## 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/](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.  
Flore 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.
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.
Tel. 069749757 (child protection specialist)
Open: daily 12.00 p.m. - 12.00 a.m. (24/7 when needed).

---

<table>
<thead>
<tr>
<th>GBV services for children</th>
<th>Children at risk including victims of violence, neglect, and exploitation</th>
<th>Alternative care arrangements for UASC and children at risk</th>
<th>Children with disabilities</th>
<th>Children without documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Centre for Prevention of Child Abuse (CNPAC): Chisinau psychological counselling for children Calea Iesilor 61/2, Tel: 22 758 806, 22 756 778,  Julia 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></td>
<td>Children and Family Empowerment Association &quot;AVE Copiii&quot;, Child protection case management, Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.iianachevici@avecopiii.md">m.iianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</td>
<td>Child and Family Empowerment Association &quot;AVE Copiii&quot;, Child protection case management, Str. Constantin Stere 1 Mariana Ianachevici <a href="mailto:m.iianachevici@avecopiii.md">m.iianachevici@avecopiii.md</a>, Tel: 22 23 25 82</td>
<td>Keystone Moldova, Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, <a href="mailto:lmalcoci@khs.org">lmalcoci@khs.org</a>, Tel: 69501709</td>
<td>Temporary placement center for boys with mental disabilities Orhei <a href="mailto:cp.orhei@anas.md">cp.orhei@anas.md</a> Tel: 23528871</td>
</tr>
<tr>
<td>Child and Family Empowerment Association &quot;AVE Copiii&quot;: Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.iianachevici@avecopiii.md">m.iianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</td>
<td>Children’s Emergency Relief International CERI Moldova Trauma-based counseling, case management for mothers with children Irina Rotaru, <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22 2624440, 22624441</td>
<td></td>
<td>Temporary placement center for girls with mental disabilities Hincesti <a href="mailto:cp.hincesti@anas.md">cp.hincesti@anas.md</a> Tel: 26922362</td>
<td></td>
</tr>
<tr>
<td>NGO “Future Starts Today”, 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</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Law Center of Advocates (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</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Partnerships for Every Child,  
| Foster care for UASC in Orhei district,  
| Ana Palii, 069103596, apalii@p4ec.md  
| Silvia Tocari, 079715415, silvia.tocari@mail.ru |
### Step 3: Referral to other services

<table>
<thead>
<tr>
<th>Health care</th>
<th>Child Psychosocial support MHPSS</th>
<th>Security, Alternative Care, and Justice</th>
<th>Other Basic Services (Cash, NFIs, Education)</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Resource Center on Youth Friendly Health Services “Neovita” Chisinau, str. Socoleni 19 Tel: 022463728, 022406634</td>
<td>Children's Emergency Relief International CERI Moldova Trauma-based counseling Irina <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22624440, 22624441</td>
<td>National Emergency Line 112</td>
<td>UNHCR Cash Assistance:</td>
</tr>
<tr>
<td>Life without Leukemia NGO Helping children with leukemia Tel: 60497733, 60200523</td>
<td>Amici dei Bambini PSS Hotline 080010804 Monday to Friday, 9:00 am-7:00 pm</td>
<td>Transportation for UASC at border areas: AVE Copii or Local Guardianship Authorities</td>
<td>*10, Mihai Eminescu str., Orhei</td>
</tr>
<tr>
<td></td>
<td>Blue Dot Sceleni and Leuseni Tel. 069749751 (child protection specialist) Open: daily 12.00 pm.-12.00 am</td>
<td>ACTED: 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</td>
<td>*16, Vasile Alecsandri str. Ungheni</td>
</tr>
<tr>
<td>HOSPITALS: Medical entry point including Post Rape Kits for adults and children</td>
<td>Blue Dot in Sceleni border crossing point: Tel. 069749757 (child protection specialist). Open: daily 12.00 p.m. - 12.00 a.m. Back up: Virgilu Hangan, coordinator, tel. 079626964.</td>
<td></td>
<td>*3A, Stefan cel Mare str., Causeni</td>
</tr>
<tr>
<td>Hincești Hospital Post-rape kits for adult and child survivors Director – Ciubotaru Petru, 079950903 Perinatal Center - head, Bîrlădeanu Natalia, 067297770 Department of Pediatrics – head, Grigoraș Aliona, 069545210</td>
<td>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): 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></td>
<td>UNHCR IOM EU Air Transfers 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></td>
<td>NFIs, winter clothes/shoes for vulnerable children:</td>
</tr>
<tr>
<td>Călărași Hospital Post-rape kids for adult and child survivors Director – Bobescu Silvia, 0244-2-24-48 Emergency Unit (UPU) – head, Gurschi Valeriu, 079731545 Perinatal Center - head, Machedon Natalia, 069072862 Department of Pediatrics – head, Cemortan Rodica, 069914803</td>
<td>National Centre for Prevention of Child Abuse (CNPAC), 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>.</td>
<td>For children needing air transfers: <a href="mailto:mdacheutransfer@unhcr.org">mdacheutransfer@unhcr.org</a></td>
<td>&quot;AVE Copii&quot; Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopii.md">m.ianachevici@avecopii.md</a>, Tel: +373 22 23 25 82</td>
</tr>
<tr>
<td>Strășeni Hospital Post-rape kids for adult and child survivors Director – Ioana Soimu, 0237 22448 Emergency Unit – head, Avram Aliona, 069809107</td>
<td></td>
<td></td>
<td>NFIs, winter clothes/shoes for Roma children:</td>
</tr>
</tbody>
</table>

For more information:
- [https://help.unhcr.org/moldova/eu-air-transfers/](https://help.unhcr.org/moldova/eu-air-transfers/)
- [https://www.neovita.md/despre-neovita/reteaua-cspt/](https://www.neovita.md/despre-neovita/reteaua-cspt/)
- [https://www.neovita.md/despre-neovita/reteaua-cspt/](https://www.neovita.md/despre-neovita/reteaua-cspt/)
Head of Gynecology department - head, Postica Marina, 079517275

**Nisporeni Hospital**
Post-rape kids for adult and child survivors
Director – Ulinici Nadejada, 0264 22 344

**YOUTH CLINICS:**

**YK „TELENESTI“**
5, Stefan cel Mare str., Telenesti
Tel: 067272308
Working hours: 08:00 - 15:30

**YK „IMPULS“**
27, Romana str., Ungheni, Tel: 0236 22334
Working hours: 8:00 - 18:00

**YK „NISPROTECT“**
5, Toma Ciorba str., Nisporeni,
Tel: 0264 26070
Working hours: 8:00 - 17:45

**YK „VITA LONGA“**
1, Bojole str., Calarasi, tel: 0244 2-64-92
Working hours: 8:00 - 17:00

**YK „ORHEI“**
85, Negruzzi str., Orhei,
Tel: 0235 21457
Working hours: 8:00 - 16:00

**YK „VITAMIN“**
1, Stefan cel Mare, Criuleni, tel: 0248 21000
Working hours: 8:00 - 17:30

**YK „PRO-SALVA“**
105, Stefan cel Mare str., Straseni,
Tel: 0237 27663
Working hours: 9:00 - 16:30

**YK „TINERETUL ŞI SĂNĂTATEA“**
153, Mihalcea Hincu str., Hincesti, Tel: 0269 21902
Working hours: 8:00 - 18:00

Tel: 69203016.

**Early Starters:**
Activities for children aged 3 - 14, focused on reducing trauma and enhancing socio-emotional skills.

Ciorescu COTN
Cezara Cornienco (cezaracornienco@gmail.com)

Monday-Friday:
10:00 - 13:00, 14:00 - 16:00
Ciorescu, Alexander cel Bun street, 4

**Moldova for Peace**
Food, Hygienic kits, winter clothes and shoes.
Oleg Tomsa, 068768798,
[https://dopomoha.md/](https://dopomoha.md/)

**Education and Child friendly activities:**

Romanian language courses for refugee children
corespondenta@cntm.md

Other:
[https://dopomoga.gov.md/](https://dopomoga.gov.md/)
| **YK „AVANTE“** | 19, Alexandru cel Bun str., Costesti, Ialoveni, Tel: 026823242 | Working hours: 08:00 – 17:00 |
| **YK „CALIPSO“** | 30/2 Uzinelor, Anenii Noi, Tel: 0265 22831 | Working hours: 08:00 -17:00 |