# Child Protection Referral Pathways: Palanca

## Step 1: Identification of child protection cases

<table>
<thead>
<tr>
<th>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.</th>
<th>Additionally, a child or caregiver may directly seek support by: approaching a service provider or contacting a help line.</th>
</tr>
</thead>
</table>
| **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 Sclifos**, Child Protection Associate  
  mdachcpu@unhcr.org, +37369998393

### UNICEF Child Protection Unit:
- **Tatiana Danilescu**, Child Protection Officer,  
  tdanilescu@unicef.org, 069594326.  
- **Dawood Khan**, Child Protection in Emergency Specialist,  
  dkh@unicef.org, 068979976.  
- **Flore Rossi**, Child Protection Specialist,  
  frossi@unicef.org
### Blue Dots in the region:

**Blue Dot Pălanca:** Partnerships for Every Child, Virgil Hangan, 079626964, vhangan@p4ec.md
Bus Station tel. 060154010,
Border crossing point- 069749740- Child Protection specialist
Open: daily, 08:30 am – 22:00 pm (24/7, based on the need).

<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), Psychological counselling for children</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.ianachevici@avecopiii.md">m.ianachevici@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.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</td>
<td>Keystone Moldova, Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, <a href="mailto:mmlaloci@khs.org">mmlaloci@khs.org</a> Tel: 69501709</td>
<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</td>
</tr>
<tr>
<td>Child and Family Empowerment Association &quot;AVE Copiii&quot;, Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 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><strong>INTERSOS:</strong> Services: First aid, primary health care, referral</td>
<td>Blue Dot Palanca, (P4EC) tel. 060154010. Back up: Virgiliu Hangan, coordinator, tel. 079626964. 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):</td>
<td>National Emergency Line 112 Transportation for UASC at border areas: AVE Copii or Local Guardianship Authorities ACTED- transportation, Palanca- Chisinau, Tudora-Chisinau. Buses depart daily, 2:00 pm and 6:00 pm. 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>UNHCR Cash Assistance: <a href="https://help.unhcr.org/moldova/">https://help.unhcr.org/moldova/</a> NFIs: NFIs, winter clothes/shoes for vulnerable children: &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 Winter boots, distribution in Causeni, Stefan-Voda, Chisinau, Popeasca and Perescina RACs: Humanity and Inclusion, Contact: Aida Arakelyan, <a href="mailto:a.ararakalyan@hi.org">a.ararakalyan@hi.org</a>, +37369150910 NFIs, winter clothes/shoes for Roma children: Focal point: Elena Sarbu, <a href="mailto:vocearomilor@gmail.com">vocearomilor@gmail.com</a> Moldova for Peace, <a href="https://dopomoha.md">https://dopomoha.md</a> Education services and child-friendly spaces: Romanian language courses for refugee children: <a href="mailto:corespondenta@cntm.md">corespondenta@cntm.md</a> Other: Dopomoga Moldova, <a href="https://dopomoga.gov.md">https://dopomoga.gov.md</a></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Tessa van Boekholt (Coordinator) Phone: +37378695134 Email: <a href="mailto:medco.moldova@intersos.org">medco.moldova@intersos.org</a></td>
<td>Nearest Youth Klinic (YK) can be found here: <a href="https://www.neovita.md/despre-neovita/retea-CSPT/">https://www.neovita.md/despre-neovita/retea-CSPT/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Back Up:</strong> Jessica Olivia Black, Phone: +37360310015 Email: <a href="mailto:fieldoff3.moldova@intersos.org">fieldoff3.moldova@intersos.org</a></td>
<td>National Centre for Prevention of Child Abuse (CNPAC), Psychological counselling for children Calea iesilor 61/2, Chisinau Tel: 22 758 806, 22 756 778, Iulia Gheorghies, Program <a href="mailto:gheorghies@cnpac.md">gheorghies@cnpac.md</a>, Tel: 69203016, <a href="mailto:office@cnpac.org.md">office@cnpac.org.md</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nearest Hospital in the region:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ștefan-Vodă Hospital 31 August 1989 str., Ștefan Vodă, 0242 22 448.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INTERSOS:</strong> Services: First aid, primary health care, referral</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Focal Point:</strong> Tessa van Boekholt (Coordinator) Phone: +37378695134 Email: <a href="mailto:medco.moldova@intersos.org">medco.moldova@intersos.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Back Up:</strong> Jessica Olivia Black, Phone: +37360310015 Email: <a href="mailto:fieldoff3.moldova@intersos.org">fieldoff3.moldova@intersos.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nearest Hospital in the region:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>