

# Child Protection Referral Pathways: Center

## Step 1: Identification of child protection cases

Child protection cases may be identified by a variety of entities, including: border police, Guardianship Authorities, UNHCR, UNICEF, border police, child protection organizations, general service providers, or community members.

Additionally, a child or caregiver may directly seek support by: approaching a service provider or contacting a help line.

### Child Helpline

116 111

Languages: Romanian, Ukrainian, Russian.

**Green Line for Refugees and host communities:** 0 800 800 11

## Immediate response:

Provide a safe and caring response

- Respect the confidentiality and wishes of the child / caregiver, except in the case of mandatory reporting (see below)
- Provide information about available case management services
- Facilitate referral to relevant case management services when child/caregiver assents/consents
- For child survivors of sexual violence, ensure immediate (within 72 hours) access to medical care
- In case of immediate safety or security risk to the child, consult child protection case manager to determine child's best interest

## Refer to Guardianship Authority (see below) or police if:

- 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

## Mandatory reporting

According to [Moldovan law](#), all suspected or confirmed cases of child abuse, neglect, exploitation, or trafficking must be immediately reported to the Guardianship Authorities. Please contact UNHCR and UNICEF for further assistance.

## Step 2: Case management services/protection service providers

### Territorial Guardianship Authorities:

For the territorial Guardianship Authority, please contact the Directorate of Social Assistance from the district of reference.

<https://www.anas.md/structuri-teritoriale-de-asistenta-sociala/>

### UNHCR Child Protection Unit:

Katie Lampe, Child Protection Officer  
Carolina Scifos, Child Protection Associate  
[mdachcpu@unhcr.org](mailto:mdachcpu@unhcr.org), +37369998393

Protection Desk Orhei: Xenia Boscanean, [Xenia.boscanean@cda.md](mailto:Xenia.boscanean@cda.md), 078476190.

Protection Desk Ungheni: Grosu Silvia, 068001057.

Protection Desk Căușeni: Dina Juc, [dina.juc@cda.md](mailto:dina.juc@cda.md), 79343032

### UNICEF Child Protection Unit:

Tatiana Danilescu, Child Protection Officer, [tdanilescu@unicef.org](mailto:tdanilescu@unicef.org), 069594326.  
Dawood Khan, Child Protection in Emergency Specialist, [dkhan@unicef.org](mailto:dkhan@unicef.org), 068979976.  
Florence Rossi, Child Protection Specialist, [frossi@unicef.org](mailto:frossi@unicef.org)

**Blue Dots in the region:**

**Blue Dot in Leușeni border crossing point:**

Partnerships for Every Child, Virgiliu Hangan, 079626964, [vhangan@p4ec.md](mailto:vhangan@p4ec.md).  
Tel. 069749751 (child protection specialist)  
Open: daily 12.00 p.m. - 12.00 a.m. (24/7 when needed).

**Blue Dot in Sculeni border crossing point:**

Partnerships for Every Child, Virgiliu Hangan, 079626964, [vhangan@p4ec.md](mailto:vhangan@p4ec.md).  
Tel. 069749757 (child protection specialist)  
Open: daily 12.00 p.m. - 12.00 a.m. (24/7 when needed).

GBV services for children	Children at risk including victims of violence, neglect, and exploitation	Alternative care arrangements for UASC and children at risk	Children with disabilities	Children without documentation
<p><b>National Centre for Prevention of Child Abuse (CNPAC):</b> Chisinau psychological counselling for children Calea Iesilor 61/2, 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>NGO "Future Starts Today",</b> case management, shelter and psychological support 8, George Meniuc str., Ungheni, MD 3603. Constantin Stratulat, mob: +373 67674600, <a href="mailto:costin.stratulat@gmail.com">costin.stratulat@gmail.com</a> Working hours: 24/7</p>	<p><b>Child and Family Empowerment Association "AVE Copiii",</b> Child protection case management, 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>Children's Emergency Relief International CERI Moldova</b> Trauma-based counseling, case management for mothers with children Irina Rotaru, <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a>, Tel: +373 22624440, 22624441</p>	<p><b>Child and Family Empowerment Association "AVE Copiii",</b> Child protection case management, 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>Refugee Placement Center Grația</b> str. Nicolae Iorga nr. 8, Causeni Accommodation center for mothers and children. Manager: Zinaida Ciobanu, 067560020. <a href="mailto:Zina.ciobanu79@gmail.com">Zina.ciobanu79@gmail.com</a></p> <p><b>"Pro Familia" Maternal Center</b> <b>Services:</b> Social and PSS assistance, legal assistance, temporary accommodation, medical assistance for GBV survivors</p> <p><b>Contact information:</b> 18A, Ana și Alexandru str., Causeni. Temporary placement, social Cristina Didilica Tel: 0243 268 35; +373 68552458, <a href="mailto:profamilia2006@gmail.com">profamilia2006@gmail.com</a></p>	<p><b>Keystone Moldova,</b> 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>Public Association "Everyone contributes to the change"</b> <a href="mailto:office@fcps.md">office@fcps.md</a> +373248021809</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>Partnerships for Every Child,</b> Foster care for UASC in Orhei district, Ana Palii, 069103596, <a href="mailto:apalii@p4ec.md">apalii@p4ec.md</a> Silvia Tocari, 079715415, <a href="mailto:silvia.tocari@mail.ru">silvia.tocari@mail.ru</a></p>		
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**Step 3: Referral to other services**

Health care	Child Psychosocial support MHPSS	Security, Alternative Care, and Justice	Other Basic Services (Cash, NFIs, Education)
<p><b>National Resource Center on Youth Friendly Health Services “Neovita”</b> Chisinau, str. Socoleni 19 Tel: 022463728, 022406634</p> <p><b>Life without Leukemia NGO</b> Helping children with leukemia Tel: 60497733, 60200523</p> <p><b>HOSPITALS:</b> <b>Medical entry point including Post Rape Kits for adults and children</b></p> <p><b>Hincești Hospital</b> Post-rape kits for adult and child survivors Director – Ciubotaru Petru, 079950903 Perinatal Center - head, Bîrlăteanu Natalia, 067297770 Department of Pediatrics – head, Grigoraș Aliona, 069545210</p> <p><b>Călărași Hospital</b> Post-rape kits for adult and child survivors Director – Bobescu Silvia, 0244-2-24-48 Emergency Unit (UPU) – head, Gurschi Valeriu, 079731545 Perinatal Center - head, Machedon Viorica, 069072862 Department Pediatrics – head, Cemortan Rodica, 069914803</p> <p><b>Strășeni Hospital</b> Post-rape kits for adult and child survivors Director – Ioana Soimu, 0237 22448 Emergency Unit – head, Avram Aliona, 069809107</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> <p><b>Amici dei Bambini PSS Hotline 080010804</b> Monday to Friday, 9:00 am–7:00 pm</p> <p><b>Blue Dot Sculeni and Leuseni</b> Tel. 069749751 (child protection specialist) Open: daily 12.00 pm.-12.00 am</p> <p>Blue Dot in Sculeni border crossing point: Tel. 069749757 (child protection specialist). Open: daily 12.00 p.m. - 12.00 a.m. Back up: Virgiliu Hangan, coordinator, tel. 079626964.</p> <p><i>For adolescents and youth 10-24, comprehensive medical and psychological care (also including pregnancy prevention, safe abortion, prevention and treatment of STI, including HIV etc):</i></p> <p>Nearest Youth Clinic (YK) can be found here: <a href="https://www.neovita.md/despre-neovita/reteaua-cspt/">https://www.neovita.md/despre-neovita/reteaua-cspt/</a></p> <p><b>National Centre for Prevention of Child Abuse (CNPAC),</b> Calea lesilor 61/2, Chisinau Psychological counselling for children Tel: 22 758 806, 22 756 778, Iulia Gheorghies, Program Director, <a href="mailto:igheorghies@cnpac.md">igheorghies@cnpac.md</a>, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a>,</p>	<p><b>National Emergency Line 112</b></p> <p><b>Transportation for UASC at border areas:</b> AVE Copii or Local Guardianship Authorities</p> <p><b>ACTED:</b> Transportation to Chisinau and Iasi daily, transportation and accommodation in RACs Ecaterina Covtun <a href="mailto:Ecaterina.covtun@acted.org">Ecaterina.covtun@acted.org</a>, Tel: 069471945</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></p> <p>For children needing air transfers: <a href="mailto:mdacheutransfer@unhcr.org">mdacheutransfer@unhcr.org</a></p>	<p><b>UNHCR Cash Assistance:</b> *10, Mihai Eminescu str., Orhei *16, Vasile Alecsandri str. Ungheni *3A, Stefan cel Mare str., Causeni</p> <p><b>NFIs:</b> <u>NFIs, winter clothes/shoes for vulnerable children:</u> <b>"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 <u>NFIs, winter clothes/shoes for Roma children:</u> Focal point: Elena Sarbu, <a href="mailto:vocearomilor@gmail.com">vocearomilor@gmail.com</a> <u>Winter boots, distribution in Causeni, Stefan-Voda, Chisinau, Popeasca and Peresecina RACs:</u> Humanity and Inclusion Contact: Aida Arakelyan, <a href="mailto:a.ararakalyan@hi.org">a.ararakalyan@hi.org</a>, +37369150910 <u>NFIs and winter clothes in Transnistria:</u> Lifting Hands International (LHI) +373 603 66 217, Transnistria: +373 779 85 819, Whatsapp: +39338206881</p>

<p>Head of Gynecology department - head, Postica Marina, 079517275</p> <p><b>Nisporeni Hospital</b> Post-rape kids for adult and child survivors Director – Ulinici Nadejada, 0264 22 344</p> <p><b>YOUTH CLINICS:</b></p> <p><b>YK „TELENEȘTI”</b> 5, Stefan cel Mare str., Telenesti Tel: 067272308 Working hours: 08:00 -15:30</p> <p><b>YK „IMPULS”</b> 27, Romana str., Ungheni, Tel: 0236 22334 Working hours: 8:00 -18:00</p> <p><b>YK „NISPROTECT”</b> 5, Toma Ciorba str., Nisporeni, Tel: 0264 26070 Working hours: 8:00 -17:45</p> <p><b>YK “VITA LONGA”</b> 1, Bojole str., Calarasi, tel: 0244 2-64-92 Working hours: 8:00 -17:00</p> <p><b>YK „ORHEI”</b> 85, Negruzzi str., Orhei, Tel: 0235 21457 Working hours: 8:00 -16:00</p> <p><b>YK „VITAMIN”</b> 1, Stefan cel Mare, Criuleni, tel: 0248 21000 Working hours: 8:00 -17:30</p> <p><b>YK „PRO-SALVA”</b> 105, Stefan cel Mare str., Straseni, Tel: 0237 27663 Working hours: 9:00 -16:30</p> <p><b>YK „TINERETUL ȘI SĂNĂTATEA”</b> 153, Mihalcea Hincu str., Hincesti, Tel:0269 21902 Working hours: 8:00 -18:00</p>	<p>Tel: 69203016.</p> <p><b>Early Starters:</b> Activities for children aged 3 - 14, focused on reducing trauma and enhancing socio-emotional skills.</p> <p>Ciorescu COTN Cezara Cornienco (<a href="mailto:cezaracornienco@gmail.com">cezaracornienco@gmail.com</a>)</p> <p>Monday-Friday: 10:00 - 13:00, 14:00 - 16:00 Ciorescu, Alexander cel Bun street, 4</p>		<p><b>Moldova for Peace</b> Food, Hygienic kits, winter clothes and shoes. Oleg Tomsa, 068768798, <a href="https://dopomoha.md/">https://dopomoha.md/</a></p> <p><b>Education and Child friendly activities:</b></p> <p>Romanian language courses for refugee children <a href="mailto:corespondenta@cntm.md">corespondenta@cntm.md</a></p> <p><b>Other:</b> <a href="https://dopomoga.gov.md/">https://dopomoga.gov.md/</a></p>
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<p><b>YK „AVANTE”</b> 19, Alexandru cel Bun str., Costesti, Ialoveni, Tel: 026823242 Working hours: 08:00 - 17:00</p> <p><b>YK „CALIPSO”</b> 30/2 Uzinelor, Anenii Noi, Tel: 0265 22831 Working hours: 08:00 -17:00</p>			
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