Child Protection Referral Pathways: Chișinău

**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 (see below - Step 3)

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

**Protection Desk Chișinău:** Olărescu Alexandru, alexandru.olarescu@cda.md, 068001051.

**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, frossi@unicef.org
Blue Dots in the region:

Blue Dot Moldexpo RAC  
1, Ghiocielior Str., Chisinau  
Terre des hommes Moldova, Tatiana Zaloj, 069265735, tatiana.zalo@tdh.ch  
Open: Monday – Saturday, 09 am – 06 pm

Blue Dot Moldexpo Cash Enrolment,  
1, Ghiocielior Str., Chisinau  
Terre des hommes Moldova, Tatiana Zaloj, 069265735, tatiana.zalo@tdh.ch  
Open: Monday – Friday, 09 am – 05 pm

Blue Dot at Republican Center for Children and Youth ARTICO,  
169, Stefan cel Mare bd., Chisinau  
Terre des hommes Moldova, Tatiana Zaloj, 069265735, tatiana.zalo@tdh.ch  
Open: Monday – Friday, 08 am – 05 pm

Blue Dot Moldova for Peace,  
str. 31 august 1989 151, Chisinau, Moldova  
Constanta Dohotaru, dkonstantza@gmail.com  
Open: Monday – Friday, 09 am – 07 pm

Blue Dot TAC, Charity Center for Refugees CCR,  
Bulevardul Dacia 60/4, Chișinău, Moldova  
Djavid Paknehad, ccr@mdl.net  
Open: Monday – Friday, 09 am – 06 pm

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
---|---|---|---|---
National Centre for Prevention of Child Abuse (CNPAC), Calea Iesilior 61/2, Chisinau  
Psychological counselling for children  
Tel: 22 758 806, 22 756 778  
Julia Gheorghies, igheorghies@cnpac.md, Tel: 69203016, office@cnpac.org.md

Child and Family Empowerment Association "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82

Children's Emergency Relief International CERI Moldova  
Trauma-based counseling, case management for mothers with children  
Irina Rotaru, Rotaru@yahoo.com, Tel: +373 22624440, 22624441

Child and Family Empowerment Association "AVE Copiii",  
Child protection case management  
Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82

Child and Family Empowerment Association "AVE Copiii",  
Child protection case management  
Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: 22 23 25 82

Keystone Moldova, Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, mlmalcoci@khs.org, Tel: 69501709

SOS Autism  
Diagnosis, evaluation and therapy for children with autism  
191, Grenoble str., Chisinau  
sosautism.moldova@gmail.com, Dumitras Aliona, 068878788, Zinaida 069768915

Law Center of Advocates (LCA/CDA)  
Svetlana Jioara, Svetlana.jioara@cda.md, Tel: +373 605 748 48
### Step 3: Referral to other services

<table>
<thead>
<tr>
<th>Health care</th>
<th>Child Psychosocial support</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 Enrollment: Moldexpo, Ghioceilor 1 str, Chisinau NFIs:</td>
</tr>
<tr>
<td>Life without Leukemia NGO Helping children with leukemia Tel: 60497733, 60200523, Testemitanu 30 street, Chisinau, Moldova.</td>
<td>Blue Dot Moldexpo, (Terre des Homme) Tatiana Zaloj 069265735 Blue Dot Moldexpo, Tel: 068755277 Blue Dot Moldexpo CBI location, Tatiana Zaloj 069265735</td>
<td>Transportation for UASC at border areas: AVE Copii or Local Guardianship Authorities. UNHCR and 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> For children needing air transfers: <a href="mailto:mdacheutransfer@unhcr.org">mdacheutransfer@unhcr.org</a></td>
<td>NFIs, winter clothes/shoes for vulnerable children: “AVE Copii”, 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>HOSPITALS:</td>
<td>Amici dei Bambini PSS Hotline 080010804 Monday to Friday, 9:00 am–7:00 pm 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>Protection for Roma refugee and cultural mediation</td>
<td>Winter clothes/shoes for Roma children: Focal point: Elena Sarbu, <a href="mailto:vocearomilor@gmail.com">vocearomilor@gmail.com</a></td>
</tr>
<tr>
<td>Institute of Emergency Medicine, 1, Toma Ciorba str., Chisinau, Tel: +373 22 250 761</td>
<td>National Centre for Prevention of Child Abuse (CNPAC) Psychological counselling for children Calea Iesilar 61/2, Chisinau Tel: 22 758 806, 22 756 778, Iuliu 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>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, <a href="mailto:vocearomilor@gmail.com">vocearomilor@gmail.com</a>, 06 811 34 29</td>
<td>Winter boots distribution in Causeni, Stefan-Voda, Chisinau, Popeasca and Peresecina RACs: Humanity and Inclusion, Contact: Aida Arakelyan, <a href="mailto:a.ararakalyan@hi.org">a.ararakalyan@hi.org</a>, +37369150910</td>
</tr>
<tr>
<td>Institute of Mother and Child, 93, Burebista str, Chisinau, Tel: +373 22 781 210</td>
<td>Early Starters Activities for children focused on reducing trauma and enhancing socio-emotional skills.</td>
<td>Roma cultural mediator and NGOs: Marin Alla, Elena Sirbu, Ion Duminica, 069162200.</td>
<td>Food, Hygienic kits, winter clothes and shoes for Children Oleg Tomsa, 068768798, <a href="https://dopomoha.md/">https://dopomoha.md/</a></td>
</tr>
<tr>
<td>Clinical Municipal Hospital no.1 „Gheorghe Paladi”, 20, Melestiu str., Chisinau, Tel: +373 22 273 750, +373 22 270 479</td>
<td></td>
<td></td>
<td>Education and Child-friendly activities: Romanian language courses for refugee children <a href="mailto:corresponenta@cntm.md">corresponenta@cntm.md</a></td>
</tr>
<tr>
<td>Emilian Cotaga Children’s Republican Clinical Hospital Strada Vasile Alecsandri, Codru 022 729 854</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children between 3-14</td>
<td>COTN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Manager: Alexandrina Plugari (<a href="mailto:alplugari@gmail.com">alplugari@gmail.com</a>)</td>
<td>Cezara Cornienco (<a href="mailto:cezaracornienco@gmail.com">cezaracornienco@gmail.com</a>)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanatorium &quot;Constructorul&quot; Chisinau, Zelinski street, 15. Monday-Saturday: 10:00-13:00, 15:00-18:00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children between 3-12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COTN Chisinau, Traian boulevard, 3. Monday-Friday: 09:30 - 13:00 14:00 - 16:00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: <a href="https://dopomoga.gov.md/">https://dopomoga.gov.md/</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>