenges across all categories. Primary care on the Right Bank is particularly strained, with 15 respondents facing long waits and 12 respondents experiencing refusals of service. **Accessibility barriers, such as fees and language, also disproportionately affect the Right Bank, especially in secondary care**. While issues with quality are minimal, the **unavailability of medical services in emergency and primary care remains a critical concern.** Addressing these gaps, especially on the Right Bank, is essential for improving equitable access to healthcare.

**Distribution of respondents who reported difficulties* with access to medical services by challenges:**

| Category | Issue | Emergency | | Primary | | Secondary | |
|---|---|---|---|---|---|---|---|
| | | Left Bank | Right Bank | Left Bank | Right Bank | Left Bank | Right Bank |
| **Availability** | **Unavailability of medical facility and/or medical services** | - | 5 respondents | - | 14 respondents | 1 respondent | 10 respondents |
| **Accessibility** | **Refusals to provide services by medical facilities or service providers** | - | 5 respondents | 2 respondents | 12 respondents | 1 respondent | 5 respondents |
| | **Fees associated with medical care, medications, or transportation** | - | 2 respondents | 3 respondents | 9 respondents | 3 respondents | 10 respondents |
| | **Languages barriers** | - | - | - | 3 respondents | - | 1 respondent |
| | **Long waits for medical appointments** | - | 2 respondents | 1 respondent | 15 respondents | 1 respondent | 10 respondents |
| **Quality** | **Low quality of medical services** | - | - | 1 respondent | 1 respondent | - | 1 respondent |

**Registered with a family doctor in Moldova:**

74 % of respondents self-reported registration with a **family doctor in Moldova**

**73%** of total interviewed **persons with disabilities**

**78%** of total interviewed **older persons**

**77%** of total interviewed **self-reported ethnic Roma**

**76%** of total interviewed **reside on the Right Bank**

**68%** of total interviewed **reside on the Left Bank**

*This question allows a multiple-choice answer.

# ACCESS TO EMPLOYMENT

**15% (76 out of 485*) of the interviewed refugees from Ukraine are currently employed in Moldova**, with 4% (21) in formal employment and 11% (55) in informal employment. Employment rates are similar across both banks of Dniester/Nistru River, with **15% of respondents on the Right Bank and 17% on the Left Bank employed**. Among respondents, 16% of women and 15% of men are currently employed, indicating a similar employment rate between genders. Refugees are primarily employed in sectors such as cleaning services, sales, beauty sphere, education, and seasonal works. Employment among ethnic Roma is critically low, with only 5 out of 30 interviewed individuals reporting employment.

**Employment distribution among marginalized groups currently working in Moldova (both formally and informally):**

16 % of total interviewed **women**

5 % of total interviewed **persons with disabilities**

3 % of total interviewed **older persons**

17 % of total interviewed **self-reported ethnic Roma**

**Distribution of respondents currently employed in Moldova (both formally and informally) by their type of accommodation:**

**13 %** Hosted by relatives or friends for free

**22 %** Hosted by locals for free

**22 %** Rented private accommodation

**9 %** Resided in RACs

Out of the **415 unemployed respondents in Moldova (85%), 302 (72%) do not plan to work, 97 (23%) are actively seeking work, and 47 (5%) work online for another country.**
**The reasons for unemployment among respondents vary significantly**, especially among those not planning to seek work. Key categories include:

- ⇒ **Childcare responsibilities:** 41 respondents (10%) indicated that they cannot search for work due to childcare responsibilities, with all of them being women. Many highlighted that rigid work schedules make it difficult to balance employment and family duties. This highlights the importance of accessible and flexible childcare solutions to support parents, particularly mothers, in entering and remaining in the workforce.
- ⇒ **Health difficulties:** 16 respondents (4%) reported that their health conditions prevent them from working, with the majority (88%) being over the age of 50. Physical and medical issues were the main obstacles mentioned.
- ⇒ **Temporary stay intentions:** 11 respondents (3%) stated that they are not seeking employment because they only plan to stay in Moldova temporarily. The majority of these individuals (73%) were adults aged 18–45. This suggests that a lack of long-term residency plans may discourage people from actively pursuing work opportunities.
- ⇒ **Language barriers:** 11 respondents (3%) cited their lack of Romanian language skills as the main barrier to finding a job. This underscores the need for expanded and accessible language training programs to help refugees integrate and increase their chances of securing employment.
- ⇒ **Higher education**: 7 respondents mentioned they are currently enrolled in universities or colleges in Moldova. This indicates that some individuals are prioritizing education to build skills and qualifications for better employment opportunities in the future.

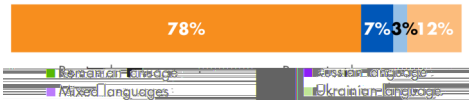
# ACCESS TO EDUCATION

33 % of total interviewed refugees have **school age children/**

42 % of total interviewed **self-reported ethnic Roma who enrolled their children in**

**Each of 3 in 5 children (61%) among respondents is currently enrolled in local schools in Moldova.**

**The language of instruction at school, as reported by respondents:**




84 % of respondents cited a **preference for online or remote learning** using the Ukrainian curriculum instead of enrolling in local schools

**61%** Respondents from the **Right Bank enrolled their children in local school**

**67%** Respondents from the **Left Bank enrolled their children in**

*6 respondents did not provide answers regarding their employment status.

# LEGAL STATUS

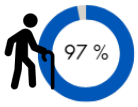
**95% of respondents (468 out of 491, including 373 women and 95 men) applied for Temporary Protection in Moldova,** with the same rate on both banks of Dniester/Nistru River.

Of those, **99 % (463 individuals) have received the Temporary Protection ID,** while 4 respondents are awaiting appointments after completing the online registration and 1 person got a rejection. 5 % (23 respondents) did not apply for Temporary Protection. Among them, 4 were granted alternative legal status, while 19 did not provide details about their status; 5 of these were aware of the 90-day stay permission and the risk of fines for overstaying. Most Temporary Protection holders reported no issues accessing their rights, though 16 respondents faced difficulties with access to healthcare, and 1 with access to social assistance. Five respondents reported issues with receiving financial assistance, linking this problem to challenges in accessing their rights and having Temporary Protection Status.

**Distribution of Temporary Protection Status among marginalized groups currently residing in Moldova:**

of total interviewed **women**

of total interviewed **persons with disabilities**



of total interviewed **older persons**

of total interviewed **self-reported ethnic Roma**

# URGENT NEEDS

**97% of respondents reported various urgent needs**. The data indicates an increase in the total number of respondents expressing urgent needs compared to the first half of 2024.

| Groups of respondents categorized by their type of residence or affiliation with a marginalized group: | Financial assistance | Food items | Medicines | Medical care | Hygiene items | Clothes | Winterization support | School items |
|---|---|---|---|---|---|---|---|---|
| **Right Bank** | 68% | 35% | 39% | 32% | 21% | 22% | 8% | 7% |
| **Left Bank** | 67% | 41% | 53% | 39% | 22% | 21% | 16% | 7% |
| **Women** | 69% | 37% | 41% | 34% | 21% | 22% | 9% | 7% |
| **Persons with disabilities** | 72% | 19% | 68% | 55% | 12% | 9% | 7% | 3% |
| **Older persons** | 72% | 30% | 61% | 43% | 14% | 15% | 6% | 3% |
| **Self-reported ethnic Roma** | 87% | 50% | 40% | 40% | 43% | 47% | 23% | 23% |

The data highlights specific disparities in urgent needs across different groups. While **financial assistance is universally the top priority,** other needs vary by group:

⇒ **Self-reported ethnic Roma** consistently report the highest levels of need across nearly all categories, reflecting systemic vulnerabilities.

⇒ **Persons with disabilities and older persons** have disproportionately **high needs for medicines and medical care**, likely due to health-related challenges.

⇒ Geographic disparities exist, with **higher needs for medicines and medical care on the Left Bank**, while the Right Bank reports slightly lower overall needs.

These findings underscore the need for targeted interventions to address group-specific and geographic disparities, prioritizing financial aid, medical care, and basic necessities like food, clothing, and hygiene items.

**Key information needs identified by respondents:**

**99** respondents asked about **Financial aid**

**45** respondents asked how to **Access medical care**

**37** respondents asked about **Job opportunities**

**23** respondents asked about **Legal status in this country**

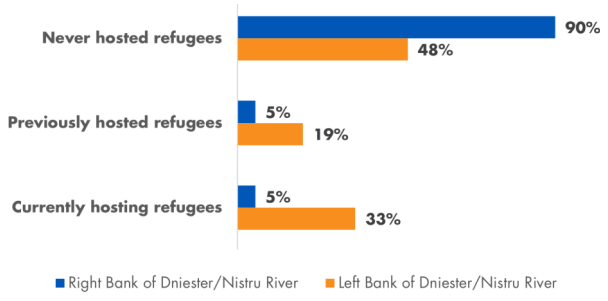
# HOST COMMUNITIES

UN Human Rights conducted interviews with **105 members of Moldova's host community,** including 69 women and 37 men. This diverse group encompassed both Moldovan citizens who are hosting refugees and those who are not, covering multiple regions across Moldova. As shown on the map below, 25% of respondents reside on the left bank of Dniester/Nistru River. The analysis assessed the influence of refugees from Ukraine on various aspects of community life, including education, employment, healthcare, and social cohesion.

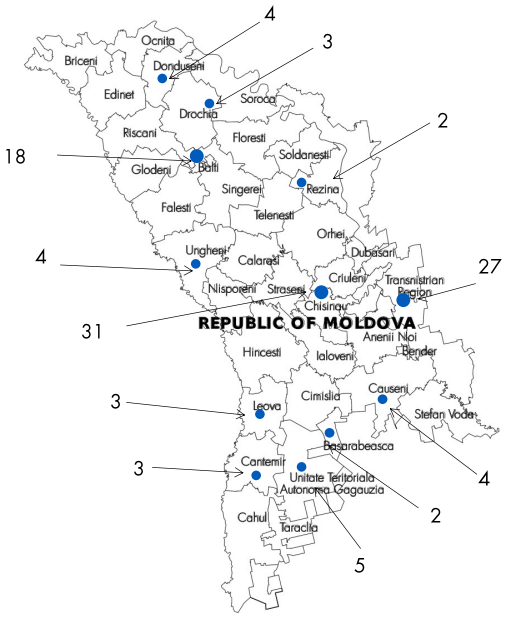
**Local hosting experience:**

**21 % of the interviewed locals (22 individuals), had experience hosting refugees from Ukraine.** Of these 22 individuals, 13 hosted their relatives without charging them any fee, 7 hosted non-relatives for free, and 2 hosted relatives in exchange for rent fee. 5 out of 22 (23 %), received various forms of assistance from humanitarian or government organizations for hosting refugees. This assistance included humanitarian aid, and gas compensation.

**Diversities in hosting refugees patterns between both banks of Dniester/Nistru River:**




**Distribution of respondents by region:**




## HEALTHCARE

The majority of host community respondents (59) reported **no perceived change** in healthcare services following the influx of refugees. A smaller segment, however, noted challenges such as **longer waiting times** and a **lack of specialists**. Some respondents mentioned refugees relying on **private healthcare services** or **traveling from the Left Bank to the Right Bank for medical assistance**. Additionally, some respondents recognized improvements due to international support, such as better equipment, benefiting both locals and refugees. These findings highlight that while most respondents did not observe significant changes, concerns about healthcare strain, geographic disparities, and perceptions of unequal access persist among a minority.

## EMPLOYMENT

The majority of respondents (**81**) reported **no noticeable changes** in the labor market, while **21 respondents** expressed uncertainty, stating they **"don't know"** whether changes occurred. Only **4 respondents** observed improvements, highlighting positive contributions from refugees, such as opening **small businesses** (e.g., beauty salons) and providing **skilled labor** (like tailoring and manual work). Additionally, refugees were described as **creative** and active in starting businesses. While most respondents did not perceive significant changes, these findings suggest small-scale positive developments in the local labor market.

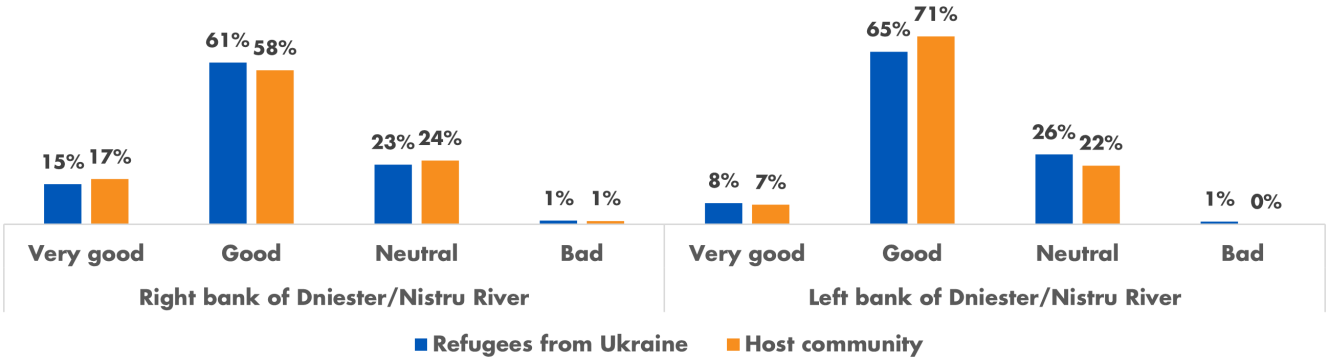
## EDUCATION

The majority of respondents (**36**) reported **no noticeable changes** in the education system following the arrival of refugee children. Additionally, **21 respondents** expressed uncertainty. A small number of respondents noted the presence of refugee children in schools but emphasized that this **has not affected the situation**. For example, some mentioned that refugee children attend **separate Ukrainian classes**, while others expressed understanding and support for the refugees, acknowledging the hardships that brought them to the community. Data indicates that the influx of refugee children has had **minimal perceived impact** on the education system within host communities.

# SOCIAL COHESION: HOST COMMUNITIES AND REFUGEES

UN Human Rights monitoring includes a component aimed at assessing the level of social cohesion between refugees from Ukraine and the local population through the perceptions that both groups have of their interactions and relationships. Data confirmed that activities organized by humanitarian and development actors in Moldova to promote refugees' integration into the host communities continue to be relevant to foster social cohesion between the two groups.

**Respondents' perceptions of the quality of the relationship between refugees from Ukraine and**




| | Right bank of Dniester/Nistru River | Left bank of Dniester/Nistru River |
|---|---|---|
| **Positive experience:** | ⇒ Refugees overwhelmingly reported **positive experiences** with host communities, describing locals **as empathetic, welcoming**, and supportive. Many refugees appreciated their **peaceful coexistence**, particularly in rural areas, and note that tensions often arise when politics are avoided.<br>⇒ The majority of host respondents expressed a **supportive attitude**, citing moral responsibility to help those in need. | ⇒ Refugees generally reported **positive interactions with host communities**. Many described locals as accepting and helpful, with no significant tensions. However, some refugees highlighted that **avoiding political discussions helps maintain peaceful relationships**.<br>⇒ Most hosts expressed **a positive attitude**, emphasizing compassion and support for refugees. Hosts noted **peaceful coexistence, with no major conflicts reported**. |
| **Specific issues:** | Refugees and host communities highlighted similar challenges:<br>⇒ **Aid perception**: Locals expressed frustration that refugees receive support, while many Moldovans also face significant needs and feel overlooked.<br>⇒ **Language barriers**: Communication issues, especially for older refugees, hindered integration and relationships.<br>⇒ **Behavioral tensions**: Misunderstandings arise as some hosts perceived refugees as entitled or disrespecting local and cultural norms. | Both refugees and host communities highlighted common challenges affecting social cohesion:<br>⇒ **Political tensions:** Refugees observed that political opinions and exposure to Russian media shape local attitudes, occasionally creating divisions.<br>⇒ **Aid perception and inequality:** Refugees reported being aware of local frustrations regarding the perceived prioritization of their needs, which caused some tension among host communities.<br>⇒ **Acceptance fatigue:** Refugees felt that locals are growing tired of their presence, and hosts mentioned shifting attitudes as refugees are no longer seen as temporary "guests". |
| **Challenges:** | Both refugees and host communities face shared challenges that impact social cohesion.<br>⇒ **Resource pressure**, including rising rent, strained services, and limited resources, creates frustration for both groups.<br>⇒ **Refugees reported occasional hostility and resentment**, particularly in urban areas, with isolated incidents of rudeness or verbal aggression, such as being told to "go back to Ukraine."<br>⇒ Similarly, some **hosts expressed fatigue and frustration**, feeling burdened by the economic strain of hosting refugees. | ⇒ **Resource strain:** The influx of refugees placed pressure on housing, public services, and economic opportunities, causing frustration among hosts, while refugees struggled to access stable housing and employment.<br>⇒ **Integration barriers:** Limited language support and job opportunities hindered refugees' integration. Hosts noted these gaps but also raised concerns about work ethics and reliance on aid.<br>⇒ **Political and cultural divides:** Differences in political narratives fueled misunderstandings, while minor cultural differences in behavior and social norms caused occasional discomfort. |

**Suggested measures for integration of refugees from Ukraine based on respondents' feedback:**

⇒ Provide expanded **access to language courses** to facilitate communication and integration.
⇒ Introduce **job placement programs and vocational training** to help refugees find stable employment.
⇒ Ensure better **access to affordable housing** options and rental assistance for marginalized groups.
⇒ **Continue financial assistance programs with clear eligibility criteria** to address economic pressures.
⇒ **Organize cultural exchange events and activities** to foster understanding and positive relationships between refugees and hosts.

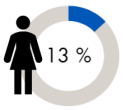
# PATTERNS OF DISCRIMINATION/NEGATIVE ATTITUDE BASED ON PROTECTED GROUNDS

## REFUGEE STATUS / LANGUAGE / ETHNICITY / CITIZENSHIP /DISABILITY

***Discrimination*** *constitutes any distinction, exclusion, restriction or preference or other differential treatment that is directly or indirectly based on the prohibited grounds of discrimination and which has the intention or effect of nullifying or impairing the recognition, enjoyment, or exercise, on an equal footing, of human rights.*

Data reveals that 87% of respondents reported no discrimination or negative attitudes from local population in Moldova, reflecting an overall positive social reception. However, **13% of respondents (64 individuals) reported experiencing negative attitude based on different protected grounds.**

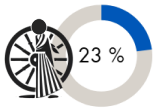
**Reported negative attitudes and discrimination toward marginalized groups:**



of total interviewed **women**

of total interviewed **persons with disabilities**

of total interviewed **older persons**



of total interviewed **self-reported ethnic Roma**

Discrimination based on **Refugee Status**:

⇒ **Housing discrimination**:
Refugees reported being denied accommodation or facing increased rental costs.

⇒ **Economic resentment**:
Local frustrations about economic pressures caused hostility towards refugees.

⇒ **Social tensions**:
Refugees were subjected to insults and confrontations in public

***"Landlords refused to rent apartments to us because we are refugees."*** - man, 40 years old, Chisinau

***"In the beginning, landlords inflated prices specifically for Ukrainians."*** - woman, 39 years old, ATU Gagauzia

***"Locals accused us of driving up rent and taking away their resources."*** - woman, 65 years old, Balti

***"A drunk Moldovan on the bus said I should be in Ukraine fighting, but I am a pensioner."*** - man, 69 years old, Stefan Voda

Discrimination based on **Language**

⇒ **Service denial**:
Language barriers, particularly for Russian-speaking refugees, led to refusal of services or rude treatment.

⇒ **Public interactions**:
Refugees experienced hostility when communicating in Russian.

⇒ **Cultural expectations**:
Pressure to learn Romanian was a recurring issue, especially for older refugees.

***"At the hospital, staff refused to speak Russian and told me to learn Romanian."*** - woman, 34 years old, Chisinau

***"The family doctor registration staff ignored me because I spoke Russian."*** - woman, 60 years old, Nisporeni

***"The bus driver said, 'I only speak Moldovan.'"*** - man, 52 years old, Hincesti

***"On the market, locals refused to talk to us if we spoke Russian."*** - woman, 27 years old, Chisinau

***"I went to receive medical care in Rezina, and the medical assistant told me to go to work because I am a refugee. She spoke to me in Romanian and said I should learn the language within two years."*** - woman, 52 years old, Rezina

Discrimination based on **Ethnicity**

⇒ **Roma-specific discrimination**:
Roma respondents faced systemic exclusion, particularly in housing and services.

⇒ **Healthcare discrimination**:
Roma individuals reported being denied medical services or treated dismissively.

⇒ **Social exclusion and bullying**:
Roma children faced bullying in schools, while adults reported hostile behavior.

***"In Glodeni, we were expelled from the Refugee Accommodation Center. They said it was closing, but we later found out this was not true—they just did not want Roma there."*** - woman, 36 years old, Balti

***"At the hospital in Cedir Lunga, I was denied services because I am Roma and I wore a long skirt."*** - woman, 20 years old, Taraclia

***"At the Refugee Accommodation Center, we were treated poorly. Now we rent an apartment, but the landlady constantly checks if everything is still in place, I think because we are Roma."*** - woman, 36 years old, Chisinau

***"Local children call my kids 'Gypsies,' and teachers ignore them."*** - woman, 62 years old, ATU Gagauzia

# PATTERNS OF DISCRIMINATION/NEGATIVE ATTITUDE BASED ON PROTECTED GROUNDS (continued)

## REFUGEE STATUS / LANGUAGE / ETHNICITY / CITIZENSHIP /DISABILITY

Discrimination based on **Citizenship:**

⇒ **Employment barriers**:
Refugees without Moldovan citizenship struggled to find work.

⇒ **Access to services**:
Refugees were excluded from services due to their non-citizen status.

***"While looking for a job, I was told I cannot work without Moldovan citizenship."***
- woman, 53 years old, Chisinau

***"Despite being a skilled builder, I was refused work because I am a refugee."***
- man, 40 years old, Chisinau

***"Locals said it is time for us to leave Moldova."*** -
- woman, 62 years old, Donduseni

***"Doctors ignore my pain and think I should work despite my disability."***
—man, 58 years old, Chisinau

***"I have a visible limp, but I am accused of being lazy and not working."***
- woman, 65 years old, Chisinau

***"My son has a disability, but no individual plan was provided for him in school."***
- woman, 35 years old, ATU Gagauzia

Discrimination based on **Disability:**

⇒ **Lack of Individual Support**:
Respondents with disabilities faced barriers in accessing tailored services or education.

⇒ **Medical Services**:
Refugees with health issues faced dismissive attitudes and service denial.

Discrimination patterns highlight structural **gaps in integration efforts** and reveal persistent prejudices that hinder social cohesion. Addressing these issues requires targeted policies focusing on **language support**, inclusive **service** delivery, and combating ethnic discrimination, while ensuring tailored assistance for refugees with disabilities.

**To combat discrimination and promote inclusion among refugees from Ukraine and host communities, UN HUMAN RIGHTS RECOMMENDS:**

⇒ **Enhance language integration**
Expand free Romanian language courses for all refugees, including older adults and children.

⇒ **Eliminate housing discrimination**
Raise awareness among landlords and monitor unfair rental practices.

⇒ **Ensure inclusive education**
Provide tailored support for children with disabilities and implement anti-bullying programs in schools.

⇒ **Improve healthcare access**
Train medical staff on cultural sensitivity and ensure communication support for refugees.

⇒ **Foster community engagement**
Launch campaigns to counter stereotypes and highlight refugees' contributions.

⇒ **Support marginalized groups**
Develop targeted programs for Roma families, women, and refugees with disabilities.

⇒ **Strengthen accountability**
Establish safe reporting channels and ensure authorities address discrimination effectively.

**For any questions, please reach out Olha Florynska, Information Management Officer, UN Human Rights in Moldova, olha.florynska@un.org**

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