

# Emergency Inter-Agency Referrals Package for Moldova

April 2022

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## 1. Introduction

The Emergency Inter-Agency Referrals Package for Moldova describes guiding principles, and procedures in the response to protection cases of those affected by the Ukraine situation living in urban contexts, camps and/or other settlements/collective centers. The advised operating procedures have a focus on Ukrainian refugees but include information on services for other refugees or the host population where available.

The package includes the national-level referral pathways for protection, gender-based violence, and child protection cases, and introduces the Inter-Agency referral form for Moldova together with the guiding principles for case management and case management flowchart. While there are ongoing efforts to map the district and regional level activities and assistance programs, this package focuses on the national services.

The Referral Pathways Task Force in Moldova has created an Inter-Agency referral form ([IARF](#)) which is recommended to be used by all humanitarian organizations working in the refugee context in Moldova when facilitating Inter-Agency case referrals and to document referrals in accordance with minimum standards. The use of the form is intended to ensure predictability and standardization in referrals by harmonizing information relevant to cases and recommended services.

The referral pathways have been created in the first month, March 2022, at the onset of the Ukraine response with the collaborative efforts of the Referral Pathways Task Force under PWG, GBV SWG, and CP SWG. Acknowledging the dynamic nature of services provided in Moldova, the referral pathways will be updated and revised periodically for ensuring up-to-date information provision on services.

## 2. Definitions and Terms

### People

**Caregiver:** a paid or unpaid helper who routinely looks after a child, or an adult requiring assistance as a result of illness, disability or mobility restrictions.

**Child:** any individual under the age of 18, irrespective of local definitions of when a child reaches adulthood.

**Child at risk:** a child falling under any of the following categories: child victims of violence; neglected children; children victims of vagrancy, begging, and prostitution; children without parental care and supervision because their parents are not at home for unknown reasons; orphans; living in the streets, have run away or been expelled from home; children with parents refusing to fulfill their parental duties regarding the child's growth and care; children abandoned by their parents; children with parents who are deprived of their legal capacity by a court decision.<sup>1</sup>

**Child with disabilities:** a person with disabilities under the age of 18.

**Guardian:** a person with legal responsibility for ensuring that a child receives care, accommodation, education, healthcare, and other services that they need and are entitled to.

**Persons with disabilities:** persons who have long-term physical, mental, intellectual, or sensory impairments which in combination with various barriers may hinder their full and effective participation in society on an equal basis with others.

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<sup>1</sup> According to Article 8 of the 140 numbered Law in Moldova

**Survivor, victim:** a person who is, or has been, subject to harm. The term 'survivor' implies strength, resilience, and the capacity to survive. The term 'victim' has protective implications, as it implies the victim of an injustice that we should seek to redress. People who have experienced harm may choose different terms to describe their experience.

**Unaccompanied child:** a person under the age of 18 who is separated from both parents and is not being cared for by an adult who by law or custom has the responsibility to do so.

**Child separated from parents:** child without parental care in cases when parents are absent, abroad, the child is taken from parents because of an imminent danger for his/her life or health, and when the child has the status of child without parental care on a temporary or permanent basis.<sup>2</sup>

**Orphan:** a child, both of whose parents or caregivers are known to be dead. In some countries, however, an orphan is defined as a child who has lost one parent or caregiver.

## **Services and procedures**

**Best interest determination:** a formal process designed to determine the course of action which will best serve a child's interests, in particularly important decisions affecting the child. The process should facilitate adequate participation of the child without discrimination, involve decision-makers with relevant areas of expertise, and balance all relevant factors to assess the best option.

**Case management:** a structured process for providing help to an individual who is at risk of harm or who has been harmed.

**Case manager:** the person who leads a case management process.

**Child-friendly space:** a safe space offering supervised activities, games, and informal education to help children affected by an emergency help children return to a normal routine.

**Child protection:** actions taken to prevent and respond to violence, exploitation, and abuse of children.

**Confidentiality:** an ethical principle that restricts access to and dissemination of information, maintained through sharing only what is necessary to those involved in the survivor's care with the survivor's permission.

**Informed consent:** freely given and reversible agreement or permission-based upon a clear appreciation and understanding of the facts, implications, and future consequences of an action. To provide informed consent, the individual must have the capacity and maturity to know about and understand the services being offered and be legally able to give their consent. Parents and caregivers are typically responsible for giving consent for their child to receive services until the child reaches the age of 18.

**Informed assent:** the expressed willingness to participate in an activity or receive services. For younger children who are too young to legally give informed consent, but old enough to understand and agree to participate in an activity or receive services, the child's "informed assent" is sought.

**Family reunification, family tracing:** the process of locating and reuniting separated family members.

**Mental health:** not just the absence of mental diseases or disorders, but a state of well-being in which an individual realizes their own abilities and can cope with the normal stresses of life and contribute to their community.

**Psychosocial support:** any type of local or outside support that aims to protect or promote psychosocial well-being and prevent or treat mental disorders.

**Referral:** the process of directing a client to another service provider because s/he requires help that is beyond the expertise or scope of work of the current service provider.

**Referral pathway:** a mechanism that safely links survivors to supportive and competent services, such as medical care, mental health and psychosocial support, police assistance and legal support.

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<sup>2</sup> According to Article 3 of the 140 numbered Law in Moldova

**Women-friendly space:** a place where women can go to feel safer, access information and support, participate in activities, build their networks and strengthen relationships with peers.

### **Forms of harm**

**Child labor:** work that deprives children of their childhood, their potential and their dignity, and that is harmful to their physical and/or mental development. It refers to work that is mentally, or morally dangerous and harmful to children or interferes with their schooling.

**Early marriage, child marriage:** a marriage in which one or both spouses are under 18 years old.

**Family separation:** family members becoming separated from one another as a result of forced displacement.

**Forced marriage:** a marriage in which one or both parties have not personally expressed their full and free consent.

**Gender-based violence, GBV:** any harmful act against a person, including sexual and gender minorities, based on socially perceived differences between females and males.

**Neglect:** persistently failing to provide for, or secure for a child, their basic physical, developmental or psychological needs, whether deliberately, or through carelessness or negligence.

**Refoulement:** the practice of forcibly returning a refugee or asylum seeker to a country where they are likely to face persecution.

**Sexual exploitation and abuse, SEA:** forms of gender-based violence that have been reported in humanitarian contexts, specifically alleged against humanitarian workers. Sexual exploitation is any actual or attempted abuse of a position of vulnerability, unequal power, or trust, for sexual purposes. Sexual abuse is actual or threatened physical intrusion of a sexual nature, whether by physical force or under conditions of inequality or coercion.

**Sexual violence:** using force, the threat of force or coercion to impose acts of a sexual nature on an individual or to cause an individual to engage in acts of a sexual nature.

**Trafficking of persons:** recruiting, transporting, transferring, sheltering, or receiving any person for the purpose of exploitation, even if this does not involve violence, deception, or coercion.

## **3. Guiding Principles for Inter-Agency Case Referrals**

**Do no harm** - conduct actions, procedures and programs in a way that does not place persons at further risk of harm, including as a result of unintended consequences.

**Safety & security** - take actions to ensure the physical and emotional safety of individuals who have experienced or are at risk of violence, abuse, exploitation or neglect. The physical safety of the individual should be prioritized above all other actions or referrals. Safety and security considerations should also be considered when presenting referral options to an individual, to the extent that frontline staff can reasonably be expected to be aware of relevant risks.

**Confidentiality** - protect and do not disclose personal information provided or collected in relation to any individual and ensure that information is processed (recorded, stored, organized) and transferred to a third party (i.e. service providers) only with the individual's explicit consent to be taken after informing the individual on the reasons of process and he rights entitled.

**Non-discrimination** - promote an inclusive and non-discriminatory approach to the persons, irrespective of their nationality, race or place of residence.

**Survivor-centered approach** - create a supportive environment in which each person of concern's rights are respected and in which the person is treated with dignity and respect.

#### 4. Advised Basic Operating Principles for Case Referrals

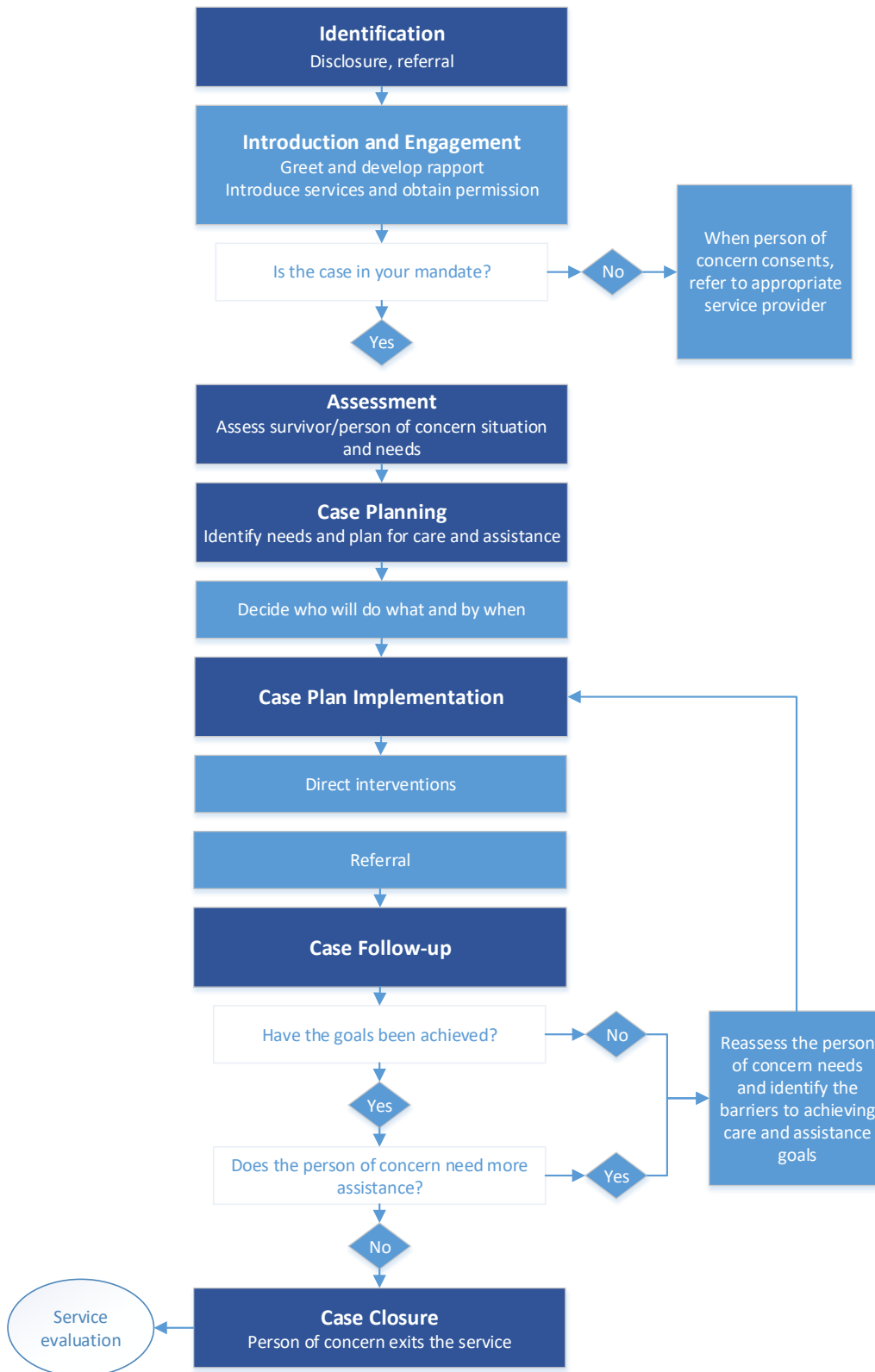
In essence, case management consists of six parts: identification, assessment, case planning, implementation, follow-up, and case closure. Please follow the below-listed steps for successful case management:

- When identified (by disclosure or referral), introduce yourself and explain your organization briefly. Verify existing case records if the case has been assisted before.
- If the case falls under your organization's mandate and your area of expertise, proceed to the assessment of case needs. If the case does not fall under your organization's mandate and consents to it, refer the case to the appropriate service provider using the [Inter-Agency referral form](#). Prior to the referral, contact the service provider and make sure the case fits their eligibility/intake criteria unless the specific type of referral is commonly undertaken with the service provider.
- During the initial assessment, identify the needs, resources, and strengths of the case and determine the areas needing support. Ensure privacy of interviews and avoid stigmatization.
- If the assessment suggests assistance, create a record for the case and prepare a case plan involving the steps, interventions, actors, and deadlines to reach the case goals.
- Implement and follow up on the actions listed in the case plan consulting and informing the case in each step.
- If you observe any obstacles in reaching the case goals, reassess the case plan and consider referring the case to an organization that provides the needed services. Before the referral, seek the consent of the case for referral providing information about available services and explaining the referral process to the individual and/or caregivers. If the case consents to the referral, share information on a need-to-know basis, respecting the information sharing restrictions the case may request. Keep in mind that the case may prefer to contact the suggested organization directly, in this case, provide the service provider contact details.
- If the case plan is successfully implemented and the case does not need further support, proceed to case closure. Keep in mind that the new needs may be identified and the case may need longer assistance than the predicted period in the case plan. In this case, update the case plan and assess supporting the case further.
- If the case is closed, evaluate the services provided to identify the lessons learned and best practices.

In order to make the referrals in a confidential manner, follow these steps:

- Fill out the [Inter-Agency Referral Form](#) for each case separately,
- Encrypt or password-protect the referral form as it will contain identifiable and potentially sensitive information about an individual (visit [this link](#) for password protecting Word files), if need be create an encrypted and zipped file for supporting documents about the case (visit [this link](#) for encrypting zip files),
- Draft an email with a short description of the case (without any identifiable information) outlining the purpose of the referral and including the attachment of the encrypted, zipped folder. The individuals copied in this e-mail should be as limited as possible, the addressees could include the caseworker as well as the supervisor of the caseworker.
- In a second e-mail, send the password to the caseworker. Alternatively, the password can be sent via a different communication channel such as SMS/WhatsApp/Telegram.
- The receiving caseworker should acknowledge the receipt of the referral by replying to your email.

# Case management flowchart



## 5. General Protection Referral Pathways

Identification of protection need and cases		
General service providers, UNHCR, Blue Dots, or other partners and registration services, including borders, or community members identify protection a case or need.	Person in need of a specific service approach refers to a medical/health or case manager/psychosocial “entry point” for support.	
Immediate response		
<ul style="list-style-type: none"> <li>• Provide a safe and caring response,</li> <li>• Respect the confidentiality and wishes of the affected person,</li> <li>• Provide information about available case management services,</li> <li>• If agreed and requested by the case, obtain informed consent and make referrals</li> <li>• For survivors of sexual violence, ensure immediate (within 72 hours) access to medical care.</li> </ul>		
Medical/health care	Case management (including immediate psychosocial support)	Hotlines and Helpdesks
<p><b>National Emergency Hotline</b> Police, ambulance, firemen <a href="mailto:office@112.md">office@112.md</a> Tel: 112</p> <p><b>Medpark International Hospital</b> Emergency medical services for Ukrainians &amp; those having residence permits from Ukraine Tel: 79 22 40 40, Address: Andrei Doga 24 str, Chisinau Working hours: 24/7</p> <p><b>Clinic Dentus-Dentino</b> Free emergency dental care for Ukrainians &amp; those having residence permits from Ukraine Tel: 68 713 712, 68 300 002 Address: Gh. Asachi 4 str, Chişinău</p> <p><b>Magnifik Nord Medical Center</b> Urgent medical consultations Tel: 231 85 555, Address: Decebal 125 str, Balti Working hours: 8:00-15:00</p>	<p><b>UNHCR</b> Case management &amp; Protection Desks (in Chisinau, Cahul, Causeni, Balti, Donduseni, Ungheni, Orhei) Yasemin Sener, <a href="mailto:mdachprot@unhcr.org">mdachprot@unhcr.org</a> Tel: +373 78 403528 Languages: Romanian, Russian, English</p>	<p><b>Bureau for Migration and Asylum</b> 0800 01527 (for calls from Moldova) +373 22 820 007 (for calls from Ukraine) Languages: Romanian, Russian</p> <p><b>Hotline for persons with disabilities – Keystone</b> 0800 10808 Languages: Romanian, Russian</p> <p><b>Anti-trafficking Hotline – La Strada</b> 0800 77 777 (free calls from Moldova) +373 22 23 33 09 (calls from abroad) Languages: Romanian, Russian</p> <p><b>Gender-based Violence Hotline – La Strada</b> 08008 8008 (free calls from Moldova) +373 22 24 06 24 (calls from abroad) Languages: Romanian, Russian</p> <p><b>Child Helpline</b> 116 111 Languages: Romanian, Russian</p> <p><b>UNHCR Call Center</b> 0800 800 11</p>
If the affected person wants to take legal action, or if there are immediate safety and security risks to others:		
<ul style="list-style-type: none"> <li>• Consider accompanying the survivor to the protection, police, security, or legal services for information and assistance.</li> </ul>		



<p><b>Protection, Security, Police</b></p> <p><b>Border Police of the Republic of Moldova</b> Tel: +373 22 259 717</p> <p><b>Single National Emergency Call Service</b> Police, ambulance, firemen <a href="mailto:office@112.md">office@112.md</a> Tel: 112</p>	<p><b>Legal Assistance Counsellors</b></p> <p><b>Law Center of Advocates (LCA/CDA)</b> Svetlana Jioara <a href="mailto:Svetlana.jioara@cda.md">Svetlana.jioara@cda.md</a> Tel:+373 605 748 48 Languages: Romanian, Russian, English</p> <p><b>NGO Stimul</b> Str. Ghiocelilor 1, Ocnita Oxana Pasecinaia <a href="mailto:opasecinaia@stimulmd.org">opasecinaia@stimulmd.org</a> <a href="mailto:moldovastimul@inbox.ru">moldovastimul@inbox.ru</a> Tel: +373 69538496 Languages: Ukrainian, Russian</p>
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**After immediate response, follow-up and other services**

- Over time, and based on the survivor's choices, the pathway can include any of the following:

Health Care	Mental health and psychosocial support (MHPSS) services	Protection, safety, and justice	Shelter/ accommodation	Basic needs (Cash, NFIs) and other services
<p><b>National Agency for Public Health (ANSP)</b> MD-2028, str. Gh. Asachi 67a, Chisinau <a href="mailto:anticamera@ansp.gov.md">anticamera@ansp.gov.md</a> Tel: 0 800 12300</p> <p><b>Hotline of the Ministry of Health</b> Vaccinations, HIV prevention, closest family doctor/ health center 022721010 <a href="http://www.vaccinare.gov.md">www.vaccinare.gov.md</a></p> <p><b>Centrul Republican Experimental Protezare, Ortopedie si Reabilitare - CREPOR</b> Disability specific needs No. 1 Romana Street Chisinau Giulieta Popescu Tel: +373 22 263011</p>	<p><b>Children's Emergency Relief International CERI Moldova</b> Trauma-based counseling Ian Forber Pratt <a href="mailto:ian.forberpratt@cerikids.org">ian.forberpratt@cerikids.org</a> Irina <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22624440, 22624441</p> <p><b>Partnership for Every Child</b> M Kogalniceanu str, 75 v.3, 7 Daniela Mamaliga <a href="mailto:dmamaliga@p4ec.md">dmamaliga@p4ec.md</a> Tel: +373 22925076</p> <p><b>Child Community Family</b> Str. A. Puskin 16 nr 5-6 Liliana Rotaru <a href="mailto:Liliana.rotaru@ccfmoldova.org">Liliana.rotaru@ccfmoldova.org</a> Tel: +373 22 24 32 26</p> <p><b>Terre des Hommes</b> Str. Nicolae Iorga nr 6 apr 3 Elena Madan <a href="mailto:Elena.madan@tdh.ch">Elena.madan@tdh.ch</a> Tel: +373 22 23 8039</p>	<p><b>Central Drept al Avocatilor /Law Center of Advocates (CDA/LCA)</b> legal counseling and assistance V. Pircalab str, 8 Svetlana Jioara <a href="mailto:Svetlana.jioara@cda.md">Svetlana.jioara@cda.md</a> Tel: +373 68585444</p> <p><b>Child and Family Empowerment Association AVE Copii</b> Family tracing and reunification Str. Constantin Stere 1 Mariana Ianachevici <a href="mailto:m.ianachevici@avecopiis.md">m.ianachevici@avecopiis.md</a> Tel: +373 22 23 25 82</p> <p><b>GenderDoc-M</b> LGBT+ refugees Strada Valeriu Cupcea 72/1, Chisinau 2021 <a href="mailto:info@gdm.md">info@gdm.md</a> Tel: +37360491200</p>	<p><b>CARITAS Moldova</b> Accommodation to persons with disabilities Elena Ajder Str Musatinilor 1 Tel: OG9126972</p> <p><b>Centrul Speranta</b> Accommodation for persons in wheelchairs Bd. Traian 12/2-2 Chisinau Lucia Gavrilita <a href="mailto:luciagavrilita@gmail.com">luciagavrilita@gmail.com</a> Tel: 79775500</p> <p><b>Moldova for Peace</b> Access to services <a href="mailto:lilianenescu@gmail.com">lilianenescu@gmail.com</a> Vlada Ciobanu <a href="mailto:moldovapentrupace@gmail.com">moldovapentrupace@gmail.com</a> Tel: +37378848749 Languages: Romanian, Russian, English</p> <p><b>IOM</b> 30 days Airbnb Accommodation</p>	<p><b>Cash</b> <b>UNHCR</b> Cash Assistance for refugees For appointments: <a href="https://help.unhcr.org/moldova/cash-assistance-programme-for-refugees-in-moldova/">https://help.unhcr.org/moldova/cash-assistance-programme-for-refugees-in-moldova/</a> For referrals: <a href="mailto:margot.durin@crs.org">margot.durin@crs.org</a> Languages: Romanian, Russian, English</p> <p><b>WFP</b> Cash assistance for host communities Tel: + 373 60865841</p> <p><b>WeWorld</b> Cash, MHPSS, Disability and age-specific needs Viviana Cobzaru <a href="mailto:Viviana.cobzaru@weworld.it">Viviana.cobzaru@weworld.it</a> Tel: +373 78937278</p> <p><b>NFIs</b> <b>Center for support and development of civic initiatives Resonance</b> Basic needs supplies for children and families. Leisure activities, material assistance</p>

<p><b>IOM</b> Provision of referrals to higher-level health care, including coverage of the cost of treatment &amp; transportation, MHPSS referrals Violina Nazaria <a href="mailto:Vnazaria@iom.int">Vnazaria@iom.int</a></p> <p><b>AO "Initiativa Pozitiva"</b> Comprehensive services for women with drug addiction mun. Chişinău, str. Independenţii 6/2 <a href="mailto:l.marandici@initiativapozitiva.md">l.marandici@initiativapozitiva.md</a> Tel: 79708779</p>	<p><b>HelpAge International</b> Refugee older persons and other vulnerable persons, MHPSS Banulescu-Bodoni 57/1 ASITO Building offices 431 &amp; 433 Chisinau, MD-2005 Tatiana Sorocan <a href="mailto:Tatiana.sorocan@helpage.org">Tatiana.sorocan@helpage.org</a> Tel: +373 22 225098</p> <p><b>Asociatia Obsteasca Fiecare Contribuie Pentru Schimbare</b> Adapted minibus for 11 persons Victoria Secu <a href="mailto:victoriasecu@fcps.md">victoriasecu@fcps.md</a> <a href="mailto:office@fcps.md">office@fcps.md</a> Tel: +373 68474000</p>		<p>For single-headed households and households without income, PSN <a href="mailto:prykhystok@iom.int">prykhystok@iom.int</a> +373 (0) 68 42 9446</p>	<p>Str. Manoylova 36/16 Tiraspol Alexandr Goncear <a href="mailto:civicinitiatives@gmail.com">civicinitiatives@gmail.com</a> Tel: +373 69 30 00 76</p> <p><b>Keystone Moldova</b> Mobile team service for persons with disabilities, housing services, nutrition Sfantu Gheorghe, 20. Str. Chisinau Ludmila Malcoci/Diana Tudose <a href="mailto:lmalcoci@khs.org">lmalcoci@khs.org</a> Tel: 069501709 079421888</p> <p><b>Association MOTIVATIE</b> Supported employment services, accessibility Mircea cel Batrin 42/2 no. 1 ap. Chisinau, MD-2075 Iachim Ludmila <a href="mailto:office@motivation-md.org">office@motivation-md.org</a> <a href="mailto:ludmila@motivation-md.org">ludmila@motivation-md.org</a> Tel: 067300450 069654316</p> <p><b>Moldova for Peace,</b> Distribution of different NFIs, information on community support, Tel: 080080011</p> <p><b>UNHCR and IOM EU Air Transfers</b> Free flights to selected EU countries and temporary protection For more information: <a href="https://help.unhcr.org/moldova/eu-air-transfers/">https://help.unhcr.org/moldova/eu-air-transfers/</a> Tel: 0800 015 27 For urgent cases needing air transfers: Adraiana Ysern Zarranz <a href="mailto:ysernzar@unhcr.org">ysernzar@unhcr.org</a> Tel: 069998421</p> <p><b>Dopomoga Moldova</b> <a href="https://dopomoha.md/">https://dopomoha.md/</a></p>
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## 6. Gender-Based Violence (GBV) Referral Pathways<sup>3</sup>

**Non-GBV frontline workers** are encouraged to refer survivors to GBV case management organizations as a first point of entry, detailed information on steps to safely handle disclosure and refer survivors is available here:

[https://gbvguidelines.org/wp/wp-content/uploads/2018/03/GBV\\_PocketGuide021718.pdf](https://gbvguidelines.org/wp/wp-content/uploads/2018/03/GBV_PocketGuide021718.pdf)

**GBV actors** on the referral pathway have committed to uphold GBV guiding principles including the survivor-centered approach and have the capacity to receive a referral of refugees and provide quality services in accordance with the GBV Minimum Standards [https://gbvaor.net/sites/default/files/2019-11/19-200%20Minimun%20Standards%20Report%20ENGLISH-Nov%201.FINAL\\_.pdf](https://gbvaor.net/sites/default/files/2019-11/19-200%20Minimun%20Standards%20Report%20ENGLISH-Nov%201.FINAL_.pdf)

[https://gbvaor.net/sites/default/files/2019-11/19-200%20Minimun%20Standards%20Report%20ENGLISH-Nov%201.FINAL\\_.pdf](https://gbvaor.net/sites/default/files/2019-11/19-200%20Minimun%20Standards%20Report%20ENGLISH-Nov%201.FINAL_.pdf)

### DOs

- DO believe the survivor.
- Reassure the survivor that this was not their fault
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.).
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgments.
- DO respect the right of the survivors to make their own decision.
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Do inform survivors of rape about clinical management of rape and importance to access them within 72 hours
- Do ensure the best interest of the child is given priority when family/guardian make decisions on behalf of the child. Preferably, the accompanying adult should be selected by the child
- Obtain informed consent of the survivor before any referral
- DO refer the case confidentially to appropriate GBV focal point

### DONTs

- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly

### ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

- PRIORITIZE the needs, wishes, and decisions the survivor expresses
- ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding their case
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NON-JUDGEMENTAL
- DO NOT share ANY information with other actors without obtaining informed consent from the survivor

### Identification of GBV cases

<sup>3</sup> GBV Referral Pathway has been prepared by the GBV Sub Working Group in Moldova and finalized on 06/04/2022.

<p>Survivor tells family, friend, community member, general service provider, focal point, social worker or at refugee registration services.</p> <p>That person accompanies survivor to the health or case manager/psychosocial “entry point”.</p>	<p>Survivor approaches a medical/health or case manager/psychosocial “entry point” for support.</p>	
<p><b>Immediate response</b></p> <ul style="list-style-type: none"> <li>• Provide a safe, caring environment and respect the confidentiality and wishes of the survivor</li> <li>• Provide reliable and comprehensive information on the services and support available to the survivor</li> <li>• If agreed and requested by survivor, obtain informed consent and make referrals</li> <li>• When family/guardians make a decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child</li> <li>• Accompany the survivor to assist them in accessing services</li> <li>• For survivors of sexual violence ensure immediate (within 72 hours) access to medical care</li> </ul>		
<p><b>Medical/health care</b></p>	<p><b>Case manager (including immediate psychosocial support): Adults (over 18)</b></p>	<p><b>Case manager (including immediate psychosocial support): Children (under 18)</b></p>
<p>Emergency number 112</p> <p><i>Healthcare Facilities at the national level within which currently the Survivors of Rape can access Post-Expose Prophylaxis for preventing HIV</i></p> <p><b>Dermatological and Communicable Diseases Hospital</b> Chişinău, str. Costiujeni, 5/1 Tel: 022794179</p> <p><b>National Resource Center on Youth Friendly Health Services “Neovita”</b> Chisinau, str. Socoleni 19; Tel: 022463728, 022406634</p>	<p>Case management by NGOs:</p> <p><b>La Strada Women's GBV helpline, Hot line:</b> 08008 8008, Tel: +373 22 24 06 24, <a href="mailto:trustline@lastrada.md">trustline@lastrada.md</a></p> <p><b>Casa Marioarei</b>, Chişinău, social assistance and psychological counselling Tel: +373 22 725 861 <a href="mailto:cmarioarei@gmail.com">cmarioarei@gmail.com</a> Veronica Cernat 69065646, Elena Burcă <a href="mailto:elburca@yahoo.com">elburca@yahoo.com</a>, Tel: 069333260, 069333261</p>	<p>For child survivors:</p> <p><b>Guardianship authorities</b> Please see Annex #1.</p> <p><b>National Centre for Prevention of Child Abuse (CNPAC)</b>, Calea Iesilar 61/2, Chisinau psychological counselling for children Tel: 22 758 806, 22 756 778, Iulia Gheorghies, <a href="mailto:igheorghies@cnpac.md">igheorghies@cnpac.md</a>, Tel: 69203016, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a></p> <p><b>Child and Family Empowerment Association "AVE Copiii", Str.</b> Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p>
<p><b>If adult survivors or child survivors / caregiver want to pursue police / legal action, or if it is in the best interest of the child, or if there are immediate safety and security risks to others:</b></p> <ul style="list-style-type: none"> <li>• Possible to accompany survivor to police / security or to legal assistance / protection officers for information and assistance with referral to police</li> </ul>		
<p><b>Protection, Security, Police</b></p>	<p><b>Legal Assistance Counsellors</b></p>	
<p>Emergency number 112</p>	<p><b>State guaranteed legal assistance, Chisinau Regional Office</b> 1 Alecu Russo str., bl. “1A”, office. 32, 34, 36, 37, Chisinau, Tel: (+373) 0(22) 49-69-53, 49-63-39, 31-00-65; <a href="mailto:ot_chisinau@cnaigs.md">ot_chisinau@cnaigs.md</a></p>	

				<p><b>C.A. "Women's Law Centre"</b>  Tel: +373 22 811 999  Mobil: +373 68 855 050,  <a href="mailto:office@cdf.md">office@cdf.md</a> , <a href="mailto:leonora.grosu@cdf.md">leonora.grosu@cdf.md</a>  Free legal advice line: 0 800 800 00</p>
<p><b>After immediate response, follow-up and other services</b></p> <ul style="list-style-type: none"> <li>Over time, and based on survivor's choices, the pathway can include any of the following:</li> </ul>				
Health Care	Mental health and psychosocial support (MHPSS) services	Protection and safety actors (including GBV safe shelters)	Law enforcement, legal and justice actors	Cash assistance and non-food items (NFI)
<p><b>National Agency for Public Health (ANSP)</b>, Health service access and COVID information, MD-2028, str. Gh. Asachi 67a, Chisinau, <a href="mailto:anticamera@ansp.gov.md">anticamera@ansp.gov.md</a>  Tel: 080012300</p> <p><b>Rehabilitation Centre for Victims of Torture "Memoria, Chisinau</b> Access to health services/medication for refugees with chronic health conditions. Chişinău, Ludmila Popovici <a href="mailto:milapopovici@yahoo.com">milapopovici@yahoo.com</a> Andriana Zaslavet <a href="mailto:zaslavet1985@gmail.com">zaslavet1985@gmail.com</a>  Tel: +373 22 273 222  Mobil: + 373 79 704 809</p>	<p><b>Community Mental Health Support Centers:</b></p> <p>CCSM BOTANICA (CHISINAU) - Address: Chisinau municipality, 28/1 Independenței street; Tel: 022 929788</p> <p>CCSM BUIUCANI (CHISINAU) - Address: Chisinau municipality, 24 Ion Creanga street; Tel: 022 741738</p> <p>CCSM CENTRU (CHISINAU) - Address: Chisinau municipality, 11a V. Dokucaev street; Tel: 022 731440</p> <p>CCSM CIOCANA (CHISINAU) - Address: mun. Chisinau, 23 Uzinelor Street; Tel: 022 477253</p> <p>CCSM RÎȘCANI (CHIȘINĂU) - Address: mun. Chişinău, str. Socoleni 19; Tel: 022 464965</p> <p><b>Youth Centers Psychosocial support:</b></p>	<p><b>Shelters for survivors of GBV:</b>  <b>Casa Mărioarei</b>, Chişinău, shelter, social assistance and psychological counselling  Tel: +373 22 725 861, <a href="mailto:cmarioarei@gmail.com">cmarioarei@gmail.com</a>,  Veronica Cernat  Tel: 69065646,  Elena Burcă  <a href="mailto:elburca@yahoo.com">elburca@yahoo.com</a>,  Tel: 069333260,  069333261</p> <p><b>Centre for Assistance and Protection of Victims in Chisinau mun.</b>, temporary shelter  social assistance  psychological counselling  legal advice,  Tel: +373 22 927 174,  <a href="mailto:shelter_team@cap.md">shelter_team@cap.md</a></p> <p><b>UNHCR and IOM EU Air Transfers</b>  Free flights to selected EU countries and temporary protection  For more information:  <a href="https://help.unhcr.org/moldova/eu-air-transfers/">https://help.unhcr.org/moldova/eu-air-transfers/</a>  Tel: 0800 015 27  For referral of GBV survivors:  Adraiana Yern Zarranz  <a href="mailto:ysernzar@unhcr.org">ysernzar@unhcr.org</a>  Tel: 069998421</p> <p><b>Charity Center for refugees (CCR)</b> tel: +373 (0)22212576 / +373 (0)60565694</p>	<p><b>Refugee and Asylum Seeker Legal Support:</b>  <b>Bureau for Migration and Asylum</b>, Chisinau, bd. Stefan cel Mare si Sfant, 75, migratie@mai.gov.md  Tel: 0 800 015 27/ for international calls +37322820007</p> <p><b>Centrul de Drept al Avocatilor/Law Center of Advocates, Legal aid and counselling</b>, V. Pircalab str, 8, Tania Kebak  taniakebak@gmail.com +37379586779,  Svetlana Jioara,  svetlana.jioara@cda.md, 68585444</p> <p><b>Police stations: POLICE DIRECTORATE Chisinau</b>, mun, 6,Tighina street, Chisinau,  Tel: +373022254705  +373022254805  +37369101233</p> <p><b>Police Stations: POLICE INSPECTORATE CENTER</b>, Chisinau, mun  40, Bulgara street, Chisinau,  Tel: +37367720593  +37362102755</p>	<p><b>Cash Assistance:</b></p> <p><b>UNHCR and CRS/CARITAS:</b> for refugees including GBV survivors  For information: <a href="https://help.unhcr.org/moldova/ro/progrumul-de-asistentain-numerar-pentru-refugiatiin-moldova/">https://help.unhcr.org/moldova/ro/progrumul-de-asistentain-numerar-pentru-refugiatiin-moldova/</a>  For referral of GBV survivors: Margot Durin, <a href="mailto:margot.durin@crs.org">margot.durin@crs.org</a></p> <p><b>Non-food items:</b></p> <p><b>Moldova for Peace</b> distribution of different NFIs, information on community support, 080080011</p>

	<p>YK "NEW" (National Resource Center for Youth Friendly Health Services), Chisinau mun., 19 Socoleni street, inside the 10th Polyclinic (side entrance) 022 46-37-28</p> <p>YK "SINDBIODAN" Chisinau Municipality, 1G Costiujeni Street, et 1, cab.1,2,3. 022 90-22-47; 022 90-22-46</p> <p>YK "CIOCANA" Chisinau Municipality, 80 Vadul lui Voda Street CCD, 2nd floor; 022 02-31-26</p> <p>YK "ACCEPT" Chisinau mun., Str. 31 August 63, et. 6; Tel : 022 274-357</p> <p>YK "BOTANY" Chisinau Municipality, 28 Independence Street CMF no. 2, et.1 cab. 111-114, 116; 022 66-06-76</p> <p>YK "FRIENDS" Chisinau Municipality, 24 Ion Creanga Street CMF 4, et.1; 022 71-93-03 022-71-93-02</p>	<p><b>Child Survivors:</b> <b>National Centre for Prevention of Child Abuse (CNPAC), Calea Iesilar 61/2, Chisinau</b> psychological counselling for children Tel: +373 22 758 806; +373 22 756 778, Iulia Gheorghies, <a href="mailto:igheorghies@cnpac.md">igheorghies@cnpac.md</a>, Tel: 69203016, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a></p> <p><b>Survivors of Trafficking:</b> La Strada Anti-trafficking and Safe Migration Hotline (8am – 8pm): 0800 77 777 (free calls from Moldova) +373 22 23 33 09 (calls from abroad) <a href="mailto:hotline@lastrada.md">hotline@lastrada.md</a></p> <p><b>Centrul de asistență și protecție a victimelor și potențialelor victime ale traficului de ființe umane din Chișinău</b>, shelter services,, Chișinău, Rodica Moraru-Chilian, Centre Manager, <a href="mailto:coordonator.snr@msmps.gov.md">coordonator.snr@msmps.gov.md</a>, <a href="mailto:shelter_team@iom.md">shelter_team@iom.md</a>, 0(22) 55-30-42, 55-84-41, (+373 22) 72 72 74</p> <p><b>Survivors of Torture: Rehabilitation Centre for Victims of Torture</b> "Memoria, Chisinau legal advice, psychological and medical counselling, 44 Ismail str. Chișinău, Ludmila Popovici <a href="mailto:milapopovici@yahoo.com">milapopovici@yahoo.com</a> or Andriana Zaslavet <a href="mailto:zaslavet1985@gmail.com">zaslavet1985@gmail.com</a> Tel: +373 22 273 222 Mobil: + 373 79 704 809</p> <p><b>LGBTQI+ Survivors:</b> <b>GENDERDOC-M, PSS</b>, legal support, shelter, safe</p>	<p><b>POLICE INSPECTORATE BOTANICA</b>, Chisinau, mun, 9/3, Cuza Vodă street, Chisinau, Tel: +373521100 +373550090; Mobile : 060033397</p> <p><b>POLICE INSPECTORATE BUIUCANI</b>, Chisinau, mun 12, Calea Iesilor street, Chisinau Tel: +373740238; +373746855; Mobile: 062102757</p> <p><b>POLICE INSPECTORATE CIOCANA</b>, Chisinau, mun 3/1 Voluntarilor street, Chisinau Tel: +37322471153 +3732247020; Mobile: 068668803</p> <p><b>POLICE INSPECTORATE RISCANI</b>, Chisinau, mun 5/1 Miron Costin street, Chisinau Tel: 22446100</p>	
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		<p>space, access to health care (including PEP) Str. Valeriu Cupcea 72/1 Chişinău, 60491200, <a href="mailto:info@gdm.md">info@gdm.md</a>, <a href="mailto:anastasia.danilova@gdm.md">anastasia.danilova@gdm.md</a></p> <p><b>Survivors with Disabilities:</b> Keystone Moldova, Sfantu Gheorghe , 20 str., Chisinau, Ludmila Malcoci, <a href="mailto:lmalcoci@khs.org">lmalcoci@khs.org</a>, 69501709</p>		
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## 7. Child Protection Referral Pathways

Step 1: Identification of child protection cases				
General service providers, UNHCR, or other partners and registration services, including borders, or community members identify child protection case.		Child or caregiver goes directly to case manager or child helpline for support.  <b>Child Helpline</b> 116 111 Languages: Romanian, Russian		
Immediate response				
<ul style="list-style-type: none"> <li>• Provide a safe and caring response,</li> <li>• Respect the confidentiality and wishes of the child / caregiver,</li> <li>• Provide information about available case management services,</li> <li>• Facilitate referral to relevant case management services when child/caregiver assents/consents,</li> <li>• For child survivors of sexual violence, ensure immediate (within 72 hours) access to medical care,</li> <li>• In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest (see below-Step 3).</li> </ul>				
Step 2: Case management services/protection service providers				
GBV against children, including sexual violence	Children at risk including victims of violence, neglect and exploitation	Children separated from parents/ Unaccompanied and separated children	Children with disabilities	Children without documentation
<p><b>Guardianship authorities</b> Please see Annex #1.</p> <p><b>National Centre for Prevention of Child Abuse (CNPAC)</b>, Calea Iesilar 61/2, Chisinau psychological counselling for children Tel: 22 758 806, 22 756 778, Iulia Gheorghies, <a href="mailto:igheorghies@cnpac.md">igheorghies@cnpac.md</a>, Tel: 69203016, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a></p> <p><b>Child and Family Empowerment Association "AVE Copiii"</b>, Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p> <p><b>Rehabilitation and Social Protection Center for Children at Risk</b> Taraclia <a href="mailto:cr.taraclia@anas.md">cr.taraclia@anas.md</a> Tel: 29424594</p> <p><b>Child and Family Empowerment Association "AVE Copiii"</b>, Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p>	<p><b>Guardianship authorities</b> Please see Annex #1.</p> <p><b>Child and Family Empowerment Association "AVE Copiii"</b>, Child protection case management, SNF Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p> <p><b>Rehabilitation and Social Protection Center for Children at Risk</b> Taraclia <a href="mailto:cr.taraclia@anas.md">cr.taraclia@anas.md</a> Tel: 29424594</p>	<p><b>Guardianship authorities</b> Please see Annex #1.</p> <p><b>UNHCR</b> Child protection case management <a href="mailto:mdachcpu@unhcr.org">mdachcpu@unhcr.org</a></p> <p><b>Child and Family Empowerment Association "AVE Copiii"</b>, Child protection case management, SNF Str. Constantin Stere 1 Mariana Ianachevici <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: 22 23 25 82</p> <p><b>Temporary placement center for children separated from their parents</b> Soroaca <a href="mailto:cp.soroaca@anas.md">cp.soroaca@anas.md</a> Tel: 23030581</p>	<p><b>Keystone</b> Moldova, Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, <a href="mailto:lmalcoci@khs.org">lmalcoci@khs.org</a> Tel: 69501709</p> <p><b>Temporary placement center for boys with mental disabilities</b> Orhei <a href="mailto:cp.orhei@anas.md">cp.orhei@anas.md</a> Tel: 23528871</p> <p><b>Temporary placement center for girls with mental disabilities</b> Hincesti <a href="mailto:cp.hincesti@anas.md">cp.hincesti@anas.md</a> Tel: 26922362</p> <p><b>Day rehabilitation center for</b></p>	<p><b>Law Center of Advocates</b> (LCA/CDA) Svetlana Jioara <a href="mailto:Svetlana.jioara@cda.md">Svetlana.jioara@cda.md</a> Tel:+373 605 748 48 Languages: Romanian, Russian, English</p> <p><b>UNHCR</b> Child protection case management <a href="mailto:mdachcpu@unhcr.org">mdachcpu@unhcr.org</a></p> <p><b>Children's Emergency Relief International CERI Moldova</b> Trauma-based counseling Irina <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22624440, 22624441</p>



			<b>children with disabilities</b> Criuleni <a href="mailto:cz.criuleni@anas.md">cz.criuleni@anas.md</a> Tel: 24822029	
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**Step 3: Referral to other services**  
 Refer to service below if:

- Child/caregiver wants to receive protection, legal or police services
- There are immediate safety and security risks to others
- It is in the best interest of the child because of:
  - Immediate safety or security risks to the child that require protection or police assistance
  - Risk of imminent forced or early marriage
  - Severe neglect
  - Sexual exploitation and abuse by humanitarian personnel
  - Children requiring Best Interest Determination (BID) - UNHCR

Health care	Child Psychosocial support including in Blue Dots	Security, Alternative Care, and Justice	Other basic services
<p><b>Pediatria</b>            Free emergency medical consultations &amp; assistance to families with children from Ukraine            Tel: 022 911 500,            Address: Miorița 3/5, str., Chișinău/ Mircea cel Batrin 42 bd, Chișinău,  <a href="http://www.pediatria.md">www.pediatria.md</a></p> <p><b>KinderMed</b>            Free emergency medical consultations &amp; assistance to families with children from Ukraine            Tel: 022 111 060   022 111 061   078 222 060   079300025            Address: Vasile Alecsandri 87 str, Chisinau</p> <p><b>Life without Leukemia NGO</b>            Helping children with leukemia            Tel: 60497733, 60200523</p> <p><b>National Resource Center on Youth Friendly Health</b></p>	<p><b>MHPSS Children’s Emergency Relief International CERI Moldova</b>            Trauma-based counseling            Irina <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a>            Tel: +373 22624440, 22624441</p> <p><b>Blue Dot Palanca, (P4EC)</b>            Virgiliu Hangan 079626964            Blue Dot Palanca            Tel: 060154010</p> <p><b>Blue Dot Otaci, (CCF Moldova)</b>            Natalia Faureanu 069495184            Blue Dot Otaci            Tel: 060380037</p> <p><b>Blue Dot Moldexpo, (Terre des Homme)</b>            Tatiana Zaloj 069265735            Blue Dot Moldexpo RAC            Tel: 068755277            Blue Dot Moldexpo CBI location            Tel: 068766228</p> <p><b>National Centre for Prevention of Child Abuse (CNPAC),</b>            Calea Iesilar 61/2, Chisinau            psychological counselling for children            Tel: 22 758 806,</p>	<p><b>National Emergency Line 112</b></p> <p><b>Border Police of the Republic of Moldova</b>            Tel: +373 22 259 717</p> <p><b>Alternative Care for unaccompanied children: Local Guardianship Authorities (Annex 1)</b></p> <p><b>Transportation for UASC at border areas:</b>            AVE Copii or Local Guardianship Authorities</p> <p><b>For shelters for women &amp; children victims of violence,</b> please see the GBV referral pathway.</p>	<p><b>Cash</b></p> <p><b>UNHCR</b>            Cash Assistance            For appointments:  <a href="https://help.unhcr.org/moldova/cash-assistance-programme-for-refugees-in-moldova/">https://help.unhcr.org/moldova/cash-assistance-programme-for-refugees-in-moldova/</a>            For referrals:  <a href="mailto:margot.durin@crs.org">margot.durin@crs.org</a>            Languages: Romanian, Russian, English</p> <p><b>UNHCR and IOM EU Air Transfers</b>            Free flights to selected EU countries and temporary protection            For more information:  <a href="https://help.unhcr.org/moldova/eu-air-transfers/">https://help.unhcr.org/moldova/eu-air-transfers/</a>            For children needing air transfers:  <a href="mailto:mdachcpu@unhcr.org">mdachcpu@unhcr.org</a></p> <p><b>Transportation, Accommodation and Education services</b></p> <p><b>Dopomoga Moldova</b>  <a href="https://dopomoha.md/">https://dopomoha.md/</a></p>

<p><b>Services “Neovita”</b> Chisinau, str. Socoleni 19 Tel: 022463728, 022406634</p>	<p>22 756 778, Iulia Gheorghies, <a href="mailto:igheorghies@cnpac.md">igheorghies@cnpac.md</a>, Tel: 69203016, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a></p>		

## 8. Inter-Agency Referral Form

**CONFIDENTIAL: Please restrict access to this document and keep it stored safely.**

Note: Please share the filled-out referral form with the person of concern and receiving agency and keep a copy for the organization's internal records and follow-up.

Referring agency	
Agency/organization:	Name of the Staff:
Phone:	Email:
Location:	Date of referral:

Receiving agency	
Agency/organization:	Name of the Staff:
Phone:	Email:
Location:	

Person/case information	
Name:	Phone:
Address:	Age:
Gender:	Nationality:
Main language spoken at home: Other languages the survivor is comfortable speaking and receiving information in:	ID number:
If the person/case is a child (under 18)	
Name of primary caregiver:	Relationship to child:
Contact information for caregiver:	Is child separated or unaccompanied? <input type="checkbox"/> Yes <input type="checkbox"/> No
Caregiver is informed about referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain)	

Background Information/Reason for referral and services already provided	
Has the person/case been informed of the referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain below)	Has the person/case been referred to any other organization or received any other services? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, explain below)

**Services requested**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Mental Health Services | <input type="checkbox"/> Protection Services | <input type="checkbox"/> Shelter                                      |
| <input type="checkbox"/> Psychosocial Support   | <input type="checkbox"/> Legal Assistance    | <input type="checkbox"/> Transportation                               |
| <input type="checkbox"/> Social Services        | <input type="checkbox"/> Education           | <input type="checkbox"/> Cash/Material Assistance                     |
| <input type="checkbox"/> Medical Care           | <input type="checkbox"/> Livelihood Support  | <input type="checkbox"/> Nutrition                                    |
|   |  | <input type="checkbox"/> Support for children born as a result of SEA |

Please explain any requested services:

**Consent to release information. (Read with the persons/case/ caregiver and answer any questions before s/he signs below. Sign on behalf of person/case/caregiver if consent is given verbally and survivor/caregiver cannot sign.)**

I, \_\_\_\_\_(person/case name), understand that the purpose of the referral and of disclosing this information to \_\_\_\_\_(name of receiving agency) is to ensure the safety and continuity of care among service providers seeking to serve the client. The service provider, \_\_\_\_\_ (name of referring agency), has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed. By signing this form, I authorize this exchange of information.

Signature of responsible party (persons/case or caregiver if a child):

Date (DD/MM/YY):

**TO BE FILLED OUT IF PERSON/ CASE IS A CHILD OVER 14 (UNDER 18)**

Assent to release information. (Read with survivor/ person of concern/ caregiver and answer any questions before s/he assents, additional to caregiver's above consent. Sign on behalf of person of concern/caregiver if consent is given verbally and survivor/caregiver cannot sign.)

I, \_\_\_\_\_(person/ case name), understand that the purpose of the referral and of disclosing this information to \_\_\_\_\_(name of receiving agency) is to ensure the safety and continuity of care among service providers seeking to serve the client. The service provider, \_\_\_\_\_ (name of referring agency), has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed. By signing this form, I authorize this exchange of information.

Date (DD/MM/YY):

**Details of Referral**

Any contact or other restrictions?  Yes  No (If yes, please explain below)

Referral delivered via: Phone (emergency only)  E-mail  Electronically (e.g., App or database)  In Person

Follow-up expected via:  Phone  E-mail  In Person. By date (DD/MM/YY):

Information agencies agree to exchange in follow up:

When form is received via email, please respond with acknowledgment of receipt and intake of the case.

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## Contact us

### Referral Pathways Task Force Leads

#### **Yasemin Sener**

Protection Officer  
UNHCR, Moldova  
[Senery@unhcr.org](mailto:Senery@unhcr.org)

#### **Pedro Arriaza**

Global Community Protection Approach Specialist  
WeWorld, Moldova  
[pedro.arriaza@gvc.weworld.it](mailto:pedro.arriaza@gvc.weworld.it)