

Child Protection Referral Pathways: Palanca

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/>

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, dkhan@unicef.org, 068979976.
Flore Rossi, Child Protection Specialist, frossi@unicef.org

Blue Dots in the region:

Blue Dot Palanca:

Partnerships for Every Child, Virgiliu 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).

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>National Centre for Prevention of Child Abuse (CNPAC), Psychological counselling for children Calea Iesilar 61/2, Chisinau Tel: 22 758 806, 22 756 778, Iulia Gheorghies, igheorghies@cnpac.md, Tel: 69203016, office@cnpac.org.md</p> <p>Child and Family Empowerment Association "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82</p>	<p>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</p>	<p>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</p>	<p>Keystone Moldova, Sfantu Gheorghe, 20 str., Chisinau, Ludmila Malcoci, lmalcoci@khs.org Tel: 69501709</p>	<p>Law Center of Advocates (LCA/CDA) Svetlana Jioara Svetlana.jioara@cda.md 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>INTERSOS: Services: First aid, primary health care, referral Focal Point: Tessa van Boekholt (Coordinator) Phone: +37378695134 Email: medco.moldova@intersos.org Back Up: Jessica Olivia Black, Phone: +37360310015 Email: fieldoff3.moldova@intersos.org</p> <p>Nearest Hospital in the region: Ștefan-Vodă Hospital 31 August 1989 str., Ștefan Vodă, 0242 22 448.</p>	<p>Blue Dot Palanca, (P4EC) tel. 060154010. Back up: Virgiliu Hangan, coordinator, tel. 079626964.</p> <p>Amici dei Bambini PSS Hotline 080010804 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: https://www.neovita.md/despre-neovita/reteaua-cspt/</p> <p>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 igheorghies@cnpac.md, Tel: 69203016, office@cnpac.org.md</p>	<p>National Emergency Line 112</p> <p>Transportation for UASC at border areas: AVE Copii or Local Guardianship Authorities</p> <p>ACTED- transportation, Palanca- Chisinau, Tudora- Chisinau. Buses depart daily, 2:00 pm and 6:00 pm.</p> <p>UNHCR and IOM EU Air Transfers Free flights to selected EU countries and temporary protection For more information: https://help.unhcr.org/moldova/eu-air-transfers/</p> <p>For children needing air transfers: mdacheutransfer@unhcr.org</p> <p>Roma women’s protection and cultural mediation</p> <p>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, vocearomilor@gmail.com, 06 811 34 29</p>	<p>UNHCR Cash Assistance: https://help.unhcr.org/moldova/</p> <p>NFIs: NFIs, winter clothes/shoes for vulnerable children: "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82</p> <p>Winter boots, distribution in Causeni, Stefan-Voda, Chisinau, Popeasca and Peresecina RACs: Humanity and Inclusion, Contact: Aida Arakelyan, a.arakalyan@hi.org, +37369150910</p> <p>NFIs, winter clothes/shoes for Roma children: Focal point: Elena Sarbu, vocearomilor@gmail.com</p> <p>Moldova for Peace, https://dopomoha.md</p> <p>Education services and child-friendly spaces: Romanian language courses for refugee children: corespondenta@cntm.md</p> <p>Other: Dopomoga Moldova, https://dopomoga.gov.md</p>