



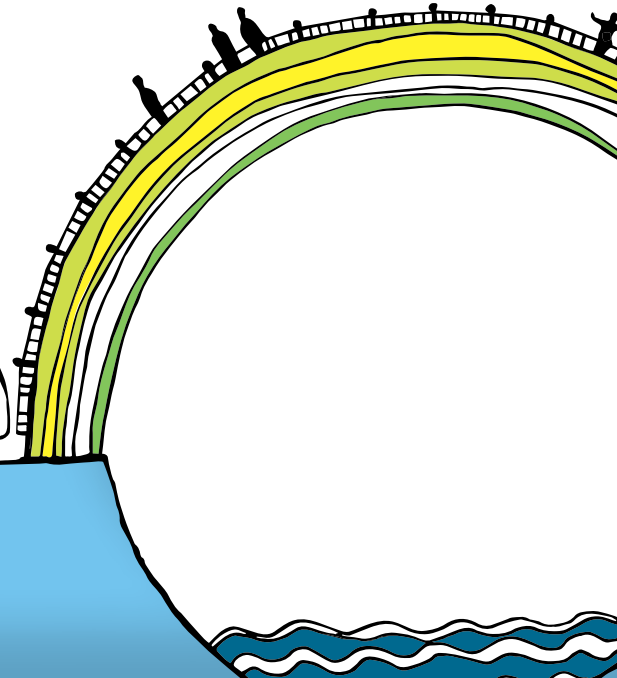
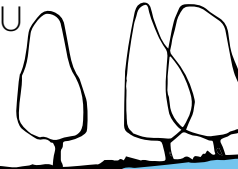
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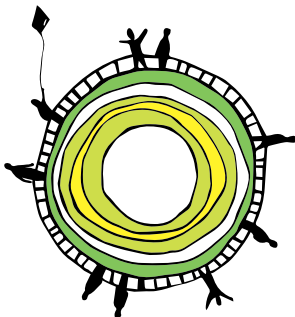
Nistru Stories: *Changes that Change Us*

TOGETHER WE
BUILD BRIDGES OF TRUST
OVER THE NISTRU



INDEX	5	GREAT OPPORTUNITIES FOR SMALL ENTERPRISES	6
		„HAI LA TARA!“ – VILLAGES ON BOTH BANKS OF THE NISTRU RIVER BECOME MORE ATTRACTIVE	9
		ART AND TRADITION IN ONE PLACE.....	12
		A PROJECT THAT HELPS YOUNG PEOPLE TO MAKE THEIR DREAMS COME TRUE.....	14
BUSINESS DEVELOPMENT		YOUNG PEOPLE ON BOTH BANKS OF THE NISTRU LEARN TOGETHER HOW TO DO BUSINESS.....	16
CIVIL SOCIETY DEVELOPMENT	19	A TIMELY CONSULTATION, A PROBLEM SOLVED	20
SOCIAL INFRASTRUCTURE RENOVATION		DREAMS AND ENTERPRISES THAT UNITE WOMEN	22
HEALTH CARE		FINDING A HOME AFTER A RESIDENTIAL INSTITUTION	25
ENVIRONMENT PROTECTION		JOY COMES FROM SMALL THINGS	28
		A DEVICE THAT BRIGHTENS UP COLOURS AND REKINDLES HOPE.....	31
		JOINT THOUGHTS – MORE BENEFICIARIES	34
	37	WATER THAT SAVES TIME AND LIVES.....	38
		A BETTER MARKET, A BETTER LIFE	41
		A ROOF THAT OFFERS PROTECTION FROM BOTH RAIN AND PROBLEMS	43
		MAKING SPACE FOR BOOKS IN SCHOOL BACKPACKS	46
		MOLDOVAN CHILDREN, EUROPEAN DREAMS.....	48
	51	A HOSPITAL WITH HEALING WALLS	52
		PEOPLE, TOO, CAN MAKE MIRACLES	54
	57	CLEANLINESS IS NEXT TO GOODLINESS	58
		GETTING KIDS TO LOVE GOING TO KINDERGARTEN.....	60

BACKGROUND



In the last two decades, the Transnistrian conflict has caused, as well as political tension, problems in the lives of ordinary people living on the eastern bank of the Nistru River. The lack of foreign investment, the deterioration of the quality of public services and of living standards – are just a few examples. After breaking away, the Transnistrian region has developed separately from Moldova and has thus missed out on the programmes of comprehensive assistance offered to the country by international donors. These years of isolation have not only led to lower living standards, but have also strained social relations, eroding trust between the people on both banks of the Nistru. People however would like to see the Transnistrian conflict settled, especially as this will contribute to Moldova's socioeconomic growth.

Until a lasting political solution is agreed upon, people on both banks are looking for ways to overcome the negative effects of isolation at a local level. Since 2009, their efforts have been supported by the European Union (EU) and the United Nations Development Programme (UNDP), through a complex programme of socioeconomic assistance based on cooperation between residents on both banks.

Through the “Support to Confidence Building Measures” Programme, funded by the EU, co-funded and implemented by the UNDP, these development partners of the Republic of Moldova aim to build trust between people on both banks of the Nistru so that

they cooperate and work together to improve their lives. To make this happen, the EU and UNDP are offering financial and technical assistance to support joint activities in five key areas: business development, civil society development, renovation of social infrastructure, health care, and environment protection.

Since 2012, the “Support to Confidence Building Measures” Programme has been in its third phase of implementation, with a total budget of €10.6 million. In the period 2012-2015, more than 120,000 people have felt the benefits of cooperation, learning that joint efforts invariably lead to better results than solo efforts.

Even if the Programme's activities focus on the Transnistrian region and the Security Zone, which stretches about 30 kilometres along the Nistru River, they have had a positive impact on the entire republic. Moreover, these changes are helping to build a more favourable environment for foreign investment and assistance from international donors.

In this brochure you will find just a small part of what has been achieved under the EU-UNDP Programme from 2012-2015, illustrated here with human stories, statistics and pictures. We invite you to look through this brochure and see for yourselves what cooperation is capable of, and better still, see the great things that can be accomplished when people share the same dreams and are the desire to pursue them.



PREFACE

The European Union, through the Support to Confidence Building Measures (SCBM) Programme, strives to provide the necessary support for bringing people on both banks of Nistru River closer to each other. Joint initiatives involving local authorities, representatives of the business community and other stakeholders are aimed at increasing confidence between Chisinau and Tiraspol.

The assistance provided by the EU also aims at ensuring that ongoing efforts at political and technical levels (working groups) are supported by development and confidence building initiatives in social and economic spheres, creating a beneficial environment for dialogue and cooperation.

The SCBM programme is one of the largest initiatives in relation to the left bank of Nistru River. It focuses on taking a multi-dimensional approach on supporting business development and entrepreneurship, social infrastructure, health care system and environmental protection initiatives. It also leads to establishment of the cross-river platforms for cooperation.

All these efforts will hopefully contribute to a significant increase of the living standards of the population on both banks of Nistru River.

Ambassador Pirkka Tapiola
Head of the EU Delegation to the Republic of Moldova



INTRODUCTION

Everything we do at the United Nations Development Program is aimed at improving the lives of people. And people have better lives when they are safe, healthy and productive - when they can care for their families in a society that is peaceful and inclusive. To help improve living standards for people on both banks of the Nistru River, the UNDP supported a wide variety of activities implemented under the Confidence Building Measures Programme.

These activities range from reconstructing social institutions to developing entrepreneurship, from protecting the environment to providing hospitals with the necessary equipment, from achieving social integration for people with disabilities to training journalists and supporting research efforts. It's a varied array of projects which have evolved in time, to respond to the economic and social challenges faced by people on both banks.

We share with the European Union a common vision. We are building partnerships at local level and involving community members, local authorities, NGOs and experts to identify, plan and implement joint projects. I believe these partnerships are the key to the success of the Confidence Building Measures programme.

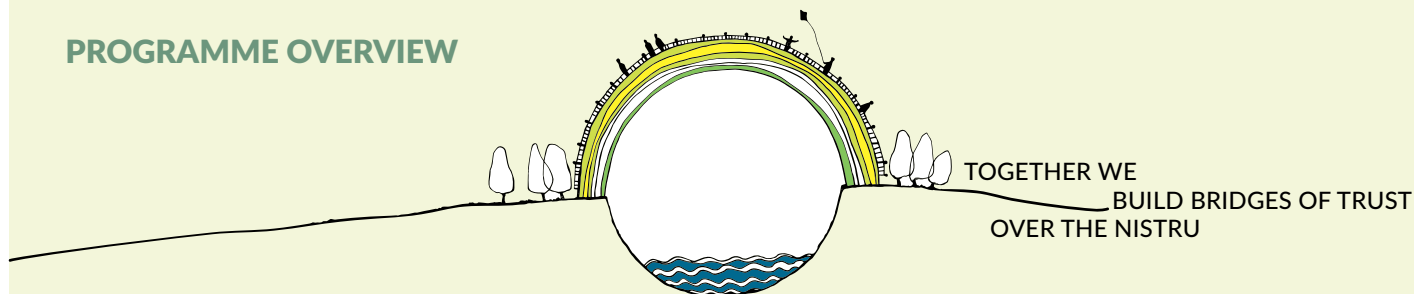
Projects proposed by these local communities relate to practical issues of daily life, and this is why people are so keen to cooperate. Cooperative work gives people confidence in their own abilities, trust in partners and the opportunity to live in better conditions.

For our part, these accomplishments inspire us and motivate us to offer further investment, both financial and technical, to better respond to the needs of communities on both banks of the Nistru River.

Dafina Gercheva,
UN Resident Coordinator and UNDP Resident Representative in Moldova

A handwritten signature in blue ink, consisting of a large, stylized 'D' followed by several loops and a final flourish.

PROGRAMME OVERVIEW



The SUPPORT TO CONFIDENCE BUILDING MEASURES

Programme is financed by the EU, and co-financed and implemented by the UNDP.

Period of implementation:
2012–2015

The Programme has a total budget of
€10,6 MILLION,
offered by the European Union (€9,5 million)
and UNDP (€1,1 million).

OUR OBJECTIVES

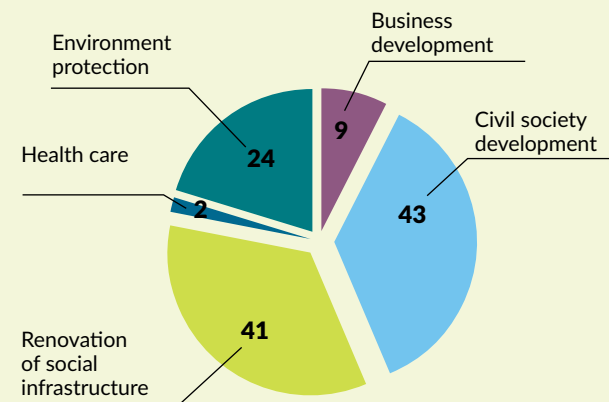
The EU-UNDP Programme aims to build trust between the people on both banks of the Nistru River so that they cooperate more effectively and work together to improve their lives. To make this happen, the Programme is supporting local public authorities, civil society members, entrepreneurs and other stakeholders on both sides of the Nistru, encouraging them to engage in common activities in five key areas:

- business development
- civil society development
- renovation of social infrastructure
- health care
- environment protection

INVESTMENT:

Business development –	€1,993,040
Civil society development –	€1,350,000
Renovation of social infrastructure –	€4,048,170
Health care –	€503,600
Environment protection –	€436,000

PROJECTS IMPLEMENTED:



**SOME 97 PARTNERSHIPS
CREATED BETWEEN ENTREPRENEURS,**
civil society members and local authorities and other
stakeholders on both banks of the Nistru;

A TOTAL OF 120,000 women and
men benefitting directly from the Programme's activities;

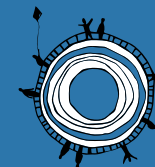
Over **1200 NEW JOBS CREATED.**

OVER **200**
BUSINESSES ON BOTH
BANKS WERE INVOLVED IN JOINT
ACTIVITIES AND RECEIVED BUSINESS
MANAGEMENT ASSISTANCE.

OVER
800
JOBS CREATED.

OVER **1,770**
DIRECT BENEFICIARIES, INCLUDING 809
WOMEN, AND OVER
15,000
INDIRECT BENEFICIARIES.

OVER **60**
PARTNERSHIPS
HAVE BEEN ESTABLISHED BETWEEN BUSINESS
PEOPLE ON BOTH BANKS OF THE NISTRU.



TOGETHER WE
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OVER THE NISTRU

BUSINESS DEVELOPMENT



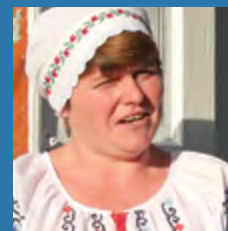
**GREAT
OPPORTUNITIES FOR
SMALL ENTERPRISES**

6



**“HAI LA TARA!”
- VILLAGES ON
BOTH BANKS OF
THE NISTRU RIVER
BECOME MORE
ATTRACTIVE**

9



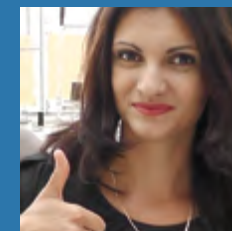
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IN ONE PLACE**

12



**A PROJECT THAT
HELPS YOUNG
PEOPLE MAKES THEIR
DREAMS COME TRUE**

14



**YOUNG PEOPLE ON
BOTH BANKS OF
THE NISTRU LEARN
TOGETHER HOW TO DO
BUSINESS**

16

14 farmers

adopted business practices of growing organic products from Israeli counterparts.



60 business people

negotiated cooperation deals during study visits to Poland, Austria and Germany.

GREAT OPPORTUNITIES FOR SMALL ENTERPRISES

We are going to develop strategically innovative businesses. That's what 60 entrepreneurs from both sides of the Nistru River decided to do upon their return from joint study visits to Europe, organised with the support of the EU-UNDP Programme. These visits provided many of them with the opportunity to adopt European good practices, conclude cooperation agreements and develop prosperous businesses back at home.

Agribusiness is becoming increasingly popular on both sides of the Nistru, and farmers are eager to apply in practice the experience of their counterparts from abroad. This illustrates the case of **Larisa Kolomicenko** from the village of Chitcani, Slobozia district, on the left bank, who successfully grows strawberries both in the open field and in greenhouses. "After visiting Germany I borrowed an economically efficient and harvest-effective method of cultivating strawberries, called mulching. This helped me obtain higher yields and more organic products," says Larisa.



She says that her visit to Germany was for her an opportunity to familiarise herself with the practices of growing organic food. "Today, organic food is in great demand in markets all over the world, including in Germany. Going organic is bound to become the basis of agribusiness in every country of the world and we've got to follow the international standards if we're going to survive," Larisa Kolomicenko believes.

Larisa allocated almost three hectares of land to grow strawberries. The woman is talking about her cultivars as if they were her children. "Honey was created by American plant breeders. It's an early-producing variety, with big fruit. Marmolada is an Italian variety that stands out for its extra succulent fruit, and Elsanta is

considered a golden standard for how a strawberry should taste like. Yields depend on what varieties you plant. Last year I harvested 12 tonnes per hectare, and this is just the beginning," Larisa vows.



The business woman has already a busy agenda for the coming years. She intends to diversify her crops and try another type of business, which she saw in another study visit, organised by the EU-UNDP Programme, to Cyprus. "I visited an 'organic' village in Cyprus and I learned how jobs can be created in rural areas. Their success determined me to consider some other possibilities for my family and my community," she says.

Larisa Kolomicenko's success has been inspiring for her daughter Irina, a 22-year-old young woman. Irina started an enterprise suggestively named "The Home Cellar", which is a small vegetable processing line. She purchased the necessary machinery, such as a vegetable chopper, a potato peeling machine, an electrical cooking machine, she obtained some traditional recipes and set to work.

"Even if it's a new business, we already have loyal customers. Our cucumbers, tomatoes, pickled cabbage



New markets, new business partners, new providers and even new designs and techniques of manufacturing clothes. These are the achievements attained by Veronica Pentelei, the owner of a Chisinau-based clothing company, as a result of participating in a **specialized exhibition in France.**



and canned vegetables are all prepared home-style: that's the secret. We managed to create 5 jobs and a closed-loop production chain," Irina says.

Having entrepreneurial flair as well as deep knowledge, Larisa decided to help other entrepreneurs in the

region develop agricultural businesses by providing consultancy. Thanks to the experience borrowed from right-bank and European counterparts, Larisa Kolomicenko sees a bright future ahead for the small enterprises.



own eyes how fruits and vegetables grow, to enjoy the fresh country air, to play freely in the green fields. When I heard about the hospitality network „Hai la tara!/Let's Go to the Countryside!", I thought this was a great opportunity to make the best use of this jewel of a house. We joined the network and never regretted it," says Ana.

The Suras tried to preserve the traditional style of the house. Ana loves the house's thatched roof, the traditional stove, the little wooden window frames and the whitewashed walls. She is confident that all these lovely charms will be attracting many tourists. They



“HAI LA TARA!” – VILLAGES ON BOTH BANKS OF THE NISTRU RIVER BECOME MORE ATTRACTIVE

Several years ago, **Ana and Dorin Sura**, a married couple from Chisinau bought a house in Oxentea village, Dubasari district, a village on the Nistru 70 kilometres north-east of the capital. “We bought the house for the kids' sake. We wanted Matei, Madalina and Teodora to see with their

Over **250 families** from villages on both banks were connected to the “Hai la tara!” rural tourism network and gained a source of additional income.



2 campaigns to promote business education were carried out in the Transnistrian region.



60 people from rural communities from both banks of the Nistru River were trained on how to develop tourism businesses, and 20 rural households were received initiatory hospitality training.

built a bathroom inside the house and put traditional carpets on the floor and the walls in the two bedrooms “We already received a number of guests who were very happy and even revisited us. This means we have achieved our goal,” says Ana proudly.

The house is coated with clay which keeps the building cool in the summer and warm in the winter. The guests can take a boat ride on the river, go for a swim and fish there. “During the summer we serve our guests fruits and vegetables from our garden. We can arrange outings to the local monasteries or get them involved in household chores so that they can feel what it’s like to live in the countryside,” adds Ana.

The Sura family’s example has been followed by eight other families in Oxentea, who welcome both domestic and foreign tourists. Alexei Gutaga, the author of the “Hai la tara!”, says the project brings benefits to rural residents who in this way can earn some extra money. The Suras charge their guests around 200 lei for a night. For an extra fee, they can get breakfast, lunch and dinner. And prices can be negotiated. “Prices are lower than in Vadul lui Voda, and the beach is far less crowded,” says Ana.

The “Hai la tara!” Project, implemented with the support of the EU-UNDP Programme, aims to connect potential domestic and foreign tourists, via the website www.hailatara.md, to families in rural areas on both banks of the Nistru who are ready and willing to host them. Visitors to the website can look at the households’ profiles, book accommodation and pay for these services using a convenient on-line payment system. During 2014, 250 families in villages located



on both banks have been trained and connected to the network. Thanks to the “Hai la tara!” Project, promoted under the slogan “Accommodation and Hospitality, Moldovan Style,” hundreds of tourists found accommodation in rural areas at affordable prices.

A handbook on how to develop
tourism businesses,
a Nistru River **travel guide**
and a common
ecological itinerary
on the Nistru were developed.



Additionally, a highly informative mapping app running on both Android and iOS is available to help tourists locate the most picturesque tourist attractions in Moldova. What's more, a catalogue was created to promote opportunities for active tourism available on

both banks of the Nistru, with horse riding, cycling and hang gliding being just a few examples.



75 companies on both banks of the Nistru were assisted to improve their capacities of promoting themselves on foreign markets and participated in major fairs and exhibitions in 6 European countries; following trainings on how to make the best use of the opportunities offered by the new trade arrangement with the EU, 16 cooperation agreements and 24 protocols of intentions were signed.



ART AND TRADITION IN ONE PLACE

The residents of Goian village, Dubasari district, on the left bank of the Nistru, are very proud of their new House of Crafts, opened by fellow villager **Aliona Zgherea** as part of a project that promotes cooperation between villages along the Nistru by developing rural tourism. According to Aliona Zgherea, people in this area have always been very hospitable and have tried to stay connected to their roots. “The House of Crafts’ mission is to revive folk traditions, such as manual weaving, and we want to introduce youths to these crafts. Our House has brought together people of different ages, young and old alike,” she says.

The House of Crafts looks just like many other old houses, but when you enter it, you are welcomed by a traditional Moldovan interior. The traditional *Casa Mare*, or the Big Room, is the heart of a Moldovan house. Here you can see manually woven carpets on the walls and on the floor, and an icon adorned with an embroidered towel watches over the *Casa Mare* from a corner. “The House of Crafts is a place where we train craftsmen. They are eager to share their knowledge about the traditions and customs of our nation, which have been kept with reverence and transmitted from generation to generation,” Aliona Zgherea adds.



of the Nistru. “Our women are now working to make traditional Moldovan garments, and our band continues rehearsing and learns songs,” says Aliona describing the preparations.

According to Tatiana Yaskova, who is chairwoman of Transnistrian Agency for Regional Development, rural tourism contributes to the development of rural areas and to the perpetuation of traditions, and also represents an important element for the rural population employment-wise. This is why the results of this project have an important socioeconomic impact on the region.

Overall, **30 rural households** on both banks of the Nistru River are now ready to welcome guests following the project.

The House of Crafts’ agenda is interesting and varied, and includes all kinds of festivities, soirees and other events.

“We welcome our guests with bread and salt, we always keep our doors wide open for them. In the future, we plan to offer tourists accommodation as well and organise soirees of the kind our grand-grandmothers once held,” the host says.

Aliona Zgherea has grand plans for her small enterprise. She wants to create a unique atmosphere, or rather recreate those long winter nights of the old times when people would keep each other company by gathering at *șezători*. It was an occasion for men to sing songs or tell

anecdotes, and for women to embroider or knit. “We will serve our guests *mămăligă* and homemade wine. Thanks to the project, I have seen my dream come true and, moreover, I accumulated knowledge necessary for developing rural tourism”, says Aliona, noting that the development of rural tourism will help to improve employment in the countryside.

The House of Crafts is not just a training and creation centre, it is also an active participant in implementing various social initiatives. For example, in the summer of 2015, a Festival of Traditions and Folk Crafts will take place under the patronage of the House of Crafts, bringing together traditional artisans from both banks

“However, the greatest asset and success of this project has been the people participating in it: their dedication, their aspirations, emotions, and efforts they have invested to develop personally and to develop the community. Due to the support of the EU and UNDP, active rural residents on both banks of the Nistru have received, for the first time, initiatory professional training on how to start a hospitality business with your own household. During this project, both potential tourist attractions and current tourist attractions have been extensively studied,” says Tatiana Yaskova.

885 novice entrepreneurs,

company managers, local authority representatives and farmers improved their managerial skills at a Business School with branches in Tiraspol, Bender and Ribnita. Some 48% beneficiaries of the Business School are women.



A PROJECT THAT HELPS YOUNG PEOPLE TO MAKE THEIR DREAMS COME TRUE

At only 27, **Eugen Reutki** from Tiraspol is already living his dream. His company is a real success, and besides the fact that he loves what he's doing, Eugen has also created six jobs for other young people. Eugen recalls how everything started. He had just graduated from the Tiraspol University's Decorative Art Department and was looking for career opportunities when he saw a newspaper advert. He had long wanted to have a company of his own, but he didn't have the money. Yet the ad seemed to promise precisely that. It advertised an EU-UNDP-supported contest destined for young people from the Security Zone and the Transnistrian region. Without further ado, Eugen drew up a business plan in the area he knew best – plaster design elements.

"I guess it was my great desire that helped me become one of the contest's winners. In addition to the grant of about €11,460, this project also gave me the opportunity to improve my knowledge of business processes. I learned the written and unwritten rules of the market, I developed my managerial skills, but most importantly I found the answers



to all the questions that came my way as I was starting my business and I've found the mentors who are always there for me," says Eugen Reutki.

One year into running his business, the young man is proud of "Elada" – his company that manufactures design elements made of plaster. "Rosettes, columns, semi-columns, friezes, mouldings, corbel pieces, pilasters – all these offer personality to an interior if they are of high



Andrei Nistor from Chetrosu village launched his business thanks to the EU-UNDP Programme. He **built two greenhouses**, where it grows organic vegetables and hopes in the future to develop their business and open more jobs.



quality. And quality and originality is our secret,” says Eugen with the pride of a professional.

According to him, plaster ornaments have always been in demand, and increasingly more so today. On the left bank of the Nistru, however, this niche has been pretty much vacant. Buyers have had little alternatives but to travel to Ukraine to shop for plaster ornaments. This is bound to change as Eugen is mounting his ‘offensive’ to gain a stronger foothold for Elada on the market.

“High quality, an artistic approach, and cost-free installation of the ornaments are the main advantages that put us above our rivals,” adds Eugen. He is happy to earn money from a job he loves, but he is even happier to work together with a great team. Because the future looks more promising working together.

12 business managers

from both banks adopted good practices of business development in a study visit to the Czech Republic and established 15 partnerships with Czech counterparts.

16 trainers,

including 8 women, upgraded their professional qualifications, contributing to the development of the local business consultancy market.

Over 300 employees

from 120 small and mid-sized enterprises attended training courses, business forums and established cooperation relationships with colleagues from the other side of the Nistru.

YOUNG PEOPLE ON BOTH BANKS OF THE NISTRU LEARN TOGETHER HOW TO DO BUSINESS

Although she's only 23, **Marina Andreev** could serve as an example to many adults. The young woman has managed not just to start her own business, but also to make it profitable. Marina lives in the village of Ustia, Dubasari district, 50 kilometres north-east of Chisinau. A year ago, in 2014, with a diploma in economy under her belt, but with slim chances of finding employment, Marina was on the verge of leaving to search for a job abroad. What kept her at home was an EU-funded project implemented by the UNDP. For Marina, as well as for 40 other young people from Moldova, this project meant an opportunity to start a business at home. Marina received a € 11,460 grant and opened a workshop for manufacturing work wear in Ustia.

"At the beginning it was hard for me to manage my enterprise and get used to all the financial and legal procedures. It's probably because of my young age and lack of experience. This is why the most valuable thing I

have benefitted from during this project is the coaching from business experts, who are still guiding and helping me become better. It's not only my enterprise that's growing, I'm growing as a person too!" says Marina.

Today Marina employs 15 people, all of them happy to have a stable and decent-paying job in their native village. "I am very happy. I had spent a lot of time working in Italy. But now I am near my children. I've found a way to earn money and keep my family united at the same time," says Natalia, one of Marina's employees.





Marina received a **€11,460** grant and opened a workshop for manufacturing work wear in Ustia.



"I am very pleased, I stayed for a long period in Italy, and returned home for a while, thinking to leave again as there were no permanent jobs in the village. Thanks to EU-UNDP support, now I have a job, I am close to children and managed to keep my family home." Natalia Tanasiev, 32 years, former migrant, employee in a workshop for manufacturing work wear in Ustia.

The EU-UNDP "Support to Confidence Building Measures" Programme has offered not just financial assistance to the young people, but also individual coaching. It also helped the young entrepreneurs with purchasing the necessary equipment and raw materials. Many of them also went on study visits to companies on both banks of the Nistru.

In one year the EU-UNDP Programme's investment paid off. Today all the 40 project beneficiaries are running their own businesses, in the face of statistics which say that one in three start-ups fails in the first

year. Moreover, the project beneficiaries have created over 200 new jobs and counting. The project has also established a network for the young entrepreneurs, which helps them share good practices, request professional support and contribute to fostering relations between the business communities on both sides of the Nistru River. This is extremely welcome considering that the Transnistrian region is facing numerous challenges after more than two decades of isolation.

In another village, there's a different story, but with a similarly happy ending. A year ago Alina Moroza, a

Alina Moroza is one of the **40 young entrepreneurs** on both banks who have received grants of up to €11,460 along with individual coaching for a period of 10 months and assistance with buying equipment and raw materials needed to start up their businesses.



32-year-old woman from Sevrova, in Floresti district, had packed her bags and was ready to go abroad. Today, thanks to the same project, she observes with great satisfaction her corn and sunflower seed processing line, which she opened in her home village, bringing in the first proceeds. "I am a single mother of a 10-month-old boy, and in the absence of a stable income at home, I was seeing few alternatives but to leave for a job abroad. Now with the help of the European Union and the UNDP, I am able to provide for my child, build my own business without going abroad and even develop myself as a person," she says. Alina's satisfaction is also shared by the people of five surrounding villages, who previously had to cover long distances to have their crops ground into oil and flour. "Successful businesses involve a lot of physical and intellectual effort. Yet the reward is worth all the effort," Alina concluded.



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Creating employment opportunities

for the youth in the Security Zone
and the Transnistrian Region



Andrei Dobrov, Tiraspol town. Started a
business in Service (motor vehicle).



Sergey DIMITROV, Bender town, developed a
computer center.



Natalia BELSKAYA, Protyagailovka village,
Bender, developed her business of growing
flowers in open air using new technologies.



Ala AFANASENKO, Tiraspol town, opened
tailor's studio.



Anatoly DIRUL, Bender town, started a
timber business.



Angela Sobol, Varvareuca village, Floresti
district, started a breakfast cereal business.



Dumitru CUZUIOC, Rezina town, created a
factory of construction materials.



Liviu IASCO, Criuleni town, started a
business of open-field vegetable production.



Yevgenya LISTOVAYA, Speia village, Grigoriopol
district, started a business in production
of open-field vegetables.



Igor HINCU, Floreni village, Anenii Noi
district, opened a workshop manufacturing
wood toys.



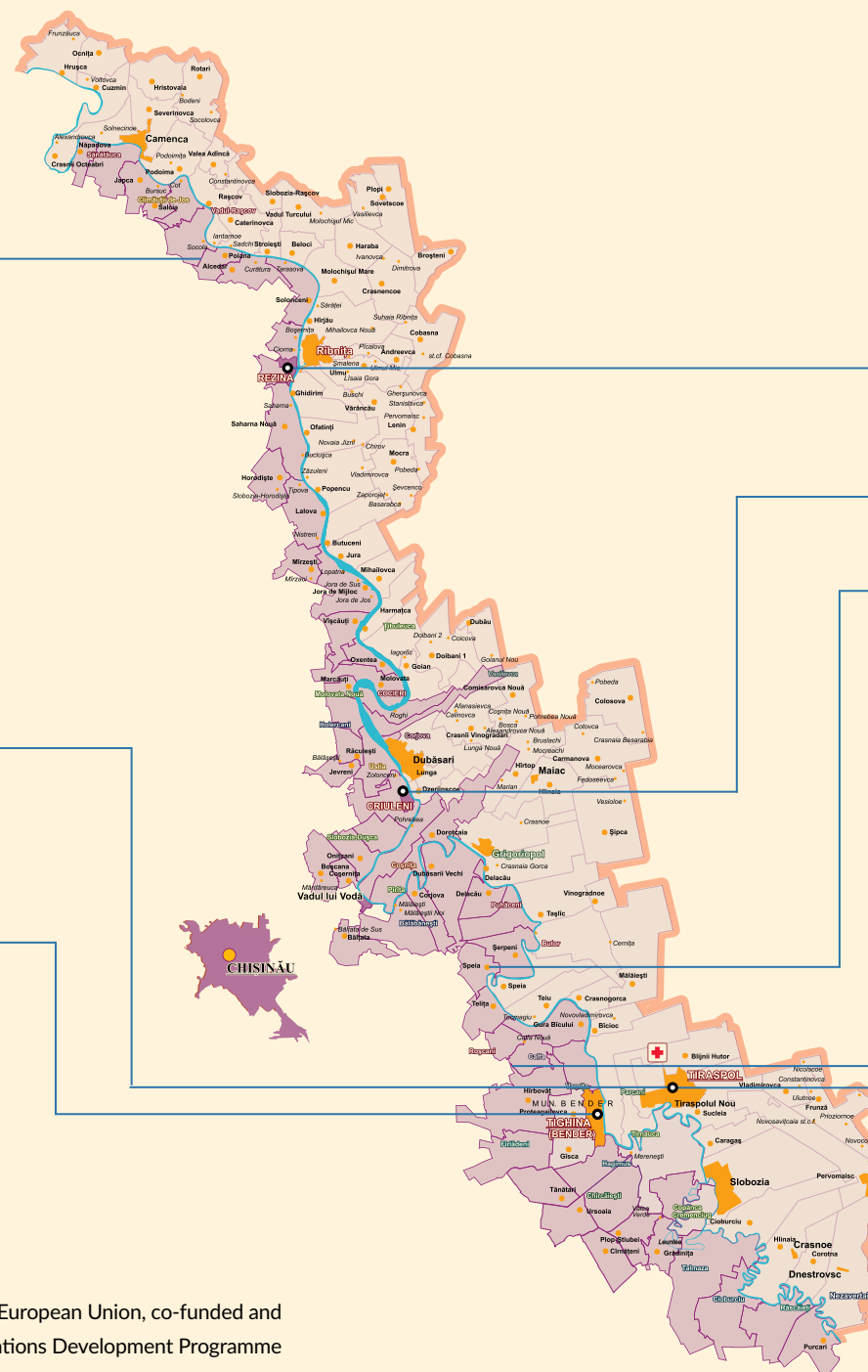
Natalia IGNATIEV, Tiraspol town, started a
business with coffee vending machines.



Irina DROTENKO, Tiraspol town, opened an
automobile repair shop.



Yevgeny SHUBIN, Tiraspol town, started a
plastic card manufacturing business.



Support to Confidence Building Measures Programme is funded by the European Union, co-funded and
implemented by the United Nations Development Programme



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Nistor **ANDREI**, Chetrosu village, Anenii
Noi district, built two greenhouses to grow
vegetables.



Artemy **MERINOV**, Caragas village, Slobozia
district, upgraded his pig farm.



Ludmila **PALYI**, Dnestrovsk town, Slobozia district,
opened a summer patio in the town.



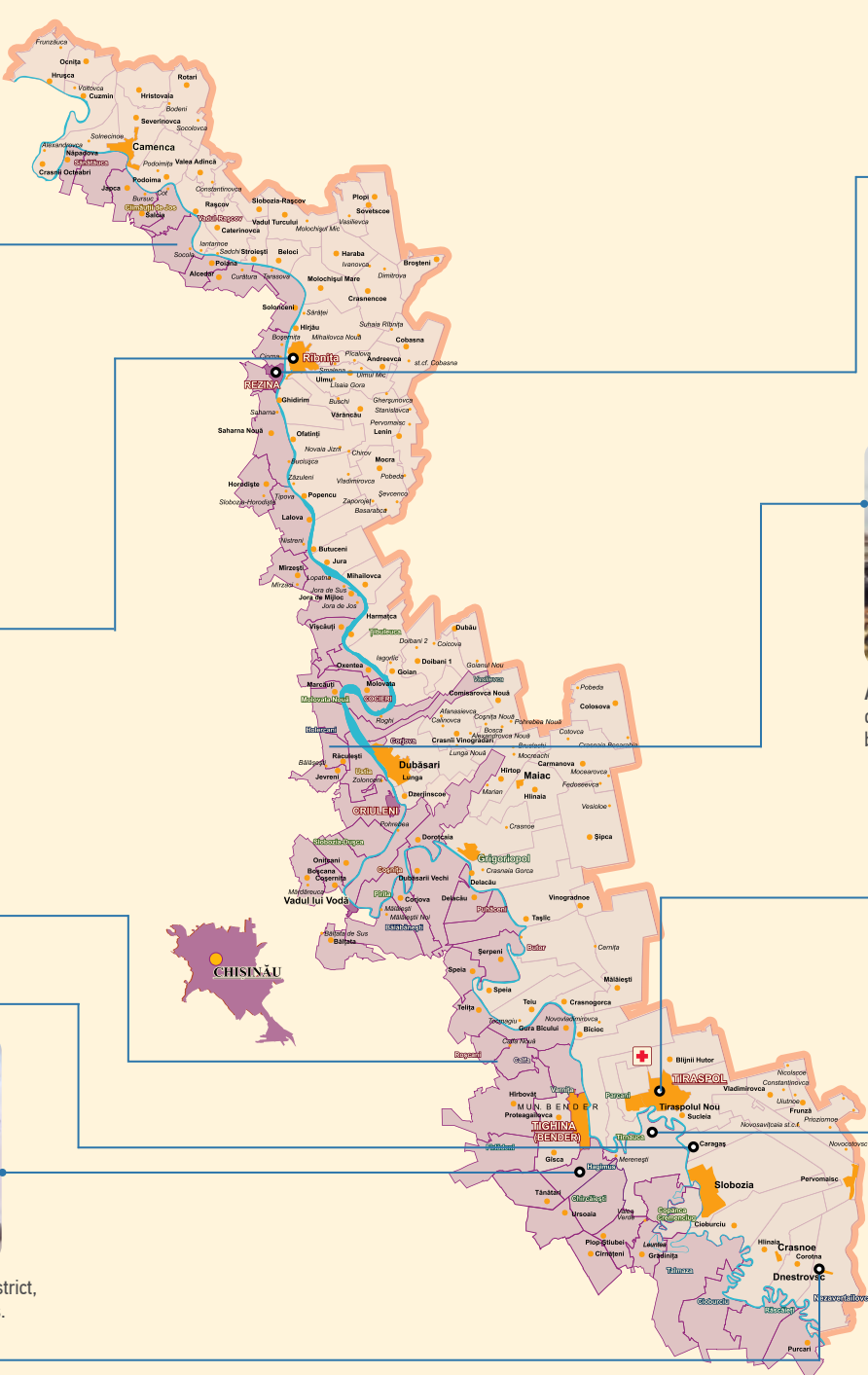
Alina **MOROZAN**, Sevirora village, Floresti
district, started an enterprise in corn and
sunflower seed processing.



Pavel **MOLDOVSKY**, Ribnita town, extended
his cow farm.



Victor **CISLARU**, Hagimus village, Causeni district,
started a fruit processing and drying business.



Victor **ANDRONIC**, Tahnauti village,
Rezina town, developed natural wood
processing business.



Andrei **ZUZA**, Peresecina village, Orhei
district, started a timber processing
business.



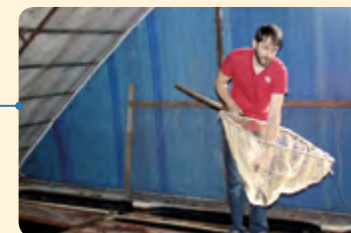
Valerii **NOVAC**, Tiraspol town,
opened a furniture manufacture.



Alexander **BURLAKOV**, Tiraspol town,
started business in growing oyster
mushrooms.



Stanislav **KICHIGIN**, Tiraspol town, upgraded
his beauty parlor.



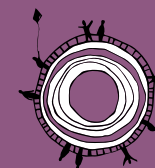
Alexander **POSTICA**, Ternovka village, Slobozia
district, extended his trout farming business.



Andrei **BELOGUROV**,
Ternovca village, Slobozia
district, started a business in
naturally-fermented kvass
brewing.

14,500 PERSONS

HAVE BENEFITTED DIRECTLY FROM 43
PROJECTS IMPLEMENTED BY CIVIL SOCIETY
ORGANISATIONS ON BOTH BANKS.



TOGETHER WE
BUILD BRIDGES OF TRUST
OVER THE NISTRU

OVER **€ 1,35 million**
INVESTED BY THE EU AND UNDP AND OTHER €590,000 RAISED
ADDITIONALLY BY CIVIL SOCIETY ORGANISATIONS.

CIVIL SOCIETY DEVELOPMENT



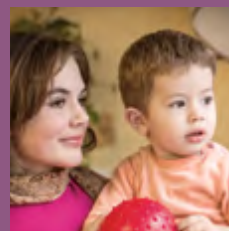
**A TIMELY
CONSULTATION, A
PROBLEM SOLVED**

20



**DREAMS AND
ENTERPRISES THAT
UNITE WOMEN**

22



**FINDING A HOME
AFTER A RESIDENTIAL
INSTITUTION**

25



**JOY COMES FROM
SMALL THINGS**

28



**A DEVICE THAT
BRIGHTENS UP
COLOURS AND
REKINDLES HOPE**

31



**JOINT
THOUGHTS - MORE
BENEFICIARIES**

34

Over **500**
vulnerable
persons have better
access to psychosocial services,
health care and free legal
assistance.

25
young lawyers
practicing in the Transnistrian
region were trained on how the
ECHR works and how to file cases.

132 specialists
on the eastern side of the Nistru
were trained on child protection
and combating of domestic
violence.

A TIMELY CONSULTATION, A PROBLEM SOLVED

Natalia Podolean from Tiraspol town works hard to provide for her 10-year-old son. Her husband left abroad to find a job when the boy was only one year old, and since then she has to take care of the household. Natalia remained alone both with the household and with the bills. In addition, she has to care for her sick parents.



“My salary was too small to feed four people. I was on the brink of despair,” says Natalia, recalling the most difficult period of her life.

When she heard about “Apriori”, Natalia thought to herself that it must be divine intervention. “Apriori” is a non-governmental organization (NGO) from Tiraspol which, with the help of the EU-UNDP “Support to Confidence Building Measures” Programme, is providing free legal assistance and psycho-social counselling to vulnerable people in the Transnistrian region.

“I finally managed to get my ex-husband pay alimony. Now, with the support of the psychologist, I’m trying to solve the behavioural issues that my son has developed following the divorce, and also find inner balance,” says Natalia.

“Apriori” is one of the 120 NGOs from both sides of the Nistru that has received support from the EU-UNDP

Programme for establishing partnerships among one another to jointly provide high quality services.

“In the Transnistrian region there’s a shortage of legal and psycho-social assistance for people in difficulty. These people cannot afford to pay for a legal consultation or hire a lawyer. Together with our partners from the right bank of the Nistru, we form their line of defence,” says Aliona Marcikov, the president of the Legal Resource Centre “Apriori”.

Over the first months of the establishment of this partnership, 10 legal consultations were offered to 19 single parents in difficulty. In most cases, people come here to find solutions to problems related to divorce issues, welfare benefits, single mothers’ rights, employment, property rights, child protection and women empowerment. Some complaints do have some legitimate grounds, while others don’t, but in all cases the complaints are listened to carefully by the Centre’s professionals and, when appropriate, they are taken to court and settled.

The “Apriori” Centre also offers training for vulnerable mothers to become better parents and have access to information, as well as medical counselling. As part of a project implemented together with the Chisinau Family Planning Association, dozens of men and women from the Transnistrian region attended a training course on journalism. Now they are working together on a broadcast that is air on-line from the Centre’s website.

“The progress achieved so far demonstrates that people on both banks of the Nistru are facing the same



3,480 children can play and do physical exercises in 20 ludothèques (playrooms) created on both banks.

problems, and when they combine their forces, they can find more efficient solutions for them,” added Aliona Marcikov.

40 child protection professionals

on both banks developed their capacities and created an online communication platform
www.tdh-moldova.md



105 professionals

on both banks have adopted European good practices in implementing regional development projects, following study visits abroad.

DREAMS AND ENTERPRISES THAT UNITE WOMEN

Elena Seletki, the leader of a vocal group called “Assorti” and of the puppet troupe “Surprise” lives in the village of Krasnoe, Slobozia district, on the eastern side of the Nistru. For 30 years Elena has been dreaming of becoming a businesswoman. Her dream has started taking shape thanks to a project implemented by the International Centre for Advancement of Women in Business (ICAWB) in cooperation with the NGO “Women Initiatives” from Tiraspol and the Association of Business Women from Criuleni, with financing from the EU-UNDP “Support to Confidence Building Measures” Programme.

“I applied as soon as I learned about the training courses on entrepreneurship. I desperately needed the theoretical knowledge, but also the counselling, to get rid of my complexes and become more self-confident,” says Elena recalling how everything started.

Elena’s wish to start a business is not a whim, but a necessity. In two years she is going to retire, but she feels there are still a lot of things she needs to accomplish. “Four years ago, together with my husband



we adopted four girls. We decided we must give them all the love and affection they had been deprived of,” says Elena.

93 vulnerable women

were trained to increase their family income and solve community issues. 26 of them found a job and 14 others started their own businesses.



However, the wellbeing of the Seletki family suffered a heavy blow recently, when Elena's husband became blind following an injury, which complicated her situation even more. Now all the chores, even those usually done by men, have fallen on Elena's shoulders. "I realised that I must spend as much time as I can with my family, but at the same time secure some stable income. And this is possible only when you have your own business," Elena says.

Once she decided to start a business, Elena proceeded to making detailed plans. First, she bought a few first-rate, high-yielding strawberry varieties. Strawberries are always in great demand, and one can make a nice profit from selling both the berries themselves and the strawberry plants.

"This is a seasonal business, which I intend to develop. In parallel, I would also like to open a photographic studio in the village and provide a large range of



services, from photographing to copying and laminating documents,” says Elena, convinced that this would secure the future of her adopted children.

But, like a true businesswoman, Elena has a plan B, too. “I’m also considering opening a costume rental and maybe even a sewing studio. I’m getting a lot of new ideas with each training course, but I should say I’m looking at them realistically, realising that it’s too early for some of them yet,” she says.

During the training courses, the women were acquired both theoretical knowledge and practical skills. More importantly however, the courses were helped them grow more self-confident. “I’ve made new friends, including women from the right bank of the Nistru. Dreams and enterprises unite women. We trust each



other’s opinions and suggestions, we discuss business ideas, we share practical recommendations and we are looking forward to the future,” adds Elena.

Elena Seletki is a persistent woman, with clearly defined goals, who will undoubtedly stay the course. “All the trainees are inspired by her optimism and perseverance. We wish her all the best and success with overcoming all the obstacles that might come her way,” said Elena’s fellow project participants.





FINDING A HOME AFTER A RESIDENTIAL INSTITUTION

Maria Croitoru, 23, lives in Bender. Most of her life she has lived in a residential institution. She knows how it is to live on the streets too.

Her situation finally changed in 2013, when she turned for help to the Socio-Professional Integration Service, developed on the left bank of the Nistru based on experience from the right bank. Now Maria has a home and a stable income, and she spends all her spare time looking after children left without parental care. Maria is one of the 25 vulnerable young people in the Transnistrian region supported to achieve social integration, to find a home, a job, to enrol their children



25 underprivileged young people in Bender received support to achieve social and professional integration through individual and group activities.

40 young artists from both banks shared experience and crafted 60 pieces of decorative art together.

20 teachers from both banks were trained and certified as chess coaches and are now using the same training methods to teach 600 youths chess in 20 schools on both banks. All these schools were provided with the necessary supplies and teaching materials.



in school or day care, to obtain welfare, or overcome some difficult situations. The story below is typical for most of the 25 beneficiaries of the Socio-Professional Integration Service.

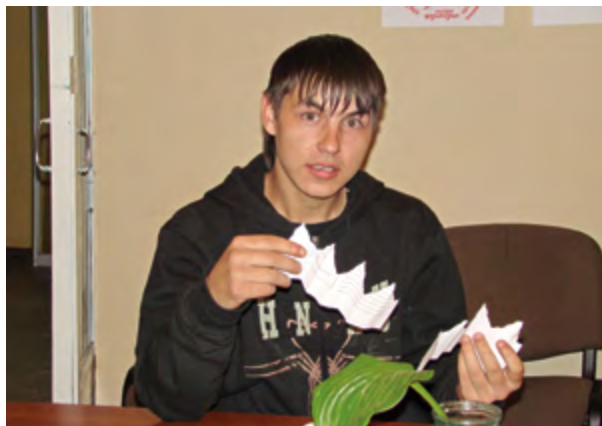
“My mother, as long as I can remember, drank a lot, which eventually led to the termination of her parental rights. My sister dropped out of school and left home. When she returned, she already had a baby. Now she lives with a formal registration in the grandmother’s apartment, where our family lived. I didn’t get such a registration, simply because I didn’t know the procedure.

The lack of such registration prevented me from being employed. I would work in all kinds of menial jobs, and would sleep wherever I could find, because it was impossible at home: all the services had been cut off over unpaid bills. Moreover, the walls were covered with

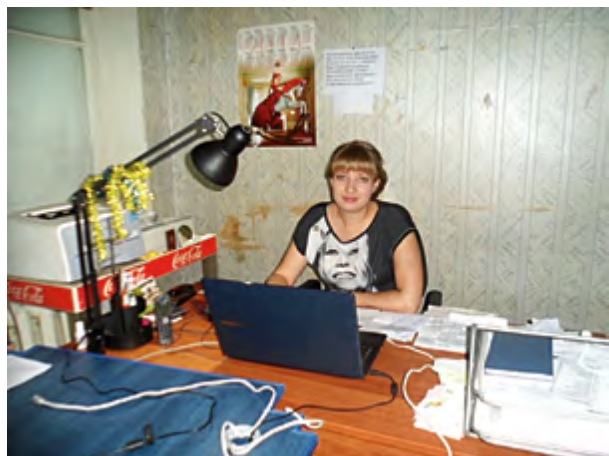


soot and there was a horrible smell in the apartment following a fire. What was I supposed to do at nights? Put up with my mother’s rowdy merrymakers that I could hear through the wall, or the crying baby I didn’t even know, or the disgruntled neighbours knocking on the walls because they couldn’t get any sleep either?

Sick of this situation, I accepted a bed in a dormitory offered by the Bender city authorities. I was constantly hungry; I had no stable income, no job, no home. I lost all hope of getting out of that mire. I never believed that someone would show me some sympathy. Then I learned about the services offered to young people by the Serdtse/Heart Foundation. Together with the Foundation’s specialists, we planned in detail how I could get out of that predicament. I could hardly believe this was possible: I did not trust anyone, not even myself! Those people helped me acquire the residence registration, privatise my grandmother’s



A professional **parental assistance service** for orphans has been created in the Transnistrian region.



20 children
without parental care placed in
family-based foster care.



apartment and clean it up. They knocked at many doors to help me.

Today, I live in my own apartment. I have partially paid off the old, long-overdue bills, now I have electricity and water. I can cook at home. With money from Serdtse/

Heart, I was able to buy some decent clothes, in which I wouldn't be embarrassed to go to my new job, at the Tighina footwear factory.

Just think about how little a person needs: just a little attention and a helping hand! Regretfully, this is something most of those who lived in a residential institution don't get. Nobody waits for them and nobody promises them a decent living when they are out of there. I've been so lucky to have sought the help of the Socio-Professional Integration Service! This lifetime opportunity must be seized, there might never be another offer!"

270 experts

from both banks conducted 7 joint research projects on sociology, mass media, traffic safety, water quality in the Nistru, the situation of children and women on the eastern side of the Nistru.

16 young people with disabilities from both banks of the Nistru learned photography techniques as per the Photovoice Methods and produced a series of pictures, which are displayed at various social and cultural events and through which the young people tell the world about their problems and potential solutions.



JOY COMES FROM SMALL THINGS

Their pieces of art could adorn any home! Who would have guessed that they are made by a group of children and young people with disabilities and that for them handicraft is as difficult job as a physical work? In addition to learning how to handle the needle and thread with great skill, they also developed independent living skills, as part of a project supported by the

EU-UNDP “Support to Confidence Building Measures” Programme. However, the most valuable thing they learned during the project was to live life to the full alongside their peers, despite their hardships.

Diana Tozlovanu, 28, has been struggling since childhood with an incurable condition that affected her nervous system. She could not talk or move fully her left arm and spent her entire childhood at home. She always wanted to have friends and lead a more interesting life, but fate had deprived her of the joys of life that her peers took for granted.

A year ago, Diana was included in the activities of a project implemented by the Tiraspol-based Rehabilitation Centre OSORT, in partnership with the Home Care Centre CASMED from Balti. And so her life took a different turn. Together with 50 other people with intellectual and physical disabilities, aged between 14 and 40, Diana learned to be independent.

“It’s like she’s a different person now, she’s more cheerful and livelier. She learned how to cook, how to wash the dishes, tidy up the flat, things which were inconceivable for her in the past. Now she feels she is useful, and this gives her even more strength,” says Eugeniu Tozlovanu, Diana’s brother.

Eugeniu is to his sister not just a brother, but also a true friend. It’s he who brought her to the Centre, always encouraging her.



At least **140 people with disabilities** from both banks of the Nistru acquired skills for an independent life and at least 40 of them were helped to find a job. Also within this project supported by the EU and UNDP, a number of activities were held to raise public awareness of the discrimination faced by people with disabilities. A practical guide developed by experts from both banks of the Nistru was published to help people with disabilities find a job.

“Eugeniu protects her and stands by her. He treats her as an equal such cases are very rare. Often children with disabilities are marginalized by their own families,” says Ludmila Borodina, director of the OSORT Centre.

Diana is the only girl in the group to have mastered the sewing machine. “She operates the sewing machine as skilfully as she works with the needle, despite not

being able to move one of her arms. Diana's dream is to become a garment-maker," says Ludmila Borodina.

Ludmila Savitki, another teacher at the OSORT Centre, says Diana also attended a cooking class as a project participant. "The project helped her develop culinary skills. Whereas previously, for safety reasons, her family did not let her use home appliances; now she operates them with confidence. During this project, Diana learned a lot of things, for example how to manufacture soft toys and greeting cards. This could help her earn some money in the future," the teacher added.

Helping young people with disabilities find a job is another accomplishment the OSORT Centre can add to its credits, thanks to a partnership with the Chisinau Association of Death Children and financial support from the EU-UNDP Programme. Within the framework of this project, 40 young people with disabilities from both banks of the Nistru attended training courses on human rights as well as legal and social assistance to achieve social integration. Seven of them were successful in finding jobs.

The two NGOs organised a host of training courses, seminars and summer schools for young people with special needs, both in Chisinau and Tiraspol, aiming at their social inclusion, with a focus on employment. Additionally, the partners also provided legal counselling and sign language interpretation to 40 young people with disabilities, published bilingual materials with useful information on social inclusion,



and raised public awareness of the problems faced by young people with disabilities by holding an anti-discrimination flash mob. The project culminated with a Job Fair for people with disabilities, the first of its kind in Moldova. Organised in cooperation with the National Employment Agency and the Municipal Employment Agency, this event brought together 25 employers who presented their offers and expressed willingness to hire people with disabilities.



A DEVICE THAT BRIGHTENS UP COLOURS AND REKINDLES HOPE

7-year-old **Sveta Veatkina** is busy colouring some flowers, very carefully. “The paint must not go over edges or it will look sloppy”, says the little girl in a mentoring voice. Sveta has a congenital visual impairment that prevents her from seeing more than 10 per cent of what other children can see. Even the drawing that she’s finishing now would have been an impossible activity had it not been for the help offered by the EU-UNDP Programme “Support to Confidence Building Measures”. “They presented me a digital device which, just like a magnifying glass, magnifies everything up to 60 times. Now I can read, knit and embroider.

2,550 children with visual impairments and elderly people were given ophthalmological examinations and received free eyeglasses and visual aids.

Some
6,000 students

received interactive training
in human rights by watching
documentaries.

1,583 children in primary schools
and kindergartens study the
culture of good neighbourhood.

**45 students
coming from
vulnerable
families**

in Speia village
were trained in traditional craft in
3 workshops fitted out with special
equipment.



I have a new hobby, too: I like drawing,” Sveta says proudly. “They gave my daughter a second chance. Besides not being so shy and feeling so helpless anymore, Sveta has overcome her disadvantage, she can receive training and can lead a normal life,” says Olesea Gaidarji, Sveta’s mother. The device has become Sveta’s best friend. She reads avidly, can distinguish colours, performs special exercises to stimulate the optic nerve and strengthen

ocular muscles. Sveta is full of hope that one day she will learn to use the computer, too. “I want to be in tune with the times and not lag behind other children. Now I have a visual aid which helps me see life. I love it. Now I can see all the colours of the world and it feels wonderful!,” she says.

“With these daily activities, my daughter started to read and speak much better. This is just the beginning and we don’t intend to stop,” says Olesea. She has added that the magnifying device is being used not just by Sveta, but by the entire family. “Unfortunately, family members from different generations suffer from hereditary visual conditions. My husband and I can’t see very well either. This donation is very helpful with solving some everyday issues. For example, we can read the bills by ourselves” adds Olesea Gaidarji.

The story begins the day when the Institution for Correction and Education, where Sveta’s mother works as a masseuse, was visited by a delegation. It included Hans Bjørn Bakketeig, a Norwegian professor, and professionals from the “Low Vision” Centre. The visit was part of the project “Rehabilitating children with vision impairments on both banks of the Nistru”.

Hans Bakketeig, a world-renowned optometrist, is helping children with eyesight problems around the globe. The doctor tested the eyesight of the 171 pupils of the kindergarten, offering custom-made glasses to 70 children. “Sveta received two pairs of glasses for vision correction. One offers UV protection as an extra feature, and the other has some special lenses. The doctor also promised a pair of corrective lenses,” said Olesea.



2,100 students
on both banks have been trained
on traffic safety, human rights and
environment protection.

Within the project, the kindergarten was also provided with state-of-the-art visual equipment. “We managed to help people on both banks of the Nistru receive high-quality services and to enhance the doctors’ competence,” says Tatiana Ghidirimschi, president of the Chisinau-based “Low Vision” Centre.

Olesea, too, expects some changes in her life. Hans Bakketeig will bring her from Norway an implant holding an artificial crystalline lens and iris. The woman can’t wait to have the intervention that will light up her life, too.



400

local public authority and NGO members from both banks were trained to implement local development projects.

1,550

talented young people and professional musicians from both banks established artistic partnerships in 40 joint concerts.



JOINT THOUGHTS – MORE BENEFICIARIES

Ludmila Borodina of Tiraspol and **Vitalie Mester** of Chisinau met at a workshop last summer. An hour was enough for them to understand that they shared the same problems and that they could solve them more effectively by working together. Ludmila, director of the Tiraspol-based Rehabilitation and Counselling Centre OSORT, was amazed by what solutions Vitalie had found to enhance the employment of people with disabilities on the western side of the Nistru River. Vitalie, director of the Chisinau-based Legal Assistance Centre for People with Disabilities, was in turn fascinated by Ludmila's inventiveness and her ways of helping young people with special needs to acquire independent living skills.

One month later, Ludmila and Vitalie were already working shoulder to shoulder on a project proposal to empower young people on both banks of the Nistru. After another two months, they obtained financing from the European Union and the UNDP to implement it. It's been a year since then, and their partnership has delivered impressive results. Thanks to this partnership,



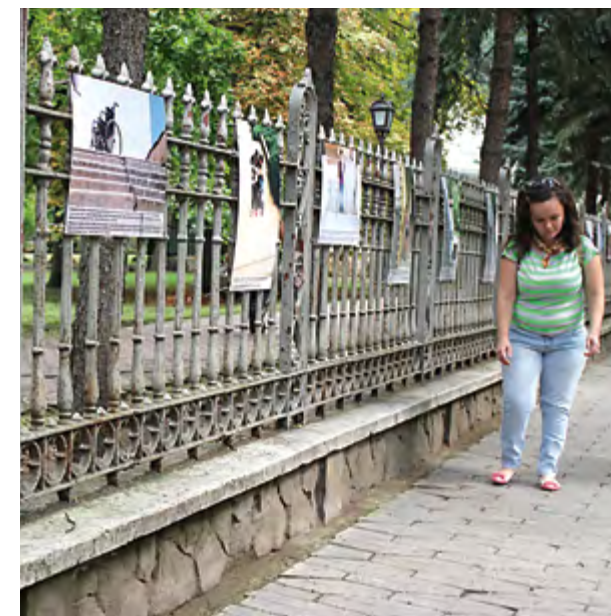
dozens of youths on both banks of the Nistru have become more independent and made their voices heard in the community.

One of the ways of supporting these young people is Photovoice. The participants learned the art of photography enabling them to use pictures in order to tell the whole wide world about the problems they face and prompt people into action. The most valuable thing



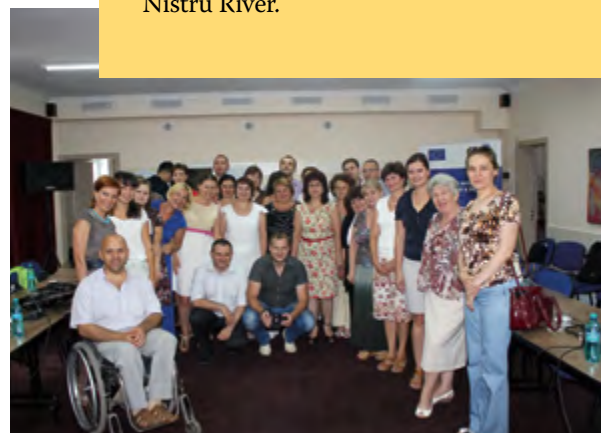
25 access ramps

were installed at public institutions on both banks of the Nistru River.



that the project gave to these youths, however, was the opportunity to enjoy their life to the full together with their peers and leave their hardships behind.

This is just one of the four projects that started, and received financing, following an initiative by the EU-UNDP "Support to Confidence Building Measures" Programme, focused on creating communication platforms between economic experts and civil





society members on both banks of the Nistru. The communication platforms brought together more than 100 experts who discussed in groups, during one year, common problems and identified solutions to overcome them.

The final proposals will be presented to the donor community so as they can be developed years into confidence building projects aiming at improving the lives of people on both banks of the Nistru. The experts went on study visits to Lithuania, Estonia and Cyprus, where they had the opportunity to observe how EU-funded regional development projects were being implemented, learn best practices and establish cooperation relations for future projects.

Iuliana Abramova, president of the Bender-based NGO “Resonance” says these dialogues and study visits inspired her to strive and create a centre for women in



Over
**80 civil
society
members** from
both banks established two
platforms to discuss social-
humanitarian and economic
issues, and identified ideas
for joint projects to build
confidence.

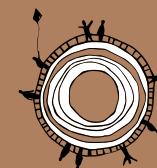
crisis situations in the Transnistrian region. Iuliana even wrote a project proposal to this end. “The confidence building dialogues are an innovative mechanism and very effective, too. Never before have people from either side of the Nistru met to comprehensively discuss problems and share experiences. This is absolutely necessary in order to improve the lives of people on both banks of the Nistru River,” says Iuliana.

41 SOCIAL
INFRASTRUCTURE
OBJECTS
HAVE BEEN RENOVATED.

99,369
PEOPLE
CAN NOW ENJOY BETTER LIVING
CONDITIONS THANKS TO THESE
PROJECTS.

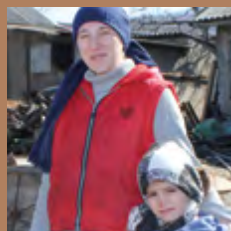
OVER **400**
NEW PERMANENT AND
70
TEMPORARY JOBS WERE CREATED.

THE OVERALL RECONSTRUCTION
COSTS AMOUNT TO
€3.4 MILLION



TOGETHER WE
BUILD BRIDGES OF TRUST
OVER THE NISTRU

SOCIAL INFRASTRUCTURE RENOVATION



**WATER THAT SAVES
TIME AND LIVES**



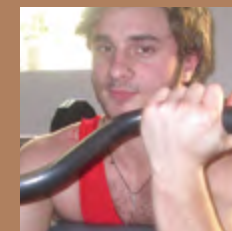
**A BETTER MARKET, A
BETTER LIFE**



**A ROOF THAT OFFERS
PROTECTION FROM
BOTH RAIN AND
PROBLEMS**



**MAKING SPACE FOR
BOOKS IN SCHOOL
BACKPACKS**



**MOLDOVAN
CHILDREN,
EUROPEAN DREAMS**

38

41

43

46

48

SOCIAL INFRASTRUCTURE RENOVATION

FIGURES

In partnership with UN Women, **3** Common Resource and Service Offices (BCIS) were created. BCIS brings together service providers from the public, private and nongovernmental sector to provide to people from both banks quality information and services in a coordinated manner.



5,868

people enjoy the benefits of modern and energy-saving street light installations covering a total of 21 km in the villages of Ustia, Climautii de Jos and Cot.

WATER THAT SAVES TIME AND LIVES

Tatiana Tiganas has eight children, a household that she looks after almost all by herself and a myriad of daily chores to attend to. And as if that wasn't enough, Tatiana also has to fetch water because in the village where she lives – Talmaza, Stefan Voda district – wells are not only dilapidated, but also insufficient. It has been like that for years. The bigger Tatiana's family grew, the greater the need for water was. Used for cooking, for drinking and especially for washing laundry, the water which Tatiana went to so much trouble to fetch would evaporate far too quickly. Besides, there was an even bigger problem: the water was not good "I wouldn't have complained if the wells weren't so deep and the water so hard," says Tatiana. "But as it is, you can't properly wash the laundry or your hair, because it comes out as stiff as wire. As for drinking that water, it's out of the question! It tastes funny and

3,520 people
in the villages of Hagimus,
Talmaza and Cioburciu
have access to safe water
supply.





it contains so many salts that we have to boil it for ages before we can consume it.”

The safety of drinking water still remains a concern in the Republic of Moldova. Statistics show that most diseases and deaths are caused by poor quality water. According to the Third National Report on the Millennium Development Goals (MDGs), 68.9 per cent of the urban population and only 22.7 per cent of the rural population enjoyed water supply services in 2012. Half of the country's population drinks poor quality water. The same Report indicates that poor water quality accounts for some 20 per cent of cases of acute diarrhoea and Hepatitis A and for up to 25 per cent of gastrointestinal diseases. Poor water quality, in particular high levels of nitrates, is also said to be responsible for most congenital malformations.

Tatiana was not the only one to struggle for water. For the last twenty years, all the residents of Talmază and the neighbouring villages have braved the either faulty or downright non-existent water supply systems. To save his wife the trouble of fetching water every day, Tatiana's



husband found a temporary solution – water from an artesian well was carried by a tractor and stored in a tank placed in the yard. This fixed the problem for two weeks. But it didn't last long, because it was too costly for the family's modest budget.

The situation changed in the summer of 2014, when over 700 families and several social establishments in the villages of Talmază, Cioburciu and Hagimus were connected to a centralized water supply system. With financial support from the EU-UNDP Programme, over

The European Union invested over **€326,000** and the communities contributed an additional **€40,000**. It was a project to ensure access to water supply, involving cooperation between the villages of Nezavertailovka and Cioburciu on the left bank and the communities of Talmază and Cioburciu on the right bank.



21 kilometres of pipes were built or reconstructed, a new artesian well was drilled and two other rehabilitated in those three villages. The European Union invested over €326,000 and the communities contributed an additional €40,000. In implementing the project, the experience gained by the villagers in partnerships established three years ago proved particularly useful. It was a project to ensure access to water supply, involving cooperation between the villages of Nezavertailovka and Cioburciu on the left bank and the communities of Talmaza and Cioburciu on the right bank.

The construction of water supply systems not just gave the villagers access to improved water supply, but also cut the bills. "I'm very happy. We have tap water in the house and we pay five times less" says Tatiana cheerfully. "Ever since we got tap water, our problems seem to have vanished. Together with my husband we will soon build a bathroom, too, and our children will have conditions like townspeople have," she added.





communicate. The market, like any other institution, unites them and gives them an opportunity to converse and exchange the latest news. Many business ideas, weddings and other events have been planned here.

The Firladeni market has always been a busy place, but it wasn't always a modern one. For years, the vendors had to sell their goods beside the road, in the open air, always exposed to the whims of the weather. The local authorities were only able to spare a little money for just a few stalls, which deteriorated overtime, and the impoverished villagers could not afford to upgrade the place.

This year however, the market came back to life. The farmers no longer have to endure the scorching sun in the summer and the cold weather in the winter. They doesn't even have to sell their goods in insalubrious conditions, for that matter. Thanks to the EU-UNDP "Support to Confidence Building Measures" Programme, modern spaces have been set up for people to buy and sell goods in decent conditions.

A BETTER MARKET, A BETTER LIFE

Ecaterina Gutu from Firladeni, Causeni district spends a lot of time at the market. It's not because she's shopping there, but because the market is her only source of income. Together with her husband, Ecaterina opened a mini-farm and everything they grow on it goes to the market. If not for the market, the Gutus would have had to resort to intermediaries and lose out. The market is also important for the buyers living in the Nistru area, including for those on the left bank. More than 4,000 people from eight villages come here twice a week to buy fresh food at affordable prices and, perhaps more importantly, to



SOCIAL INFRASTRUCTURE
RENOVATION
FIGURES



Over **16,500** people annually enjoy better treatment conditions following a complete overhaul of the general surgery department at the Rezina District Hospital, of the paediatrics department at the Criuleni District Hospital, of the Health Centre in Varnita and of the Ribnita Town Hospital.

This was great news for Ecaterina. She thinks the new conditions will attract more buyers to Firladeni. “The more than €138,400 invested by the European Union has helped us build a market that meets international standards. This investment gave us a confidence boost and galvanized the villagers, who all chipped in to buy the necessary refurbishments for the market,” said Mayor Ion Gangan of Firladeni.

The new market not just looks much nicer. It has also added a laboratory, a sanitary specialist and a parking lot.

The market has a fence, and inside the market house over 100 vendors can sell dairy and meat products in sanitary conditions.

Earlier, also thanks to European financing, Firladeni saw its kindergarten reconstructed. After two decades of being closed the institution opened wide its doors to 150 children. Now the villagers are proud of their successes and hope that their example will serve to inspire other communities on both banks of the Nistru.



After two decades of being closed the institution opened wide its doors to **150** children.



A ROOF THAT OFFERS PROTECTION FROM BOTH RAIN AND PROBLEMS



Although she's been a pupil for six years, **Jana Gatcan** from Vasilievca village has never been so eager to attend school as she is now. To reach the Cocieri High School, Jana had to be up sometimes before dawn and travel some 30 kilometres every day. After this tiring commute, she would change her shoes and rest for a moment, before joining her classmates. This year, for the first time, Jana together with another 330 pupils at the high school does not have to endure cold and damp classrooms. After 50 years, the Vlad Iovita high school in

1,631 students

in the schools of Cocieri, Vadul-Rascov, Butor, Puhaceni and Sanatauca have better education conditions.

195 people

enjoy better roads in Vasilievca village.



the village of Cocieri in the Dubasari district, was finally repaired and had its roof replaced. In the past five years it had been a very trying experience studying in this school, which was severely affected by the Nistru war.

The very high levels of damp were a health hazard for both students and teachers and damaged the furniture and teaching materials. Ion Mitcul, Mayor of Cocieri, recalls those times with sadness. "The school's roof had

been riddled by gunfire and damaged by weather and age. Whenever it rained, the roof would leak and the classrooms would fill with water, creating unacceptable conditions for study. The local budget was too small to allow proper repairs, so together with the school administration we turned for help to the European Union," says the mayor.



The roof replacement was a lifesaver for the school that is attended by children from 8 villages located on the banks of the Nistru. Even if they don't quite exactly know the name of the institution that gave them this gift, the children know it's a programme that helps people get along with one another. "With about €78,000 from the EU-UNDP Programme

and with the community's support, we managed in a matter of several months to solve this ongoing problem for our community. This inspired confidence among the people in neighbouring villages, too, whose children study in our high school," says Aurelia Ursu, the school's principal.

"Hurray!!! It will no longer rain in our classrooms, except maybe with good grades!" exclaimed schoolmates Olga, Adriana and Corina when they returned after the summer holidays and found a brand new solid roof on the high school building.

The financial assistance from the EU and the UNDP paved the way for further investment to the village. This summer, with the support of the Reintegration Bureau, the high school got all of its windows replaced and a new heating system was designed. The village kindergarten also underwent reconstruction, with the help of the "Support to Confidence Building Measures" Programme. In the autumn of 2014, it welcomed 80 more children, in addition to 125 children already attending it. Now the villagers are looking into the future with more confidence and are more eager to contribute to the development of their community.



120 children with visual impairments have better education conditions following the reconstruction of the specialised kindergarten in Tiraspol.



5,107 people got improved circulation conditions and access to an international route following the rehabilitation of the central road in Varnita.

830 children enjoy better education conditions following the renovation of kindergartens in the villages of Slobozia Dusca, Tibuleuca, Molovata Noua, Ternauca, Pirita and Cocieri.

MAKING SPACE FOR BOOKS IN SCHOOL BACKPACKS

School children in the village of Butor, Grigoriopol district, located on the eastern side of the Nistru have a reason to be happy. Eighty-five years since the school's foundation, a cafeteria was finally built there. This has saved the pupils the trouble of taking packed lunches from home or buying snacks from the nearby stores. Every day 277 pupils of the Butor School can enjoy a warm and healthy meal.



277 pupils of the Butor School can enjoy a warm and healthy meal.



Canteen building cost €109,375

When the school's building was constructed in 1928, there wasn't a dining hall in the design. Over the years, the school administration were unable to obtain money to solve this issue, so the children's lunch had been the parents', or rather no one's, concern. When they got hungry, the children would rush to the small grocery shop across the road and snacked on whatever they could find on the shelves. "When we had extra classes and got very hungry, we would grab a loaf of bread and a soda to fill our stomachs," says Cristina Roscovan, a student from Butor.

The lack of a canteen was especially a concern for the parents. "I used to put an apple or some biscuits into his backpack, but this wasn't enough for our son's growing body. Often, our son complained of stomach aches when he came back from school in the evening. Now we are very glad that all the pupils can eat a healthy and timely lunch, which is a tasty one too," says Natalia Patrunjel. She has a double reason to be happy about the new cafeteria, because now, together with other four women from the village, Natalia got a job as a cook there. The canteen took six months and €109,375 to build.

Aliona Palega, the school's principal, says the inadequate eating habits caused more than half of the pupils to develop digestive disorders. "Now the children can eat in a timely fashion, in sanitary conditions, and can stay at school for extracurricular activities without having to worry about such issues. We are profoundly grateful to those who made us this present. It makes every one of us happy, and especially the children from vulnerable families, for whom the school lunch is often the only warm meal of the day," says the principal.



Ana Mironova, another cafeteria worker, says the opening of this facility has changed not just her life, but also that of the entire community. "The village seems to have returned to life and people have brightened up," she says.



925 youths can practice sports and participate in joint competitions following the renovation of sports schools in the villages of Chircaiesti and Parcani and the towns of Grigoriopol and Criuleni.



2,900 people enjoy better living conditions following the renovation of the sewerage system and sewerage pumping station in Balabanesti and Holercani.

MOLDOVAN CHILDREN, EUROPEAN DREAMS

The Criuleni Sports School is an institution like many other in Moldova. However, it has something that stands out. Both the kids who practice sports here and their coaches have a common goal: to participate in European competitions and qualify for the Olympic Games.

Principal **Iurie Lazovshi** thinks that the young athletes' ambitious plans are quite achievable. "Now they are more confident than ever, and this is thanks to the European Union and the United Nations Development Programme, which offered us over €122,800 to extensively repair the school," says Iurie Lazovshi.

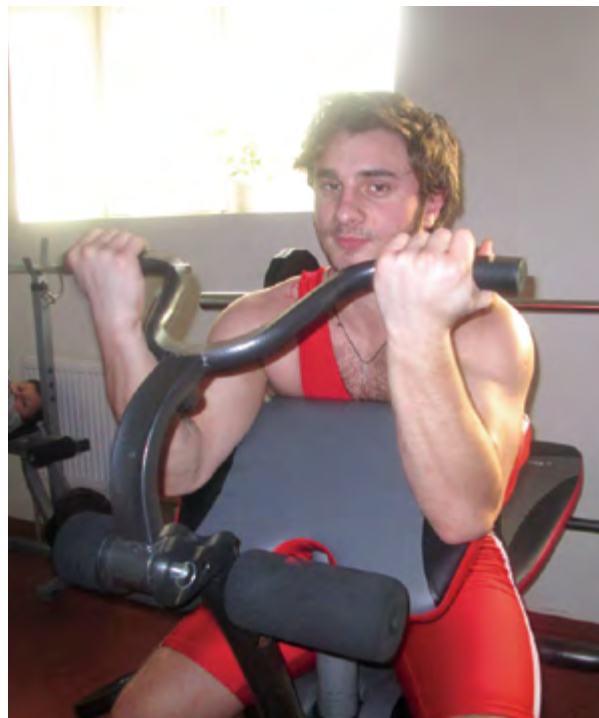
Built nearly half a century ago, the school had never been properly repaired, except for minor patching here and there. Things finally changed in 2012, when the institution won a non-reimbursable grant from the EU-UNDP "Support to Confidence Building Measures" Programme. In just two years the school became like



new: the shower cubicles and the roof was refurbished the sewers and the heating system were repaired, the locker rooms were re-furnished, and the windows and doors were replaced.

“Today, the pupils – young gifted athletes, footballers and wrestlers aged between 7 and 18 years are coached in a modern complex. The multifunctional exercise machines, the well-lit gyms, the state-of-the art training equipment, all meet European standards. We employ professional coaches who are committed to their work, developing the skills of our pupils and promoting healthy lifestyles,” said the principal proudly.

Alexandru Simion joined the Criuleni Sports School at the invitation of Iurie Lazovschi’s 8 years ago, at the tender age of 10. Today he is praised as a talent, after becoming the second best at the National Spartakiad Games in Chisinau. “Freestyle wrestling is everything to me. My dream is to become a celebrated coach, like Lazovshi,”



says Simion. “But first, my dream is to participate in international competitions. We have all the conditions we need to exercise every day. Everything in the gym is so great that it works like magic for me,” the young athlete says.

Mihaela-Dumitrita Rozmerita, another young athlete, is also keen to share her story with us. Whereas in the past girls couldn’t practice freestyle wrestling at this school, now things are different. “The renovation of the Sports School really changed my life. A freestyle wrestling class was opened for girls. I’ve already mastered some wrestling techniques and I feel sure-footed in any situation,” Mihaela says. Like all her schoolmates, she dreams of becoming part of the Olympic team one day.



The European Union and the United Nations Development Programme offered us over **€122,800** to extensively repair the school.





The opening of this class is just the beginning. The school administration is also considering setting up a class of competitive acrobatics and gymnastics. “We also employ coaches from the Transnistrian region. It’s obviously a great advantage, because involving children in sports can help to build confidence between the two banks,” says Iurie Lazovshi.

Nistru. “During competitions, we get to know our peers from the eastern bank. The joint competitions that involve fair play allow us not just to exchange experience, but to also make friends,” say the young athletes from Criuleni.

All the Sports School pupils are grateful to the EU-UNDP Programme for supporting sports on both sides of the

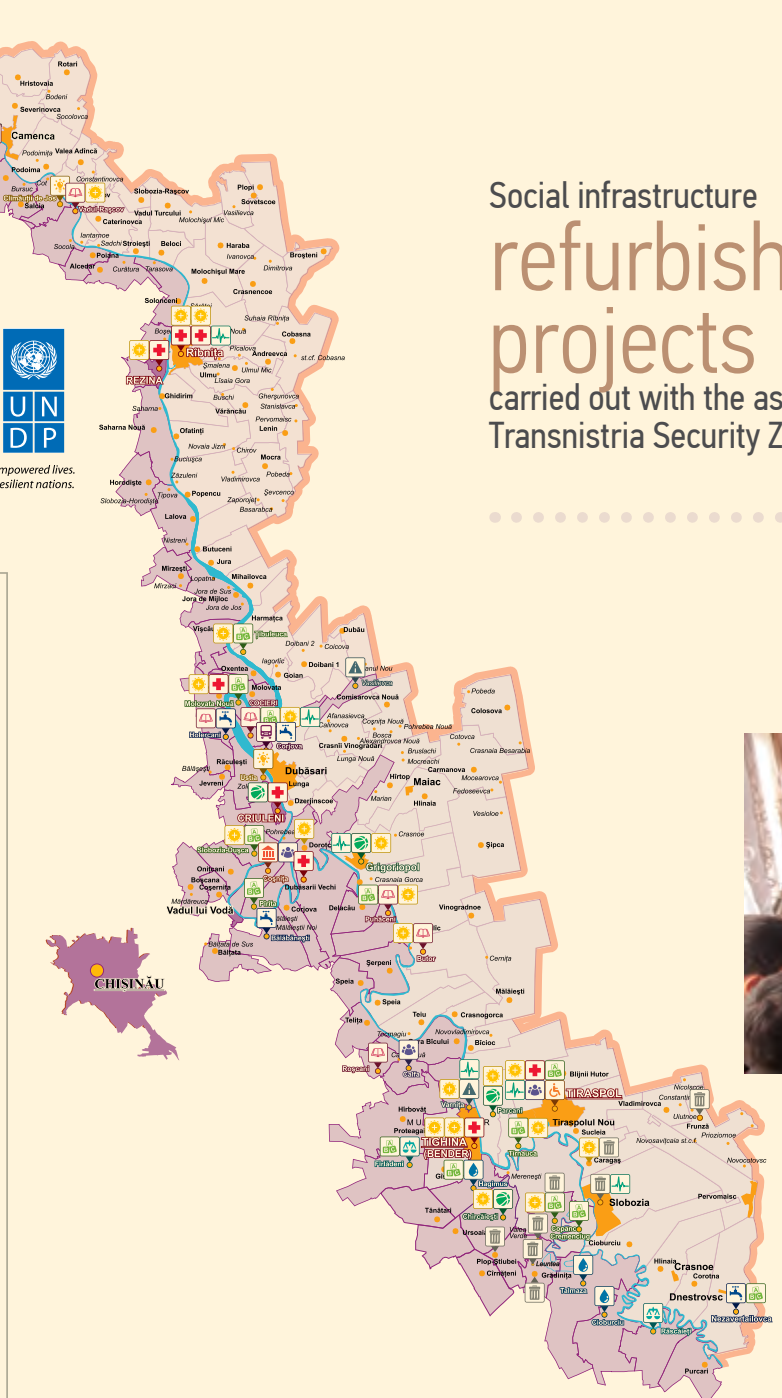


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Resilient nations.

- CAPTIONS
- Installing street lighting systems
 - School construction/reconstruction and equipment
 - Kindergarten construction/reconstruction and equipment
 - Sport centres construction/reconstruction and equipment
 - Reconstruction and modernisation of health care institutions
 - Access to drinking water
 - Solar thermal collectors mounting
 - Equipment of health care institution with modern devices
 - Construction of the sewerage system and the wastewater treatment plant
 - Road infrastructure
 - Culture centre renovation
 - Community market construction
 - Social centre reconstruction
 - Increased accessibility of public services for persons with disabilities
 - Extension of the selective waste collection service



Social infrastructure refurbishment projects

carried out with the assistance of the EU- UNDP and
Transnistria Security Zone.



RECONSTRUCTION OF THE CRIULENI SPORT SCHOOL
Location: Criuleni
EU-UNDP Programme contribution: €122,800
Community contribution: 360,000 lei
Number of beneficiaries: 63



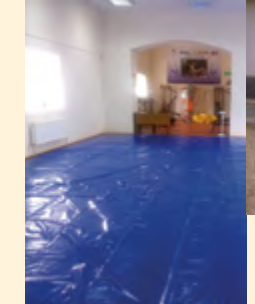
**RECONSTRUCTION OF THE GRIGORIOPOL
SPORT AND TOURISM CENTER FOR YOUTH
AND CHILDREN**
Location: Grigoriopol
EU-UNDP Programme contribution: €123,882
Number of beneficiaries: 581



**RECONSTRUCTION OF THE SCHOOL CAFETERIA
IN BUTOR VILLAGE**
Location: Butor village
EU-UNDP Programme contribution: €109,375
Community contribution: 55,500 lei
Number of beneficiaries: 416



RECONSTRUCTION OF THE DISTRICT CULTURAL CENTER
Location: Cosnita village, Dubasari district
EU-UNDP Programme contribution: €103,180
Community contribution: 1 000 000 lei
Number of beneficiaries: 37398



**RECONSTRUCTION AND PROVISION OF THE
MOLOVATA NOUA FAMILY DOCTOR'S OFFICE
WITH EQUIPMENT**
Location: Molovata Noua village, Dubasari district
EU-UNDP Programme contribution: €92,300
Community contribution: 103,370 lei
Number of beneficiaries: 2384



Support to Confidence Building Measures Programme is funded by the European Union, co-funded and implemented by the United Nations Development Programme.



RECONSTRUCTION OF THE PARCANI SPORT SCHOOL FOR YOUTH AND CHILDREN

Location: Parcani village, Slobozia district
EU-UNDP Programme contribution: €108,159
Number of beneficiaries: 80



RECONSTRUCTION AND PROVISION WITH EQUIPMENT OF THE ADMISSION DEPARTMENT, INTENSIVE CARE FOR CHILDREN, AND MATERNITY DEPARTMENT AT THE RIBNITA DISTRICT HOSPITAL

Location: Ribnita
EU-UNDP Programme contribution: €184,600
Number of beneficiaries: 12149



RECONSTRUCTION OF THE TIBULEUKA KINDERGARTEN

Location: Ribnita
EU-UNDP Programme contribution: €106,553
Number of beneficiaries: 230



RENOVATION OF KINDERGARTEN NO. 44 IN TIRASPOL

Location: Tiraspol
EU-UNDP Programme contribution: €123,191
Number of beneficiaries: 512

Social infrastructure refurbishment projects

carried out with the assistance of the EU- UNDP and Transnistria Security Zone.

CAPTIONS

- Installing street lighting systems
- School construction/reconstruction and equipment
- Kindergarten construction/reconstruction and equipment
- Sport centres construction/reconstruction and equipment
- Reconstruction and modernisation of health care institutions
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- Culture centre renovation
- Community market construction
- Social centre reconstruction
- Increased accessibility of public services for persons with disabilities
- Extension of the selective waste collection service



This project is financed by the EUROPEAN UNION



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5

HEALTH CARE

ESTABLISHMENT ON THE EASTERN
SIDE OF THE NISTRU RECEIVED
STATE-OF-THE-ART MEDICAL
EQUIPMENT.

SEVERAL AWARENESS

CAMPAIGNS ON THE IMPORTANCE OF IMMUNIZATION

WERE CONDUCTED IN TRANSNISTRIAN REGION.

MEDICAL STAFF

OF PERINATAL INSTITUTIONS FROM LEFT BANK
WAS PARTICIPATED IN JOINT TRAINING WITH
SPECIALISTS FROM CHISINAU.

PERINATAL CARE SYSTEM

IN THE TRANSNISTRIAN REGION WAS
EVALUATED.



TOGETHER WE
BUILD BRIDGES OF TRUST
OVER THE NISTRU

HEALTH CARE



A HOSPITAL
WITH
HEALING WALLS



PEOPLE,
TOO, CAN MAKE
MIRACLES

52

54

The women giving birth on the left bank of the Nistru **enjoy better and safer conditions** due to the advanced medical equipment offered to maternity wards in the towns of Grigoriopol, Slobozia, Tiraspol, Ribnita and Bender.



A HOSPITAL WITH HEALING WALLS

There's little reason for joy when you end up in a hospital, much less when it looks as if there was a war going on. Unfortunately however this is how most hospitals in the country look: the buildings are old and in dire need of repair, the bathrooms are in poor condition and the wards have walls with the peeling paint and shabby furniture. The Ribnita hospital is no exception. Nicolae Palii, who comes from Rascov village on the left bank of the Nistru, has a host of health problems and is a frequent visitor. He recalls with dread how the establishment looked until recently. "The walls were whitewashed, there were worn boards for a floor, the old windows let the cold air in, and there was no hot water," says Nicolae. Recently, when Nicolae returned, he couldn't believe his eyes. "Now it's so cosy, warm and clean. It even has a modern bathroom, as one would expect of a hospital. It's so lovely," the patient said.

This time, Nicolae came with his 77-year-old grandfather, Grigori Zavedia. "It feels like we're in Europe," says the elderly man who sounds thrilled. The two men think that it's not only the medicines that help people get well, but



also the hospital's atmosphere. "I'm really impressed by the warm atmosphere," says Nicolae Palii.

"Our admissions department is one of the best in the Transnistrian region and this is due to the financial support that we received. Before this, we hadn't carried out any repairs for the past 30 years," says Grigori Drapac, the head of the hospital's admissions department.

The reconstruction work for both the admissions department and the intensive care department for children, as well as for the maternity department of the Ribnita District Hospital was carried out with the financial support of the EU-UNDP Programme.

"The admissions department is the hospital's face. This reconstruction allowed us to equip a number of wards for diagnostic purposes and for investigations, which significantly improved the quality of patient care.

Additionally, the doctors and nurses now have a more comfortable environment to work in,” says Grigori Drapac.

Today, the admissions department caters for an average of 50-60 patients a day. Among them are Serghei and Ecaterina Rusu, a married couple from Zozuleni village. Ecaterina is a mother of three and remembers how the maternity department looked like before the renovation. “I’m so glad that this renovation happened. This is something I waited for 15 years,” says Ecaterina Rusu.



€184,600

were invested into the reconstruction of three units of the Rybnita District hospital and their equipment with necessary furniture.



To extensively renovate the buildings and provide them with the necessary furniture some €184,600 was invested. Another part of the investment – more than € 114,600 – was used to purchase state-of-the-art medical equipment.

In collaboration with the World Health Organization (WHO) and UN Children's Fund (UNICEF), the perinatal system in the Transnistrian region was reviewed and strengthened.



Over **€ 390,000** used to train staff at the renovated medical institutions and conduct immunization campaigns in the Transnistrian region.



PEOPLE, TOO, CAN MAKE MIRACLES

Vasile looks like any ordinary little boy, yet his life is a little miracle. A miracle that has been possible thanks to simple people. Vasile is the first child from Tiraspol to have benefitted from the medical equipment donated to several Perinatal Centres in the Transnistrian region by the EU-UNDP "Support to Confidence Building Measures" Programme. Vasile was born prematurely





Medical equipment donated

by the EU-UNDP Programme, including incubators, offers the possibility to provide the highest quality assistance and even to save lives.

and weighed just over one kilogram. He couldn't even breathe unassisted. For the parents who watched him helplessly, that tiny baby was their entire world. He was a much wanted child. He was placed in one of the neonatal incubators donated to the Tiraspol Mother and Child Centre. For several weeks, that incubator was to him a warm and welcoming home helping him overcome this hurdle. Since then, the incubator has helped hundreds of other children who, just like little Vasile, were forced to learn far too early what it meant to fight for their lives.



"Their chances of survival were close to nothing," says Dr. Natalia Slepua, the head of the Tiraspol Mother and Child Centre. "The medical equipment donated by the Programme, including the incubators, allow us to provide care of the highest quality and even to save lives," she adds. According to Dr. Slepua, last year alone the infant mortality rate in the region dropped threefold.



To be able to use the donated equipment, the intensive care wards at the perinatal centres in Tiraspol, Ribnita and Bender had first to be repaired. More than 260 neonatology specialists, paediatricians, obstetricians and nurses at the two centres, as well as at other medical institutions located on the eastern side of the Nistru attended a series of courses provided by specialists from the western side, contributing thus to improving maternal health and reducing child mortality.

“Investing in the health of mothers and children means a prosperous and secure future for us all. We are glad that together with our partner, the European Union, we can contribute not just to improving the quality of medical services, but also to building a better future for the people on both banks of the Nistru,” says Dafina Gercheva, UN Resident Coordinator in Moldova.

€436,000

WAS INVESTED TO IMPLEMENT ENVIRONMENT PROTECTION PROJECTS.

71,719.7

KWH WILL BE SAVED THANKS TO THE SOLAR COLLECTORS INSTALLED AT 22 SOCIAL ESTABLISHMENTS FROM BOTH BANKS OF THE NISTRU RIVER.

30,000

PEOPLE FROM BOTH BANKS HAVE ACCESS TO IMPROVED SOLID WASTE MANAGEMENT SERVICES FROM CAUSENI AND SLOBOZIA DISTRICTS.

4,250

PEOPLE HAVE ACCESS TO HOT WATER DUE TO SOLAR COLLECTORS INSTALLED AT 22 SOCIAL ESTABLISHMENTS FROM BOTH BANKS OF THE NISTRU RIVER.



TOGETHER WE
BUILD BRIDGES OF TRUST
OVER THE NISTRU

ENVIRONMENT PROTECTION



CLEANLINESS IS NEXT
TO GOODLINESS



GETTING KIDS TO
LOVE GOING
TO KINDERGARTEN

58

60

30,000 people
from both banks have access to improved solid waste management services from Causeni and Slobozia Districts.



CLEANLINESS IS NEXT TO GOODLINESS

A clean home is a happy home. This is a precept that rallied the residents of Causeni and Slobozia districts, helped by the EU-UNDP “Support to Confidence Building Measures” into fighting garbage around them. Most villages in the Nistru valley lack adequate waste disposal services. Struggling with scant budgets, local authorities cannot afford the trucks and waste containers they need. So, in some cases, sites were designated where people would take the waste by themselves, and in other cases, special trucks were arranged for to collect the waste on a certain schedule.

“However, these actions are not enough,” says Vera Ciuchitu, the head of the Causeni District Council’s Department for Resources and Investment Sustainability. “People dump their garbage near the Nistru River, polluting the soil and the underground waters. When it rains, the rainwater drives the garbage into the Nistru”. Vera Ciuchitu is able to talk about environmental problems for hours, as she has been a champion of the cause of a modern waste disposal service in the Nistru lowlands for years.



“Another aspect of this problem is that the waste is not separated and is stored at permanent landfill sites, posing a threat to the environment. While our country is suffocated under loads of waste, some European countries have learned that waste can provide warmth and even electricity to their homes. We are glad that we also have taken a step towards that direction with the help of this project,” says Vera Ciuchitu.



With a budget of over €109,445, including €21,889 contributed by the communities, 24 platforms with 52 containers for a selective collection of waste were built in the Causeni villages of Gradinita, Leuntea, Valea Verde, Copanca and Plop-Stiubei. Now waste doesn't come lumped together anymore, but gets separated into food and non-food waste. There are also 24 containers to collect plastic.

Additionally, a waste collection truck that meets European standards was purchased. "Local shave dubbed it 'the sunray' for its bright colours and also for the great job it does of making the area cleaner," says Vera Ciuchitu.

On the eastern bank of the Nistru, too – in the town of Slobozia and in the villages of Frunza and Caragas – 10 waste collection platforms were built holding 82 containers and 2 waste collection trucks were purchased. €109,445 was invested to implement environment protection project in Slobozia district. "Selective waste collection begins with me!" – this is the

motto of an environmental education campaign started by local authorities to raise public awareness. "Using various methods, we tell people about the danger of the unauthorised dumps and about the need to actively participate in creating an efficient selective waste collection and disposal system. Organising selective waste collection is not just about installing containers. What's more important is for the public to be informed and to become aware, so that selective collection becomes a customary practice for us all," adds Vera Ciuchitu.

"Through these projects, the European Union and the UNDP are creating essential services for people and are contributing to the quality of environment in the Nistru lowlands and to the environmental education of the population. Like with other projects in the Programme, we also contribute to the transfer of good practices from the western bank of the Nistru to the eastern one as well as to building confidence between people," says Viorel Albu, manager of the Community Development Component within the UNDP-EU "Support to Confidence Building Measures".



With a budget of **€109,445**, out of which 21,889 Euros communities' contribution from Causeni District, 24 platforms have been built, equipped with 52 dumpsters for selective collection of waste and a waste collection vehicle has been bought".

4,250 people

benefit during the whole year of warm water due to solar collectors mounted in 22 social institutions on both banks of the Nistru river.



GETTING KIDS TO LOVE GOING TO KINDERGARTEN

You can see joy in **Yana Ceban's** gleaming eyes – little Yana is going to kindergarten! For many parents this scene is unusual at the very least – a kid being so enthusiastic about going to kindergarten? Not for the parents in Caragas village though. Last year the village's only pre-school institution was in a deplorable state: the plumbing and the wiring were out of order, and the roof decayed from age.

"When it rained, the water poured through the ceiling, and the kids had to hold umbrellas to protect themselves," recalls Irina, Yana's mother.

"Last year, the heating system also partially broke down. During the cold season, in some classrooms it was as cold as it was outside. It was a major problem for our village, but we were unable to solve it by ourselves. The Support to Confidence Building Measures Programme's investment helped us create normal education conditions for our children, open two more classes for 60 children and create 4 new jobs," says Alexandra Konovalova, the kindergarten's principal.





The European Union's support was used to reconstruct one of the two unserviceable blocks of the kindergarten. First of all, the roof was replaced, the wiring and the plumbing systems were rehabilitated, the windows and the doors were replaced, and the both the interior and exterior of the building were renovated. Additionally, the heating system was rehabilitated, and several classrooms were provided with the necessary furniture. The total investment amounts to € 116,000. The European Union's effort however wasn't limited to just reconstruction; it also involved equipping the kindergarten with solar

The overall investment into the Caragas kindergarten amounts to **€116,000.**





panels. They will provide the children with hot water all year round and will cut the electricity bill.

"I couldn't wait for the renovation to finish. Mummy bought me these new ribbons and slippers to wear on this special occasion," says Yana proudly.

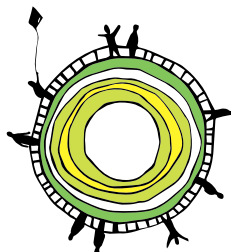


The EU effort has focused not only on reconstruction, but also on **providing the institution with solar collectors.**

However, it's the parents who are the most thrilled to see the renovated kindergarten. "Before the renovation, I couldn't take my kid to the kindergarten, especially when it rained or in the cold weather. Now we are free from worry at work," the parents say.



Nistru Stories



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OVER THE NISTRU

2015

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