

Child Protection Referral Pathways: North

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 Sclifos, Child Protection Associate
mdachcpu@unhcr.org, +37369998393

Protection Desk Bălți:

Strechii Diana, 068001055, Diana.strechii@cda.md and
Mariana Girbu, 079545589, mariana.girbu@cda.md

Protection Desk Dondușeni:

Plesca Patricia, 060862188, patricia.plesca@cda.md

UNICEF Child Protection Unit:

Tatiana Danilescu, Child Protection Officer, tdanilescu@unicef.org, 069594326.

Dawood Khan, Child Protection in Emergency Specialist, dkhan@unicef.org, 068979976.

Flore Rossi, Child Protection Specialist, rossi@unicef.org

Blue Dots in the region:**Blue Dot Otaci:**

151 Prieteniei Str, Otaci,

CCF Moldova, Natalia Faureanu - 069495184, 060380037

Open: daily 24/7

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>National Centre for Prevention of Child Abuse (CNPAC), Calea Iesilor 61/2, Chisinau</p> <p>Psychological counselling for children</p> <p>Iulia Gheorghies, CNPAC Program director, igheorghies@cnpac.md, office@cnpac.org.md</p> <p>Tel: 22 758 806, 022 756 778, 69203016</p> <p>Child and Family Empowerment Association "AVE Copiii", Str. Constantin Stere 1,</p> <p>Mariana Ianachevici, Director, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82</p>	<p>Child and Family Empowerment Association "AVE Copiii",</p> <p>Child protection case management Str. Constantin Stere 1, Mariana Ianachevici, Director, m.ianachevici@avecopiii.md Tel: +373 22 23 25 82</p> <p>Partnerships for Every Child Foster care for UASC in Donușeni district, Ana Palii, 069103596, apalii@p4ec.md Natalia Meaun, 067688111, meaunnatalia@gmail.com</p>	<p>Child and Family Empowerment Association "AVE Copiii",</p> <p>Child protection case management, Str. Constantin Stere 1 Mariana Ianachevici, Director: m.ianachevici@avecopiii.md, Tel: 22 23 25 82</p> <p>Temporary placement center for children separated from their parents: Soroca cp.soroca@anas.md Tel: 02303058</p> <p>District Association for Education "Prutul de Sus", Individual PSS, 53, Independenței street, Edineț, Alina Reșetnicov, mob: 069820671 alina.resetnicov@gmail.com, mdareap@gmail.com</p>	<p>Keystone Moldova, Sfantu Gheorghe, 20 str., Chisinau</p> <p>Ludmila Malcoci, Director : lmalcoci@khs.org Tel: 69501709</p>	<p>Law Center of Advocates (LCA/CDA)</p> <p>Svetlana Jioara Svetlana.jioara@cda.md, +373 605 748 48</p>

Step 3: Referral to other services			
Health care	Child Psychosocial support and MHPSS	Security, Alternative Care, and Justice	Other Basic Services (Cash, NFIs, Education)
<p>HOSPITALS:</p> <p>* Medical entry point including Post Rape Kits for adults and children:</p> <p>Bălți Clinical Hospital, Contact information: Medical Director – Condrea Ala 069385772 Emergency Unit Head - Cotos Raisa 068484439 Perinatal Center Head, Frumusachi Carolina 07953943; Department of Pediatrics Head - Neamțu Maria 079082994</p> <p>Edineț Hospital Contact information: Director - Gutu Anatol, 069592895, Emergency Unit (UPU) Head - Bostan Ala, 078485172; Perinatal Center Head - Flocea Vitalie, 069286943</p> <p>Department of Pediatrics Head - Flocea Vitalie, 069286943</p> <p>YOUTH CLINICS:</p> <p>YK „IUVENTUS” Contact information: 48, Eminescu str., Briceni Tel: 0247 25683</p> <p>YK „OCNIȚA” Contact information: 64, Independentei, Ocnita Tel: 0271 26029</p> <p>YK „SPERANȚA TINERILOR” Contact information: 26/1Mihai Eminescu str., CS et 2, cab. 28, 29</p>	<p>Children’s Emergency Relief International CERI Moldova</p> <p>Trauma-based counseling, case management for mothers with children Irina Rotaru, Rotaru@yahoo.com Tel: +373 22624440, 22624441</p> <p>Blue Dot Otaci, PSS, Child friendly space Natalia Faureanu 069495184, 060380037 Otaci, 151 Prieteniei Str.</p> <p>Amici dei Bambini PSS Hotline 080010804 Monday to Friday, 9:00 am–7:00 pm</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: https://www.neovita.md/despre-neovita/reteaua-cspt/</p> <p>Early Starters Activities for children aged 3 - 16, focused on reducing trauma and enhancing socio-emotional skills.</p> <p>Alexandrina Plugari alplugari@gmail.com Dorm "Meridian" Balti, Stefan cel Mare Street, 20 Monday-Friday: 15:00 - 20:00</p>	<p>National Emergency Line: 112</p> <p>Transportation for UASC at border areas: AVE Copiii or Local Guardianship Authorities</p> <p>ACTED: Transportation to Chisinau and Iasi daily, transportation and accommodation in RACs Ecaterina Covtun Ecaterina.covtun@acted.org, Tel: 069471945</p> <p>UNHCR and IOM EU Air Transfers Free flights to selected EU countries and temporary protection For more information: https://help.unhcr.org/moldova/eu-air-transfers/ For children needing air transfers: mdacheutransfer@unhcr.org</p> <p>Roma women’s protection and cultural mediation:</p> <p>Elena Sirbu, co-chair of the Roma Task Force from the part of the Roma Voice Coalition, Roma Community Mediator, President of the Roma Women Alliance, vocearomilor@gmail.com, 06 811 34 29</p>	<p>CASH:</p> <p>UNHCR Cash Enrollment: *Mihai Viteazul 47 street, Balti. *Stefan Cel Mare 130, Donduseni.</p> <p>NFIs:</p> <p><u>Diapers, winter clothes and shoes for children and adults:</u> Zdorovii Gorod, 44, Mihai Viteazu str., Balti</p> <p><u>NFIs, winter clothes/shoes for vulnerable children:</u> "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82</p> <p><u>NFIs and winter clothes in Transnistria:</u> Lifting Hands International (LHI) +373 603 66 217, Transnistria: +373 779 85 819, Whatsapp: +39 338206881</p> <p><u>NFIs, winter clothes/shoes for Roma children:</u> Focal point: Elena Sarbu, vocearomilor@gmail.com</p> <p>Moldova for Peace: https://dopomoha.md</p> <p>Education and Child-friendly</p>

<p>Donușeni, Tel:0251 22394</p> <p>YK „ SALVE” Contact information: 81, Independenței, Edinet Tel: 0246 23194</p> <p>YK „ PROVITA” Contact information: 59, Independenței str., Riscani Tel: 0256 24088</p> <p>YK „ANA” Contact information: 4, Nicolae Testemițanu str., fl.1, Drochia Tel: 0252 243 88</p> <p>YK „PRO-VIAȚA” Contact information: 19 M. Eminescu str., Soroca Tel: 0230 92100</p> <p>YK „SPERANȚA” Contact information: 2, Tricolorului str., Glodeni, Tel: 0249 22913</p> <p>YK „ATIS” Contact information: 30, Kiev str. Balti, Tel: 0231 46462</p> <p>YK „SATI”, Contact information: 38, Stefan cel Mare str., Falesti Tel: 0259 25265</p> <p>YK „VIITORUL” Contact information: 9, N. Testimitanu str., Singerei Tel: 0262 21785; 0262 26268</p> <p>YK „ÎNCREDERE” Contact information: 37, Stefan cel Mare str., Floresti, Tel: 0250 25416</p> <p>YK „NEW LIFE” Contact information: 11, Nicolae Testemițanu str., CS, fl. 2, Soldanesti, Tel: 0272 25009 Working hours: 15:00 -18:00</p>			<p>activities:</p> <p>Romanian language courses for refugee children Balti, Glodeni and other regions, corespondenta@cntm.md</p> <p>AVE Copiii's Youth Friendly Centers:</p> <p>Community Center for Mental Health, CCSM, 23A, Șevcenco, str., Bălți</p> <p>Center for family Crisis “Sotis” 23, Șevcenco str., Bălți</p> <p>“Meridian” Dorm, 20, Stefan cel Mare str., Bălți</p> <p>Other: https://dopomoga.gov.md/</p>
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<p>YK „ARMONIA” Contact information: 5, Sciusev str., Rezina, Tel: 0254 23-3-89 069709896 - Alyona Working hours: 08:00 -17:00</p>			
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