

## **1. The measures implemented by Cluj-Napoca to help Ukrainian refugees feel welcome in Cluj-Napoca in the medium and long term**

### **Short term measures taken at local level:**

- The support group for Ukraine - was established in Cluj-Napoca municipality and this group included NGOs, private companies, and a total of over 70 local initiatives.
- At Cluj County level, a 24/7 call center service operated, which offered real-time translation services and assistance for the refugees from Cluj County.
- At Cluj-Napoca municipality level, a 24/7 accommodation call center operated which managed the available accommodation spaces. 35 volunteers ensured permanence in this call center, some of them being Ukrainian, Russian and English speaking volunteers.
- In partnership with the civil society, the potential support in terms of accommodation, food, clothing, mattresses, sleeping bags, medicines, psychological assistance, translation services from Ukrainian and legal advice on employment and jobs has been centralized.
- 6 donation collection centers and 3 large warehouses have been established within the municipality, and with the support of civil society, but also of the NGOs in the support group, we have organized transports across the border with the available products.
- 6 transports have been sent to Ukraine and the Republic of Moldova consisting of support materials, food and equipment to: Ungheni, Chisinau, Cahul, Solotvino and Novovolynsk and Suceveni, Cernauti.

### **Medium and long term measures**

- By Decision no. 93/21.03.2022 adopted by the Cluj County Committee for Emergency Situations, within the Cluj-Napoca municipality, **the Hotel&Vila Granata location functions as an integrated support center for triage, information, counseling, legal advice, medical assistance, the occupation of a job with the support of the qualified institutions. Currently, there are 164 people staying at this location. Also, at Cluj County level, we have another 194 Ukrainians hosted in 5 centers.**
- For refugees transiting our municipality, in the **transit center set up in the train station** premises, they can serve a hot meal or rest in the beds arranged to meet these needs.
- **The need for medical products and medicines**, both in Cluj-Napoca and to be transported to Ukraine, is managed by the largest local medicine manufacturer - **Terapia Cluj** - in partnership with the College of Pharmacists from Cluj

- Ukrainian children can be enrolled in kindergartens or schools in Cluj-Napoca, with the support of the County School Inspectorate. Ukrainian parents who do not want to choose a form of education for their children can choose to carry out age-appropriate activities in one of the educational or recreational centers that offer their services at no cost.

- Regarding jobs in Cluj-Napoca, **the County employment agency offers specialized services and guides people from Ukraine to jobs available in the county and in Cluj-Napoca**, the information being also available in Ukrainian. At the same time, the City Hall of Cluj-Napoca is in contact with a number of employers who have offered their availability to hire people from Ukraine, and we have occasionally mediated the contact between them. At present, 5914 employment contracts for Ukrainians are active in Cluj county, out of which 3641 employment contracts have been activated since the beginning of the war.

- **Ukrainian citizens benefit from free public transport on all routes operated by the Cluj-Napoca Public Transport Company.**

- People from Cluj-Napoca who host foreign citizens or stateless persons in special situations coming from the armed conflict zone in Ukraine, **benefit from the budget of the Cluj County Inspectorate for emergency situations of food expenses in the amount of 20 lei/day/hosted person, according to the legal provisions in force and 50 lei/day/hosted person for rent payment.**

- *Cantina Prieteniei* through the **Association A hot meal provides a hot meal for Ukrainians in need from Monday to Friday**. Currently, **160 portions of food/day are provided.**

- There is a collaboration protocol concluded between the International Organization for Migration and the Directorate of Social and Medical Assistance on the basis of which support is provided to Ukrainians in need. Thus, the Directorate of Social and Medical Assistance makes available to the organization a space where the people who request the support are helped and they are also given financial support from the organization's funds.