

## GBV referral pathway – refugee settings– Bucharest, Romania

*Note: GBV actors on the referral pathway have committed to uphold GBV guiding principles including the survivor-centred approach and have the capacity to receive additional referrals and provide quality services in accordance with the GBV Minimum Standards. Non-GBV frontline workers are encouraged to refer survivors to GBV case management organizations as a first point of entry, detailed information on steps to safely handle a disclosure and refer survivors is available [enter link to local pocket guide GBV\_PocketGuide021718.pdf (gbvguidelines.org)]*

### **Note for GBV coordinators**

*GBV actors on the referral pathway have committed to uphold GBV guiding principles including the survivor-centred approach and have the capacity to receive referral of refugees and provide quality services in accordance with the GBV Minimum Standards 19-200 Minimum Standards Report ENGLISH-Nov 1.FINAL\_.pdf (gbvaor.net)*

*Non-GBV frontline workers are encouraged to refer survivors to GBV case management organizations as a first point of entry, detailed information on steps to safely handle a disclosure [https://www.youtube.com/watch?v=n\\_YhXzMv1E4](https://www.youtube.com/watch?v=n_YhXzMv1E4) and refer survivors is available here: <https://gbvguidelines.org/en/pocketguide/>*

<p><b>DOs</b></p> <ul style="list-style-type: none"> <li>▪ DO believe the survivor.</li> <li>▪ Reassure the survivor that this was not their fault</li> <li>▪ DO provide practical care and support (e.g. offer water, somewhere to sit, etc.).</li> <li>▪ DO listen to the person without asking questions.</li> <li>▪</li> <li>▪ <i>Confidential – sharing with humanitarian workers only authorised</i></li> <li>▪ Provide reliable and comprehensive information on the available services and support to survivors of GBV</li> <li>▪ Do inform survivors of rape about clinical management of rape and importance to access them within 72 hours</li> <li>▪ Do ensure the best interest of the child is given priority when family/guardian make decisions on behalf of the child. Preferably, the accompanying adult should be selected by the child</li> <li>▪ Obtain informed consent of the survivor before any referral</li> <li>▪ DO refer the case confidentially to appropriate GBV focal point</li> </ul>	<p><b>DONTs</b></p> <ul style="list-style-type: none"> <li>▪ DO NOT pressure the survivor into providing information or further details.</li> <li>▪ DO NOT doubt or contradict the survivor.</li> <li>▪ DO NOT investigate the situation or provide advice</li> <li>▪ DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).</li> <li>▪ DO NOT write down or share details of the incident or personal details of the survivor</li> <li>▪ DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.</li> <li>▪ Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.</li> </ul>	<p><b>ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH</b></p> <ul style="list-style-type: none"> <li>▪ PRIORITY the needs, wishes, and decisions the survivor expresses</li> <li>▪ ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding their case</li> <li>▪ NEVER blame the survivor</li> <li>▪ Be patient, be a GOOD LISTENER, and be NON-JUDGEMENTAL</li> <li>▪ DO NOT share ANY information with other actors without obtaining informed consent from the survivor</li> </ul>
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## IMMEDIATE RESPONSE

Case management and/or psychosocial support entry point	Medical entry point/ Access to Sexual and Reproductive Health Services
<p><b>Sensiblu Foundation</b> Address: 4 Negru Voda St., C3A building, 3rd entrance, 3rd floor, flat 43, District 3 Bucharest Phone: +40213114636 / +40787541854 Languages: English, Russian and Ukrainian Hours: 9:00-17:00 Email: <a href="mailto:fundatia.sensiblu@adpharma.com">fundatia.sensiblu@adpharma.com</a> Psychosocial services for women and girls, survivors of GBV – social counselling, psychotherapy face-to-face and online, legal counselling, facilitating access to medical and psychiatric services, educational programs, and employment.</p> <p><b>ANAIS Association</b> Address: Calea Mosilor nr. 256 bl. 2 sc. A et. 1 ap. 1, Sector 2, București Phone: +40736.380.879 / +4021.210.89.62 - available for Romanian and English speakers +40733948296 - available for Russian speakers Hours: 9:00-17:00 E-mail: <a href="mailto:contact@asociatia-anais.ro">contact@asociatia-anais.ro</a> Anais offers case management services to survivors of GBV with focus on survivors of domestic violence.</p> <p>ANAIS offer free counselling and guidance to victims of domestic violence (telephone, personal, online), legal advice regarding their rights to obtain the protection order and psychological counselling (individual and support groups) including victims of sexual violence, representation/assistance in court to obtain the protection order (for Bucharest / Ilfov area. Facilitating access to translation, forensic taxes, medical services for victims of GBV. Services are offered regardless of the country of origin or status (refugee, asylum seeker, tolerated person, etc.) of the person who is in Romania.</p>	<p><b>Emergency number: 112 (24/7 multiple languages – police and medical services are notified at the same time)</b></p> <p><b>For safe referrals to SRH services:</b></p> <p><b>FILIA Centre</b> Address: Str. Povernei, no. 6-8, Sector 1, Bucharest Phone: +4 021 313.80.24 Email: <a href="mailto:office@centrulfilia.ro">office@centrulfilia.ro</a> FP: <a href="mailto:andrada.cilibiu@centrulfilia.ro">andrada.cilibiu@centrulfilia.ro</a> <a href="mailto:andreea.rusu@centrulfilia.ro">andreea.rusu@centrulfilia.ro</a>; <a href="https://womenscenter.info/en">https://womenscenter.info/en</a></p> <p><b>Emergency Healthcare Facilities within which survivors of GBV can access medical services:</b> (for access to emergency contraception and Post Exposure Prophylaxis (PEP kit) against HIV/AIDS within 72 hours). It is to be noted that the Survivor Centred Approach is not followed, and the police are notified. However, the survivor is not obligated to file an official complaint.</p> <p>University Emergency Hospital Bucharest Address: Splaiul Independenței no. 169, Bucharest Hours: Open 24 hours Phone: +4 021 318 05 19 / +4 021 318 05 23 / +4 021 318 05 22</p> <p><b>Emergency Healthcare Facilities within which HIV treatment is provided</b> (For PEP kits and STI treatment)</p> <p>Institute Of Infectious Diseases Prof. Dr. Matei Balș Address: Str. Doctor Calistrat Grozovici no. 1, Bucharest Hours: for ongoing treatments 8:00-15:00, for emergencies 24/7 Phone: +4021.201.09.80 /+4021.318.60.90</p> <p>Clinical Hospital for Infectious And Tropical Diseases Victor Babeș Address: Bld. Mihai Bravu no. 281, Bucharest Hours: for ongoing treatments 8:00-15:00, for emergencies 24/7 Phone: +40723.259.166 / +4021 317 2727</p>

**IMMEDIATE RESPONSE for child survivors (sexual violence- for other types of violence refer to the CP referral pathways)**

**Case management and/or psychosocial support entry point**

**For adolescent survivors only to accompany the survivor while referring to the authorities as per the national law requirement:**

**Sensiblu Foundation**

address: 4 Negru Voda St., C3A building, 3rd entrance, 3rd floor, flat 43, District 3 Bucharest  
Phone: +40213114636 / +40787541854 (English, Russian and Ukrainian languages are accommodated)

**For younger child survivors (as per law requirement – while taking note that the Survivor Centred Approach is not followed)**

**The National Authority for Child Protection, Persons with Disabilities and Adoption**

Phone: +40 213 100 789  
E-mail: office@anpdca.ro

**IF THE SURVIVOR WANTS TO PURSUE POLICE/LEGAL ACTION**

Police	Legal Information and Assistance
<p><b>Emergency phone numbers:</b></p> <p><b>112</b> - common <b>emergency telephone</b> number that can be dialled free of charge 24/7; takes emergency calls forwards them to specialized intervention agencies (Ambulance, SMURD, Police, Fire Brigade, Gendarmerie, Mountain Rescue) in order to ensure an immediate, uniform and unified response.</p> <p><b>119 – child protection</b> emergency telephone number that can be dialled free of charge 24/7; reporting cases of abuse, neglect, exploitation and any other form of violence against children.</p> <p><b>The National Agency for Equal Opportunities (ANES)</b> Hotline number: 0800.500.333</p>	<p><b>Sensiblu Foundation</b> Address: 4 Negru Voda St., C3A building, 3rd entrance, 3rd floor, flat 43, District 3 Bucharest Phone: +40213114636 / +40787541854</p> <p>Psychosocial services for women and girls, survivors of GBV – social counselling, psychotherapy face-to-face and online, legal counselling, facilitating access to medical and psychiatric services, educational programs, and employment</p> <p><b>ICAR Foundation</b> Address: Unirii Boulevard no.70, Bloc J5, Sector 3 Phone: +40 21 321 22 21 Hours: 9:00-19:00 E-mail: <a href="mailto:icar@icarfoundation.ro">icar@icarfoundation.ro</a></p> <p>In special situations, ICAR can provide legal assistance and accompany asylum seekers in court</p> <p><b>Anais Association</b> Address: Bulevardul Lacul Tei nr. 17, București Phone: +40736.380.879 / +4021.210.89.62 Hours: 9:00-17:00 E-mail: <a href="mailto:contact@asociatia-anais.ro">contact@asociatia-anais.ro</a> Anais offers free social and legal counseling to victims of GBV.</p>

## FOLLOW-UP AND OTHER SERVICES

(Preferably referrals by GBV case managers)

### Sexual and Reproductive Health and Medical care

#### Independent Midwives Association

Address: Marcel Iancu 1, Bucharest; Phone tel: +40724772211; Email: [Contact - Asociația Moașelor Independente \(moasele.ro\)](mailto:contact@moasele.ro)

For advice and further referral for SRH/GBV; Languages; Romanian/Ukrainian/English

#### ICAR Foundation

Address: Unirii Boulevard no.70, Bloc J5, Sector 3; Phone: +40 21 321 22 21; Hours: 9:00-19:00

E-mail: [icar@icarfoundation.ro](mailto:icar@icarfoundation.ro); For asylum seekers: ICAR facilitates access to medical services

### Mental health and psychosocial services (MHPSS)

#### Estuar Foundation

<https://www.estuar.org/>; MH Support;

#### Terre des Hommes Foundation

Address: Str. Franzelariilor No. 6, Bucharest; Phone: +40 371 300 390; Email: [rou.office@tdh.ch](mailto:rou.office@tdh.ch)

#### Zi de bine Association

(Women and Girl Safe Space for socialisation); Phone: 0725565375; Email: [contact@zidebine.ro](mailto:contact@zidebine.ro);

#### Jesuit Refugee Service Romania 0744 405 657

Address: str. Opris Ilie no. 54, Bucharest; Phone: 0744 405 657

Email: [jrsromania@gmail.com](mailto:jrsromania@gmail.com)

### Protection and safety actors (including GBV safe shelters)

#### General Directorate for Social Assistance (DGASMB) Bucharest

FORTE Phone: +4 021.9524 (emergency number) Phone: +4021 314.23.15

Emergency phone: 0219524 (shelters for victims of domestic violence and they are hosting refugees from Ukraine- there is an emergency number and mobile team that can accompany the survivor to the safe shelter)

#### The National Agency for Equal Opportunities (ANES)

Helpline number: 0800.500.333 (24/7 but only available in Romanian)

Has a network of shelters in 42 counties and can provide shelter to refugees, but has no interpreters to help refugee survivors to access other services

#### ADRA

Address: Bulevardul Pache Protopopescu 85, București; Phone: +4021 25 25 117; Hours: M-T 8:30-16:30

F: 8:30-12:30 (Romanian, English, Ukrainian); Email: [office@adra.ro](mailto:office@adra.ro); Assistance on domestic violence (medical tests and shelter)

#### Touched Romania Association

Phone: +4021-211.56.51 / +4 031-405.77.61 (24/7 available in Romanian/English/Ukrainian-

Email: [touchedromania@aol.com](mailto:touchedromania@aol.com)

Faith Based Organization, which runs Casa Agar: Shelter in sector 2, which provides shelter, food, clothes, counselling, and a program of professional reintegration for victims of domestic violence. Possibility to host only Romanian, English and Ukrainian speakers, whether from Ukraine or other countries.

**Carmelite Missionary Association  
House for women "Flos Carmeli"**

Contact details: [casafloscarmeli@gmail.com](mailto:casafloscarmeli@gmail.com); Language: Romanian, Spanish, Italian, Polish, English;

Contact No: 0766815893

Services offered to refugees, including third country nationals: Shelter for extended time, food, hygiene products, linking with medical services.

**Directorates for Child Protection, Persons with Disabilities and Adoption:**

Sector 1-Phone: +4 021/2224275

Sector 2-Phone: +4 0212522202

Sector 3-Phone: +4 0372126100 / +4 021/3410713

Sector 4-Phone: +4 0372/756313 / +4 0372/756314

Sector 5-Phone: +4 031/4259032

Sector 6 -Phone: +4 0217457237 / +4 0217456229

**Law enforcement, legal and justice actors**

**Sensiblu Foundation**

Address: 4 Negru Voda St., C3A building, 3rd entrance, 3rd floor, flat 43, District 3 Bucharest

Phone: +40213114636 / +40787541854 (English, Russian and Ukrainian languages are accommodated)

**Anais Association**

Address: Bulevardul Lacul Tei nr. 17, București; Phone: +40736.380.879 / +4021.210.89.62; Hours: 9:00-17:00

E-mail: [Contact@asociatia-anais.ro](mailto:Contact@asociatia-anais.ro)

**Jesuit Refugee Service Romania 0744 405 657**

Address: str. Opris Ilie no. 54, Bucharest; Phone: **0744 405 657**

Email: [jrsromania@gmail.com](mailto:jrsromania@gmail.com)

**Cash assistance and non-food items**

**UNHCR Cash assistance (Cash for Protection)**

**Bucharest General Directorate of Social Assistance**

**Romexpo free store** (clothes and non-food items) Address: Marasti Blvd. no. 65-67, Bucharest

**Connecting with livelihood opportunities/career coaching**

**Jobs4 Ukraine**

Address: Calea Grivitei 8-10, 1st floor, +40744221224, [contact@jobs4ukr.com](mailto:contact@jobs4ukr.com)

## For Cases of Human Trafficking or suspected Human Trafficking (labour trafficking, sexual exploitation or other types)

### Case management and/or psychosocial support entry point

#### ADPARE

Address: Bucharest (provided over the phone only)

Hours: 9:00 – 17:00

Phone: [+4 \(021\) 253 29 04](tel:+40212532904) (available in English and Romanian)

Email: [adpare@adpare.eu](mailto:adpare@adpare.eu)

Website: <https://adpare.eu/noutati/>

Beneficiaries: Victims of human trafficking of any nationality (refugees included).

#### eLiberare

Hours: 9:00 – 17:00

Crisis textline WhatsApp: +40 757 749 845 (available for Romanian, English, Russian and Ukrainian speakers)

Email: [info@eliberare.com](mailto:info@eliberare.com) Website: <https://www.eliberare.com>;

Services offered: Support services for victims of trafficking (presumed or identified): information, counselling, legal advice;

#### IJM

Hours: 9:00 – 17:00

Phone: 0733.086.101 (Hotline Open Door) (available in English and Romanian)

Email: [ro.contact@ijm.org](mailto:ro.contact@ijm.org).

Website: <https://www.ijm.org/stories/location/romania>

Services: Receive, Record and Refer cases of human trafficking and exploitation to law enforcement partners, individual counselling, legal support, integration services including to Ukrainian refugees.

#### Open Door Foundation

Address: Bucharest (provided over the phone only)

Hours: 9:00 – 17:00

Phone: 0733.086.101 (Hotline Open Door) (available for English and Romanian)

Email: [usadeschisa@yahoo.com](mailto:usadeschisa@yahoo.com)

Website: <http://www.usadeschisa.ro/ro/>

Open Door is a faith-based organisation providing comprehensive assistance and emergency protected shelter to victims of human trafficking exploited for sex, labour, begging and crime, including refugees of all nationalities.

Services provided: Psychological, spiritual and emotional counselling; Assisting and facilitating access to medical and dental services, consultations and comprehensive medical treatment; Vocational training and the possibility of continuing education/training; Family counselling and parenting skills development; Development of home management skills and personal care activities;

### To pursue Legal Action

#### Directorate for the Investigation of Organised Crime (DIICOT)

Contact info: 021.310.0419 / [combating\\_thb@politiaromana.ro](mailto:combating_thb@politiaromana.ro)

Hours of operation 9-5 Language services: Romanian

#### Border Police Hotline

0040219590 – This number is available 24/7 and available in Ukrainian only at certain occasions

## OTHER SERVICES FOR VICTIMS OF TRAFFICKING IN HUMAN BEINGS

### Salvation Army Romania

Address: Str. Ing. Dumitru Zosima nr. 16, Sector 1 Bucharest, România 011537

Phone: +40 727 116 466 (English and Romanian)

Hours: 9:00 – 17:00

Email: [office@armatasalvarii.ro](mailto:office@armatasalvarii.ro)

Website: <https://armatasalvarii.ro>

Salvation Army Romania - accredited as a provider of Social Services without accommodation, licensed in mobile social assistance teams. It has centres in Bucharest, Ploiesti, Craiova, Iași, Bacău and Buzău. Services provided: social, educational, psycho-social and spiritual counselling projects as well as missions with a deep Christian character. day and counselling centres, with mobile teams, social workers, educators and medical staff.

### IJM

Hours: 9:00 – 17:00

Phone: 0757059963(available in English and Romanian)

Email: [ro.contact@ijm.org](mailto:ro.contact@ijm.org).

Website: <https://www.ijm.org/stories/location/romania>

Services: access to legal documentation, linking with accommodation opportunities, provision of medical services

### ECLER - The European Centre for Legal Education and Research

Address: Bd. Bucurestii Noi nr. 74, Bloc A11, Apt. 45

Hours: 9:00-17:00 email: [office@ecler.org](mailto:office@ecler.org); website: [www.ecler.org](http://www.ecler.org);

Services offered: Assistance for victims of human trafficking: general information, medical and legal advice (English, Romanian, Ukrainian, Russian).