

# Child Protection Referral Pathways: Chişinău

## 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/>

### UNHCR Child Protection Unit:

Katie Lampe, Child Protection Officer  
Carolina Sclifos, Child Protection Associate  
[mdachcpu@unhcr.org](mailto:mdachcpu@unhcr.org), +37369998393

Protection Desk Chişinău: Olărescu Alexandru, [alexandru.olarescu@cda.md](mailto:alexandru.olarescu@cda.md), 068001051.

### 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 Moldexpo RAC**

1, Ghiocelilor 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, Ghiocelilor 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](mailto:dkonstantza@gmail.com)  
Open: Monday – Friday, 09 am – 07 pm

**Blue Dot TAC, Charity Center for Refugees CCR,**

Bulevardul Dacia 60/4, Chişinău, Moldova  
Djavid Paknehad, [ccr@mdl.net](mailto: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
<p><b>National Centre for Prevention of Child Abuse (CNPAC),</b> Calea Iesilor 61/2, Chisinau Psychological counselling for children Tel: 22 758 806, 22 756 778, Iulia 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></p> <p><b>Child and Family Empowerment Association "AVE Copiii",</b> Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p>	<p><b>Child and Family Empowerment Association "AVE Copiii",</b> 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</p> <p><b>Children's Emergency Relief International CERi Moldova</b> Trauma-based counseling, case management for mothers with children Irina Rotaru, <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22624440, 22624441</p>	<p><b>Child and Family Empowerment Association "AVE Copiii",</b> Child protection case management Str. Constantin Stere 1 Mariana Ianachevici <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: 22 23 25 82</p>	<p><b>Keystone Moldova,</b> Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, <a href="mailto:lmalcoci@khs.org">lmalcoci@khs.org</a> Tel: 69501709</p> <p><b>SOS Autism</b> Diagnosis, evaluation and therapy for children with autism 191, Grenoble str., Chisinau <a href="mailto:sosautism.moldova@gmail.com">sosautism.moldova@gmail.com</a>, Dumitras Aliona, 068878788, Zinaida 069768915</p>	<p><b>Law Center of Advocates (LCA/CDA)</b> Svetlana Jioara <a href="mailto:Svetlana.jioara@cda.md">Svetlana.jioara@cda.md</a> Tel: +373 605 748 48</p>

**Step 3: Referral to other services**

Health care	Child Psychosocial support	Security, Alternative Care, and Justice	Other Basic Services (Cash, NFIs, Education)
<p><b>National Resource Center on Youth Friendly Health Services "Neovita"</b> Chisinau, str. Socoleni 19 Tel: 022463728, 022406634</p> <p><b>Life without Leukemia NGO</b> Helping children with leukemia Tel: 60497733, 60200523, Testemitanu 30 street, Chisinau, Moldova.</p> <p><b>HOSPITALS:</b></p> <p><b>Institute of Emergency Medicine</b>, 1, Toma Ciorba str., Chisinau, Tel: +373 22 250 761</p> <p><b>Institute of Mother and Child</b>, 93, Burebista str, Chisinau, Tel: +373 22 781 210</p> <p><b>Clinical Municipal Hospital no.1 „Gheorghe Paladi”</b>, 20, Melestiu str., Chisinau, Tel: +373 22 273 750, +373 22 270 479</p> <p><b>Emilian Coțaga Children's Republican Clinical Hospital</b> Strada Vasile Alecsandri, Codru <a href="tel:022729854">022 729 854</a></p> <p><b>Post Rape Kits:</b></p> <p><b>INTERSOS</b> str. Studenților nr. 7/5 (Centrul de agrement „Patria-LukOil”), Chisinau.</p>	<p><b>Children’s Emergency Relief International CERI Moldova</b> Trauma-based counseling Irina <a href="mailto:Rotaru@yahoo.com">Rotaru@yahoo.com</a> Tel: +373 22624440, 22624441</p> <p><b>Blue Dot Moldexpo, (Terre des Homme)</b> Tatiana Zaloj 069265735 Blue Dot Moldexpo, Tel: 068755277 Blue Dot Moldexpo CBI location, Tatiana Zaloj 069265735</p> <p><b>Amici dei Bambini PSS Hotline 080010804</b> 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: <a href="https://www.neovita.md/despre-neovita/reteaua-cspt/">https://www.neovita.md/despre-neovita/reteaua-cspt/</a></p> <p><b>National Centre for Prevention of Child Abuse (CNPAC)</b> Psychological counselling for children Calea Iesilar 61/2, Chisinau Tel: 22 758 806, 22 756 778, Iulia 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></p> <p><b>Early Starters</b> Activities for children focused on reducing trauma and enhancing socio-emotional skills.</p>	<p><b>National Emergency Line 112</b></p> <p><b>Transportation for UASC at border areas:</b> AVE Copii or Local Guardianship Authorities.</p> <p><b>UNHCR and IOM EU Air Transfers</b> 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></p> <p><b>Protection for Roma refugee and cultural mediation</b></p> <p><b>Elena Sirbu, co-chair of the Roma Task Force</b> 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</p> <p><b>Roma cultural mediator and NGOs:</b> Marin Alla, Elena Sirbu, Ion Duminica, 069162200.</p>	<p><b>UNHCR Cash Enrollment:</b> Moldexpo, Ghiocilor 1 str, Chisinau</p> <p><b>NFIs:</b> NFIs, winter clothes/shoes for vulnerable children: "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, <a href="mailto:m.ianachevici@avecopiii.md">m.ianachevici@avecopiii.md</a>, Tel: +373 22 23 25 82</p> <p>Winter clothes/shoes for Roma children: Focal point: Elena Sarbu, <a href="mailto:vocearomilor@gmail.com">vocearomilor@gmail.com</a></p> <p>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</p> <p>Food, Hygienic kits, winter clothes and shoes Food, Hygienic kits, winter clothes and shoes for Children <a href="mailto:OlegTomsa@068768798">Oleg Tomsa, 068768798</a>, <a href="https://dopomoha.md/">https://dopomoha.md/</a></p> <p><b>Education and Child-friendly activities:</b> Romanian language courses for refugee children <a href="mailto:corespondenta@cntm.md">corespondenta@cntm.md</a></p>

	<p><b>Children between 3-14</b>  Project Manager: Alexandrina Plugari (<a href="mailto:alplugari@gmail.com">alplugari@gmail.com</a>)</p> <p>Sanatorium "Constructorul"  Chisinau, Zelinski street, 15.  Monday-Saturday:  10:00-13:00, 15:00-18:00</p> <p><b>Children between 3-12</b>  COTN  Chisinau, Traian boulevard, 3.  Monday-Friday:  09:30 - 13:00  14:00 - 16:00  Cezara Cornienco  (<a href="mailto:cezaracornienco@gmail.com">cezaracornienco@gmail.com</a>)</p>		<p><b>Other:</b>  <a href="https://dopomoga.gov.md/">https://dopomoga.gov.md/</a></p>
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