



# Roadmap for Cooperation EASO - North Macedonia (2020-2022):

Strengthening the asylum and  
reception systems in line with the  
Common European Asylum  
System and EU standards



# Roadmap for cooperation between EASO and North Macedonia (2020 – 2022): strengthening the asylum and reception systems in line with the Common European Asylum System and EU standards





*The development and implementation of the Roadmap for cooperation between EASO – North Macedonia (2020-2022): strengthening the asylum and reception systems in line with the CEAS and EU standards is supported through “Regional Support to Protection-Sensitive Migration Management in the WB and Turkey- Phase II” , a project funded by the European Union and EASO. Its contents are the sole responsibility of EASO and Ministry of Interior of North Macedonia and do not necessarily reflect the views of the European Union.*

## I. Acronyms

**BIA/BID** – Best Interest Assessment/Best Interest Determination; **CEAS** – Common European Asylum System; **EASO** – European Asylum Support Office; **EU** – European Union; **EU MS** – EU Member States; **IOM** – International Organisation for Migration; **IPA** – Instrument for Pre-Accession Assistance; **IPSN** – Identification of Persons with Special needs; **MOI** – Ministry of Interior; **MARRI** – Migration, Asylum, Refugees Regional Initiative; **MLSP** – Ministry of Labour and Social Policy; **NGO** – Non-Governmental Organisation; **IPSN** – tool for the identification of persons with special needs; **OSCE** – Organisation for Security and Co-operation in Europe; **TtT** – Train the trainers; **UNHCR** – United Nations High Commissioner for Refugees.

## II. Introduction and Background

The overall objective of the “Roadmap for cooperation between EASO and North Macedonia (2020 – 2022): strengthening the asylum and reception systems in line with the CEAS and European Union standards” (herein: EASO – North Macedonia Roadmap) is to enhance the protection space for asylum seekers and refugees in North Macedonia in line with the CEAS and EU Member States’ practices. The present document identifies priority areas where the EASO support to North Macedonia authorities has an added value and, where possible, contributes to the accession process and has a direct impact on the implementation of the recommendations outlined in the European Commissions’ Progress Reports, in particular those aimed at meeting the criteria for the Chapter 24: Justice, Freedom and Security. Furthermore, this Roadmap may contribute to increased harmonization of asylum and reception systems at a regional level, therefore contributing to one of the objectives of the wider project “Regional Support to Protection-Sensitive Migration Management in the Western Balkans and Turkey - Instrument for Pre-Accession Assistance – Phase II” funded through the Multi- country Instrument for Pre-accession Assistance (MC IPA).

The EASO – North Macedonia Roadmap is developed jointly between the Ministry of Interior of North Macedonia and EASO. The Ministry of Interior and EASO took particular care of including relevant authorities in the drafting process, as they will be involved in the implementation of activities in line with their responsibilities within the asylum and reception systems in North Macedonia.

During the implementation phase, EASO and the Ministry of Interior agree to an open two-way communication to ensure technical level, day-to-day support in smooth implementation of the activities planned within the Roadmap. To allow for flexibility and adaptability to the external circumstances, as well as the needs and available resources of both sides, the proposed Roadmap includes a possibility to alternate between face to face and remote meetings and it takes into consideration a possibility for back-to-back meetings where participants may overlap to a large extent.

This document can be revised, if need arises, upon agreement of EASO and the Ministry of Interior. During the implementation of the Roadmap, EASO support for which the need may arise remains available to North Macedonia at ad-hoc request from the authorities and based on EASO’s capacity to respond.

The implementation period of the Roadmap is 24 months from 1 October 2020 to 30 September 2022. The Roadmap development and implementation are financed mostly through IPA funds and EASO will complement through its own funds and resources wherever the need arises and when the current IPA regional project implementation will end.

### III. Methodology

#### a. Needs Assessment and Rationale for the Intervention

The Roadmap is based on a needs assessment carried out between September 2019 and June 2020 through a participatory approach. The needs assessment was based on desk review of the existing evaluation and assessment reports prepared by the European Commission, Council of Europe, IOM, OSCE, UNDP, UNICEF and UNHCR, as well as interviews with key stakeholders in North Macedonia organised during the EASO field missions organised between September and December 2019. Further consultations were carried out remotely between January and August 2020 with national authorities, international stakeholders and civil society organisations in North Macedonia to refine the findings of the needs assessments missions and design appropriate interventions outlined in the EASO – North Macedonia Roadmap below.

EASO placed particular efforts to ensure that the consultations organised during the field missions and remotely with international stakeholders identified synergies and avoided overlap with the existing initiatives in North Macedonia, in particular with UNHCR and IOM, as well as with the EU Delegation in Skopje, European Commission services, OSCE, UNICEF and UNDP. Where opportunities for synergies were identified, collaborative approach with international stakeholders aimed at enhancing the Roadmap outcomes has been agreed. These synergies are specified in the Roadmap below.

#### b. Monitoring and Evaluation

In order to ensure that the implementation of the Roadmap is monitored and that the agreed outputs are reached, EASO and the Ministry of Interior will systematically collect data and information on the implementation of the Roadmap. Both EASO and the Ministry of Interior will rely on active contribution of all authorities involved in the implementation of the Roadmap to provide data and feedback and share the state of play which will allow EASO and the Ministry of Interior to monitor and evaluate the progress in reaching the specified outcomes.

Following the first year of implementation of the Roadmap a mid-term review will take place. The main goals of the mid-term review exercise will be to provide recommendations for adjusting activities during the Roadmap lifecycle. These will build on evaluation findings and will be structured in an actionable manner, allowing review and, if endorsed, corrective actions or follow up aimed at either continuation, expansion or closure of the planned interventions after 12 months of activities. The mid-term review and its recommendations will be discussed at the Mid-term Review Meeting where the Roadmap might be adjusted in line with the recommendations (foreseen for September 2021).

A second evaluation exercise is foreseen towards the end of the Roadmap, which will generate a Final Evaluation Report outlining findings and conclusions and producing an overall assessment of the Roadmap cooperation framework, building on the mid-term review and enhancing the preliminary findings. The Final Evaluation Report will be accompanied by an updated Needs Assessment exercise to assess revised needs, in view of possible further cooperation.

A Final Meeting will take place towards the end of the implementation phase in order to present the findings of the final evaluation and needs assessment and to discuss the content of the possible extension of the present document, alternatively a new Roadmap document, based on lessons learnt and best practices identified in the course of implementation.

#### IV. General Pre-conditions/Assumptions

- All relevant stakeholders from both EASO and North Macedonia are committed to participate actively in the agreed activities and to implement the agreed commitments in line with the envisaged timeline;
- EASO and North Macedonia are willing to change/adapt in order to take advantage of the experience and knowledge gained through the implemented activities;
- EASO and North Macedonia are willing to maintain an open two-way communication at technical level, compatible with the normal workload of relevant human resources;
- Financial and human resources, on both EASO and North Macedonia side, are available for effective and timely implementation.

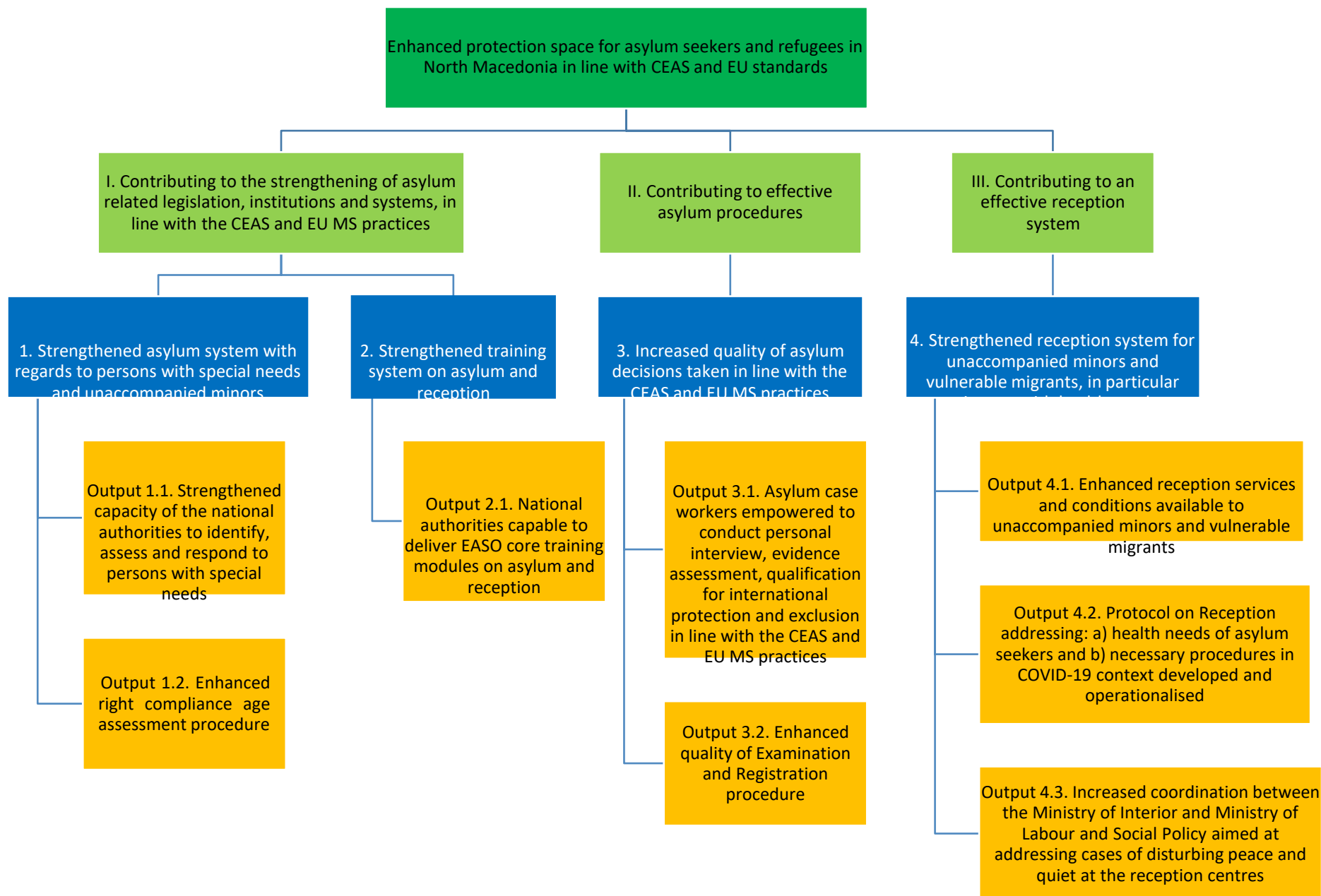
#### V. Summary

The overall objective of the “Roadmap for cooperation between EASO and North Macedonia (2020 – 2022): strengthening the asylum and reception systems in line with the CEAS and European Union standards” (herein: EASO – North Macedonia Roadmap) is to enhance the protection space for asylum seekers and refugees in North Macedonia in line with the CEAS and EU Member States’ practices.

During the needs assessment carried out between September 2019 and June 2020, as well as the consultations with the Ministry of Interior and Ministry of Labour and Social Policy targeted interventions aimed at contributing to (1) strengthening of asylum related legislation, institutions and systems, (2) effective asylum procedures and (3) effective reception system in North Macedonia were identified.

The implementation period of the Roadmap is from 1st October 2020 to 30th September 2022.

Summary of the agreed objectives and outputs resulting from the identified targeted interventions are provided below.



## Areas of Priority and Activities

- I. Contributing to the strengthening of asylum related legislation, institutions and systems, in line with the CEAS and EU MS practices

1. Strengthened asylum system with regards to persons with special needs and unaccompanied minors	
Output (expected results)	<b>Output 1.1. Strengthened capacity of the national authorities to identify and assess persons with special needs.</b> <b>Output 1.2. Enhanced right compliance age assessment procedure in North Macedonia.</b>
Responsible Authorities	Ministry of Labour and Social Policy Ministry of Interior
Description and assessment of the situation/ EASO added value	<p>As part of the Phase I of the IPA Project, EASO has translated, proofread and uploaded in the EASO website the Macedonian version of the identification of persons with special needs (IPSN) tool. The IPSN tool is focused mainly on the identification of persons with special needs for not specialized officials.</p> <p>Regarding the identification of minors, North Macedonia lacks formal age assessment procedures. However, the Centres for Social Work conduct age assessment as part of the regular social protection assessment within the framework of the existing laws. Developing a guidance or if assessed necessary a formal procedure on age assessment would assist the case workers in their daily work.</p> <p>EASO has developed two practical guides on age assessment. The last one offers practical guidance, key recommendations and tools on the implementation of the best interests of the child when assessing the age of a person from a multidisciplinary and holistic approach. It also brings up-to-date information on the methods conducted by EU MS.</p> <p>EASO in agreement with the national authorities will support the Sector for Asylum and the Ministry of Labour and Social Policy to develop an age assessment guidance or a more formal procedure.</p>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>National authorities committed to development of the right compliance age assessment process</li> <li>Working Group on Age Assessment established</li> <li>Coordinating Institution to take the lead in coordination of the Working Group on Age Assessment appointed</li> </ul>
Deliverables	<ul style="list-style-type: none"> <li>Trained non-specialised officials and first contact officers on identification, referral and support to the persons with special needs</li> <li>Right compliance age assessment guidance or procedure for North Macedonia</li> <li>EASO Practical Guide on Age Assessment in Macedonian</li> </ul>



Description of the activities	<p><b>Output 1.1 Strengthened capacity of North Macedonia authorities to identify and respond to persons with special needs</b></p> <p>Activity 1.1.1 Operational training on best case examples and practice on identification of persons with special needs for first contact officials and social workers, case workers and NGO representatives.</p> <p>Activity 1.1.2. On-the-job training and ad-hoc expert support to Ministry of Labour and Social Policy on implementing the best interest of the child in practice available on ad-hoc requests.</p> <p><b>Output 1.2. Enhanced right compliance age assessment process for North Macedonia</b></p> <p>Activity 1.2.1. Development of age assessment process procedures, instruments and tools for North Macedonia through expert support.</p> <p>Activity 1.2.2. Expert mission(s), training and on-the-job coaching to support implementation best practices in EU on age assessment procedure and methods.</p>
Synergies	<p>IOM and UNHCR supported the development of an electronic tool on the identification of persons with special needs based on the EASO tool and contextualised to the relevant legislation in North Macedonia. The BID Manual (available in Macedonian and English) and a set of accompanying instruments has been developed under the 2019 UNHCR PA with the MLSP. The BID trainings are planned as part of the Bureau for Social Affairs delivery in 2020 but the process was interrupted due to COVID-19 emergency. The MLSP plans to include BID in the online training platform.</p> <p>EASO will complement the efforts placed into the development of the BID Manual and its operationalisation into practice by providing expert support in following up with practical and best practices trainings based on the EU MS experiences and practice for the case workers and NGO partners. EASO remains opened to provide further on-the-job training and expert support to operationalise the BID in line with the EU acquis and the EU MS best practice based on the assessed needs and demands of the national authorities in North Macedonia.</p> <p>IOM will organize two regional workshops for social workers on BIA/BID including transfer of EU practice (c.f activity 1.5.1 as per activity plan activity plan of the “Regional Support to Protection-Sensitive Migration Management in the Western Balkans and Turkey - Instrument for Pre-Accession Assistance – Phase II” (herein: activity plan)) under the project. EASO will coordinate with IOM to ensure synergies and no overlap between the activities planned under the Roadmap and the IOM activities.</p> <p>EASO will organize a regional workshop on age assessment (c.f. 1.4.2.1 as per activity plan) for policy makers to introduce the pros and cons of the different methods in order to promote a right compliance age assessment process. In addition, EASO will translate the EASO practical guide on age assessment into Macedonian.</p>

2. Strengthened training system on asylum and reception in North Macedonia	
Output (expected result)	<b>Output 2.1.National authorities able to deliver prioritised, national EASO core training modules on asylum and reception</b>
Responsible Authorities	Ministry of Interior (Asylum Office, Training Centre) Ministry of Labour and Social Policy
Description and assessment of the situation/ EASO added value	<p>To ensure sustainable roll out of EASO Training Curriculum core modules in North Macedonia, EASO will support the integration of the EASO training curriculum core modules in the regular training plans of the Ministry of Interior and the Ministry of Labour and Social Policy. The three EASO Training Curriculum core modules: <i>Inclusion</i>, <i>Interviewing Techniques</i>, and <i>Evidence Assessment</i><sup>1</sup>. These modules have been identified as fundamental for any caseworker to be operational and to be able to fulfil their tasks in line with the standards of the EU asylum acquis.</p> <p>Building on the planned Western Balkans regional Train the Trainers refreshing session of the EASO core Modules a national pool of trainers who will be able to carry out the EASO Training Curricula core modules nationally will be created. EASO will provide further support to plan and implement the roll-out of the EASO Training Curricula core modules nationally as part of the regular training plans of the Ministry of Interior.</p> <p>The Ministry of Labour and Social Policy has taken part in the past in the EASO Modules for reception officers. Under this Roadmap, EASO will support the Ministry of Labour and Social Policy to include relevant EASO training curricula into the regular training plans of the Bureau for Social Affairs by creating an “asylum team” within the Bureau capable of providing relevant training based on the needs of the Bureau staff as part of the capacity building system.</p> <p>In addition, EASO will facilitate participation of asylum, case and reception officers from the Ministry of Interior and Ministry of Labour and Social Policy to EASO Train the Trainer session for EU+ countries organised by EASO in one of the MS planned for more advanced module, where pre-conditions are met.</p>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>Ministry of Interior and Ministry of Labour and Social Policy identifies training needs of asylum/reception officials based on their daily tasks and duties;</li> <li>Ministry of Labour and Social Policy creates an “asylum team” within the Bureau for Social Affairs</li> <li>Working level of English to participate in the EASO TtT which are delivered in English.</li> </ul>

<sup>1</sup> Each module is composed of an online part and a face-to-face session. For each module, participants have three days of online studies (around 20 - 25 hours) and two days of face-to-face sessions.

Description of the activities	<p><b>Output 2.1.Increased capability of national authorities to carry out systematic training on asylum and reception relying mainly on the EASO Training Core Modules as per EASO curriculum</b></p> <p>Activity 2.1.1.: Support the integration of EASO core module curricula into regular training of the Training Centre of the Ministry of Interior by</p> <ul style="list-style-type: none"> <li>a. Translating the online part of the training into Macedonian</li> <li>b. Training and expert support in transferring the methodology and practical knowledge of organising the online and face to face sessions of the EASO core module curricula</li> <li>c. Support in creating the national pool of trainers on EASO core module curricula.</li> </ul> <p>Activity 2.1.2.: EU MS Experts couple with the national trainers to deliver the first EASO core modules sessions as part of the regular training of the Training Centre of the Ministry of Interior.</p> <p>Activity 2.1.3.: Support the integration of EASO selected modules on Inclusion and Interviewing Vulnerable Persons into regular training of the Ministry of Labour and Social Policy</p> <ul style="list-style-type: none"> <li>a. Translating the online part of the training into Macedonian</li> <li>b. Training and expert support in transferring the methodology and practical knowledge of organising the online and face to face sessions of the EASO core module curricula</li> <li>c. Support in creating the national pool of trainers on EASO core module curricula.</li> </ul> <p>Activity 2.1.4.: Train the “asylum team” of the Bureau to conduct trainings and support the implementation of the first EASO selected modules on Inclusion and Interviewing Vulnerable Persons as part of the regular training of the Ministry of Labour and Social Policy by providing EU MS trainer to couple with the local trainer.</p> <p>Activity 2.1.5.: Participation of national authorities in Train the Trainer Modules in Malta or in the EU MS in the relevant areas (possibly also in the EASO Train the Trainer Advanced Modules).</p>
Synergies	<p>Regional Train the Trainer on Inclusion (c.f. 2.1.7.1 as per activity plan), Evidence Assessment (c.f 2.1.7.3 as per activity plan) and Interview Techniques ( c.f 2.1.7.2 as per activity plan) will enable a creation of a national pool of trainers to carry out the trainings specified above. EASO will support the integration of these trainings into the regular training of the Ministry of Interior and Ministry of Labour and Social Policy as defined under Output 2.1. Support to MARRI to establish WB regional asylum training function (c.f 2.2.2 as per activity plan) will complement the proposed activity.</p>

## II. Contributing to effective asylum procedures

3. Increased quality of asylum decisions in line with the CEAS and EU MS practices	
Outputs (expected results):	<p><b>Output 3.1. Asylum case workers empowered to conduct personal interview, evidence assessment, qualification for international protection and exclusion in line with the CEAS and EU MS practices.</b></p> <p><b>Output 3.2. Enhanced quality of the Examination and Registration process.</b></p>
Responsible authorities	<p>Ministry of Interior</p> <p>Ministry of Labour and Social Policy</p>
Description and assessment of the situation/ EASO added value	<p>As noted by the European Commission, progress was made in improving the legal framework regulating the asylum system further aligning it with the relevant EU acquis with the adoption of amendments to the Law on International and Temporary Protection and the Law on Foreigners in 2018<sup>2</sup>. To support the implementation and operationalisation of the Law on International and Temporary Protection, EASO has supported North Macedonia authorities to develop Standard Operating Procedures (SOPs) on Registration and Examination during the implementation of the first Roadmap in 2019 and 2020. The SOPs on Examination and Registration, when put in practice, should contribute to increased quality and consistency of decision making on asylum. The Standard Operating Procedures on Registration and Examination are to be put into practice in 2020. EASO will provide support through on-the-job coaching to support implementation of the SOPs in practice with an aim of furthering the quality and consistency of decision making on asylum.</p> <p>However, the European Commission emphasised the need to intensify the efforts to increase the quality of decision making in asylum procedures<sup>3</sup>. To further support the convergence of national examination and registration practices with the Common European Asylum System and the EU Member States practices, therefore contributing to increased quality of decision making in asylum procedures, EASO will support the operationalisation of EASO practical guides in North Macedonia through expert support and on-the-job trainings. The EASO Practical Guides provide national authorities, asylum and case officers with practical tools to increase the consistency and quality of decision making through different stages of the asylum process, namely conducting the personal interview, evidence assessment, qualification for international protection and exclusion. Specifically, the following EASO practical guides will be translated, printed and shipped to North Macedonia:</p> <ul style="list-style-type: none"> <li>• EASO Practical Guide: Personal interview (translated);</li> </ul>

<sup>2</sup> European Union, European Commission: *Commission Staff Working Document: North Macedonia 2019 Report*, 29 May 2019, available at: <https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/20190529-north-macedonia-report.pdf>

<sup>3</sup> Ibid.

	<ul style="list-style-type: none"> <li>• EASO Practical Guide: Evidence assessment (translated);</li> <li>• EASO Practical Guide: Qualification for international protection (to be translated);</li> <li>• EASO Practical Guide: Exclusion (to be translated).</li> </ul> <p>In the framework of the first Roadmap, EASO translated, proofread and printed the EASO-Frontex Access to Asylum Procedure toolkit. In addition, EASO organized a work visits to Italy in cooperation with OSCE Mission to Skopje on different areas of the asylum procedure, including access to the asylum procedure. This activity took place on 2-6 July 2018. As part of the National Training Plan, Office for Asylum distributed 150 copies of the EASO – Frontex Access to Asylum Procedure toolkit to first contact officials in 2019/20. EASO remains open to support further the national authorities with provision of printed Access to Asylum Procedure toolkit and with provision of experts to support the training and capacity building on Access to Asylum as per request of the national authorities.</p>
Pre-condition/s	<ul style="list-style-type: none"> <li>• SOPs on Examination and Registration approved</li> </ul>
Deliverable/s	<ul style="list-style-type: none"> <li>• Trained Asylum Office staff on implementation of SOPs on Examination and Registration;</li> <li>• Trained Asylum Office staff to implement the good practice in line with the identified EU MS practices in the EASO Practical Guides listed above;</li> <li>• Standard Operating Procedures on Registration and Examination operationalised in practice</li> <li>• Standard Operating Procedures on Registration and Examination translated into English and Albanian;</li> <li>• Four EASO Practical Guides translated into Macedonian printed, shipped and disseminated in North Macedonia (1. Personal interview; 2. Evidence assessment; 3. Qualification for international protection; 4. Exclusion).</li> </ul>
Description of the activities	<p><b>Output 3.1. Enhanced quality of asylum process and asylum decisions taken in line with the CEAS and EU MS practices (personal interview, evidence assessment, qualification for international protection and exclusion).</b></p> <p>Activity 3.1.1: Translation, layout, printing and shipping of:</p> <ul style="list-style-type: none"> <li>• EASO Practical Guide: Personal interview (translated);</li> <li>• EASO Practical Guide: Evidence assessment (translated);</li> <li>• EASO Practical Guide: Qualification for international protection (to be translated);</li> <li>• EASO Practical Guide: Exclusion translated into Macedonian (to be translated).</li> </ul> <p>Activity 3.1.2: Expert support, training and on-the-job coaching to support the operationalisation of the EASO Practical Guides: Personal interview, Evidence assessment, Qualification for international protection and Exclusion.</p> <p><b>Output 3.2. Enhanced quality of the Examination and Registration process.</b></p> <p>Activity 3.2.1: On the job coaching to implement the SOPs on Registration and Examination procedure in line with the relevant EASO Practical guides.</p>

	Activity 3.2.2: Translation of the SOP on registration and examination procedure into Albanian.
Synergies	No overlaps with regards to the planned activities planned under Output 1.1. and 1.2. were identified. However, EASO will maintain close coordination with UNHCR, as well as other international organisations, to ensure a smooth flow of information and close cooperation in design and implementation of support provided to the national authorities.

### III. Contributing to an effective reception system

4. Strengthened reception system for unaccompanied minors and vulnerable migrants, in particular migrants with health needs	
Outputs (expected results)	<p><b>Output 4.1: Strengthened capability of North Macedonia authorities to provide enhanced reception services and conditions to unaccompanied minors and vulnerable migrants.</b></p> <p><b>Output 4.2. Protocol on Reception addressing: a) health needs of asylum seekers and b) necessary procedures in COVID-19 context developed and operationalised in North Macedonia.</b></p> <p><b>Output 4.3. Increased coordination between the Ministry of Interior and Ministry of Labour and Social Policy aimed at addressing cases of disturbing peace and quiet at the reception centre/s.</b></p>
Responsible Authorities	<p>Ministry of Labour and Social Policy</p> <p>Ministry of Interior</p>
Description and assessment of the situation/ EASO added value	<p>In the framework of the implemented Roadmap, EASO has translated the EASO Guidance on reception conditions: operational standards and indicators. The bylaws on Reception Standards and Reception of Unaccompanied Children and Vulnerable Individuals under the International Protection have been adopted (available in Macedonian and English) and widely distributed as a printed brochure.</p> <p>In addition, EASO has facilitated the participation of reception officer in the EASO Regional Train-the-Trainers' Session on the EASO Reception Module, which took place on 3-6 October 2017 in Belgium. Following these activities, EASO in cooperation with EU MS, organized on the job training on reception for North Macedonia, 5-8 March 2019, Skopje and lastly, EASO organized a work visits to Italy in cooperation with OSCE Mission to Skopje on different areas of the asylum procedure, including visiting reception facilities on 2-6 July 2018, in Italy.</p> <p>EASO will continue to support the authorities in North Macedonia to operationalise the developed bylaws on Reception Standards and Reception of</p>

	<p>Unaccompanied Children and Vulnerable Individuals under the International Protection through advancing the capacity building activities and supporting the development of practical tools and instruments for the reception officers.</p> <p>In addition, in the course of the EASO needs assessment carried out in 2019, the need to develop a Protocol to address the medical and health related needs of the asylum seekers in line with the standards of the international protection and the EU MS practices was evident and requested explicitly by the Ministry of Labour and Social Policy. The COVID-19 context reconfirms the need to develop additional procedures, standards and protocols to ensure the necessary health protection of the migrant population and the asylum seekers, including in the reception centres.</p> <p>Furthermore, the Ministry of Labour and Social Policy requested support in development of a Protocol for communication with Ministry of Interior to address cases of temporary limitation of movement in the cases when asylum seeker is disturbing public peace and quiet at the reception centre/s.</p>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>• Adequate human resources in place</li> </ul>
Deliverables	<ul style="list-style-type: none"> <li>• Guidance on reception conditions for unaccompanied children: operational standards and indicators in Macedonian language</li> <li>• Ministry of Labour and Social Policy officers, case workers and reception officers trained on reception conditions for unaccompanied children/minors</li> <li>• Standard Operating Procedure addressing health needs and COVID-19</li> </ul>
Description of the activities	<p><b>Output 4.1: Strengthened capability of North Macedonia authorities to provide enhanced reception services and conditions with a special focus on vulnerabilities</b></p> <p>Activity 4.1.1: Translating and Proofreading of the EASO guidance on reception conditions for unaccompanied children/minors;</p> <p>Activity 4.1.2: Trainings and introduction on the EASO Guidance on reception conditions for unaccompanied children: operational standards and indicators in the relevant centers.</p> <p>Activity 4.1.3: On the job coaching to support the implementation of the practical guidance on reception conditions for unaccompanied children: operational standards and indicators at national level with a special focused on an assessment of the reception for unaccompanied children/minors to provide recommendations how to improve .</p> <p>Activity 4.1.4. Study visit for case workers, psychologists, educators and social protection service providers to reception centre/s in Western Balkans and/or European Union.</p> <p>Activity 4.1.5. Advanced training on reception.</p> <p><b>Output 4.2: Protocol on Reception addressing: a) health needs of asylum seekers and b) necessary procedures in COVID-19 context developed and operationalised in North Macedonia</b></p> <p>Activity 4.2.1: Expert support to the development of Protocol on Reception with a specific focus on health issues to tackle reception and accommodation of persons to address, among other important issues:</p>

	<ul style="list-style-type: none"> <li>• medical screening, including determination of previous vaccination, at the reception centres ahead of asylum seeker being accommodated;</li> <li>• organisation of short-term medical quarantines within the reception centres;</li> <li>• provision of “home” care and health support at the reception centre;</li> <li>• identification of mental health needs and provision of mental health support.</li> </ul> <p><b>Output 4.3. Increased coordination between the Ministry of Interior and Ministry of Labour and Social Policy aimed at addressing cases of disturbing peace and quiet at the reception centre/s.</b></p> <p>Activity 4.3.1: Expert support to develop a Protocol on communication to address temporary limitations of movement in cases of disturbing peace and quiet at the reception centre/s.</p>
Synergies	<p>With regards to the planned capacity building activities defined under Output 4.1. EASO will ensure close coordination with IOM and UNHCR to ensure that there is no overlap between the planned trainings and study visits.</p> <p>No overlap has been identified with regards to the activities planned under Output 4.2. and 4.3.</p>