

Child Protection Referral Pathways: Otaci

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 what is in 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:
 - o Immediate safety or security risks to the child that require protection or police assistance
 - o Risk of imminent forced or early marriage
 - o 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/child 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 Scifos, 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 Otaci, 151 Prieteniei Str, Otaci,
CCF Moldova, Natalia Faureanu - 069495184, 060380037
Open: daily 24/7

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, Program Director, igheorghies@cnpac.md, Tel: 69203016, office@cnpac.org.md</p> <p>Child and Family Empowerment Association "AVE Copiii", Str. Constantin Stere 1, Mariana Ianachevici, director, m.ianachevici@avecopiii.md, Tel: +373 22 23 25 82</p> <p>AO Stimul Ocnita Psychological assistance for GBV cases, legal advice for GBV cases Oxana, office@stimulmd.org Tel: 060165416, 069538496</p>	<p>Child and Family Empowerment Association "AVE Copiii", Child protection case management, Str. Constantin Stere 1, Mariana Ianachevici, director, 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>Social Assistance Otaci UASC cases management on the BCP Adrian, As.otaci@mail.ru Tel: +37368772965</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> <p>Otaci focal point: Calin Apostol apostolcalin@gmail.com, Tel: 060966760</p> <p>Social Assistance Otaci UASC case management on the BCP Adrian, As.otaci@mail.ru Tel: +37368772965</p>

Step 3: Referral to other services, if needed:

Health care	Child Psychosocial support	Security, Alternative Care, and Justice	Other Basic Services (Cash, NFIs, Education)
<p>Nearest Hospital in the region:</p> <p>Ocnița Hospital: Contact information: Sănătății str, 20, Secretariat: 0 271 2 23 77 Head Department AMSA : Tel. 0271 2 34 31 Reception : 0 271 2 38 97 Emergency Unit: Tel. : +373 271 2 49 54</p> <p>YOUTH CLINIC:</p> <p>YK „OCNIȚA” Contact information: 64, Independentei, O</p>	<p>Blue Dot Otaci, (CCF Moldova) Prieteniei Str, Otaci, Natalia Faureanu 069495184 Blue Dot Otaci Tel: 060380037</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 Iesilar 61/2, Chisinau Tel: 22 758 806, 22 756 778, Iulia Gheorghies, igheorghies@cnpac.md, Tel: 69203016, office@cnpac.org.md</p> <p>AO Stimul Ocnita Psychological assistance for GBV cases, legal advice for GBV cases Oxana office@stimulmd.org Tel: 060165416, 069538496</p>	<p>National Emergency Line 112</p> <p>Transportation for UASC at border areas: AVE Copiii or Local Guardianship Authorities</p> <p>ACTED: Transportation to Chisinau and Iasi daily, transportation and accommodation in RACs Ecaterina Covtun Ecaterina.covtun@acted.org, Tel: 069471945</p> <p>UNHCR and IOM EU Air Transfers Free flights to selected EU countries and temporary protection</p> <p>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 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>NFIs, welcome/travel kits: ACTED, Ecaterina Covtun Ecaterina.covtun@acted.org Tel: 069471945</p> <p>NFIs, travel hygienic kits : Solidarites International Igor, Kiv.shl.wash.mgr@solidarites-moldova.org Tel: 079318555</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 and Child-friendly activities: Romanian language courses for refugee children corespondenta@cntm.md</p> <p>Other: https://dopomoga.gov.md/</p>