

Strategic Goal 1. To contribute to streamlining implementation of national **anti-trafficking policies**, securing that the rights of all trafficked persons and at-risk group are protected in practice in Moldova, and specifically to:

1.1 Contribute to reducing vulnerability of at-risk group to continuous threats of human trafficking.

The thematic info portal www.migratiesigura.md was visited 20 382 times of which 14538 are unique visitors; the HL consultants provided 27 online individual counselling upon request. The National Anti-trafficking Hot-Line provided counselling in 25 850 calls regarding safe migration and 199 calls related to presume cases of trafficking with different forms of exploitation. La Strada representatives participated in 5 TV programs dedicated to the issue of trafficking and facilitated publication of 15 news and alerts/recommendations on safe migration issues on the fb account that have been multiplied by national news portals. As part of the Moldova-Israeli Bilateral Agreement on employment of Moldovan citizens in Israel, La Strada facilitated employment of over 1500 men in construction sector.

1.2 Secure accessibility to protection and support services for all trafficked persons.

During the reporting period, 186 calls have been counselled in support of 63 persons in need identified via Hot-Line including 9 victims of trafficking, 17 missing persons allegedly trafficked and 37 stranded migrants /victims of associated crimes (smuggling, domestic violence, sexual abuse abroad, violation of labour rights/forced labour etc.). Most pro-active are still women calling to seek support in the interest of victims who are their relatives and friends; 55 calls have been also received from victims.

In case of 9 persons identified as presumed trafficked persons, 6 are female and 3 male trafficked for sexual and labour exploitation in countries such as Russia, Turkey, Italy, UAE and Moldova. Based on the immediate needs assessed, these have been facilitated access to specialised services for rescue from the place of exploitation and repatriation, shelter and social support programs, and legal protection primarily for those willing to cooperate with LEA. 14 identified stranded migrants have been facilitated access to legal protection by engaging Consular Missions of RM, LEA and Labour Inspectorates/State Employment Agencies.

1.3 Support the Government in streamlining national anti-trafficking policies.

“La Strada” continued to provide expertise to the Permanent Secretariat/PS in strategic reorganization of national anti-trafficking policies. Because of strategic reforms of the Prosecutor’s Office and the Government, the initial draft AT Strategy and Action Plan was subject to an additional round of consultations. Thus following a number of work meetings and thematic workshops organised under the aegis of the PS with the participation of national anti-trafficking community, with moderation and expert presentations from La Strada, the text of the **AT Strategy for 2018-2023 and NAP 2018-2020** was finally adjusted and validated and sent to the Government for approbation. It is expected that in the beginning of January 2018 both documents will be officially sent to main AT actors inviting their final comments before submitting to the Government for official approval.

La Strada provided expert opinion and support on the draft **Set of AT measures for 2017** developed following the recommendations provided by the US TIP Report according to which Moldova was downgraded to Tier 2 Watch List. The Set of AT Measures was approved by the Prime-Minister in August 2017.

At the request of the PS, the “La Strada” shared recommendations for improvement of the draft **National Report on the implementation NAP 2014-2016**, initially drafted by the PS, later approved during the NC meeting on April 18th.

Upon invitation of the Ministry of Justice, La Strada participated as member of the national working group to develop National Action Plan on Human Rights (NAPHR) for 2018-2022. Due to the existence of specific AT policy documents, La Strada recommended that only strategic AT issues are reflected in the NAPHR: (a) promotion of the amendments to *the Law on Preventing and Combating THB # 241 dtd. 20.10.2005* to address the existing shortcomings in the law and adjust it to new realities; (b) coordination of NRS function (cooperative framework through state actors fulfil their obligations to protect and promote the human rights of trafficked persons, coordinating their efforts in a strategic

partnership with civil society); (c) reduction of vulnerability of the population to THB. All proposals have been accepted by the MJ.

La Strada provided expert opinion on the draft amendments to the Law on preventing and combating THB #241 dtd. 20.10.2005.

During work meetings and workshops on streamlining NRS functioning organised by the PS with the central AT authorities, heads of territorial units of social assistant and protection of family, coordinators of territorial multidisciplinary teams in the framework of NRS, "La Strada" expert presented different aspects of NRS model and shared opinions and possible solutions for various challenges related to NRS functioning.

1.4 Contribute to decision-making process by providing qualitative data and information

Jointly with another national consultant, one "La Strada" expert worked on the Research Report "NRS functioning in the RM. Lessons learned and perspectives". The Report was presented to AT community and is expected to serve as basis for the development of the follow-up NRS concept planned for 2018. "La Strada" concluded preliminary agreement with the research institute "Socio-Polis" for contributing to the study on the vulnerabilities of other country nationals to THB/smuggling to/via Republic of Moldova. In accordance with understanding reached, the work shall emerge in 2018.

Strategic Goal 2. To ensure that **the rights of women affected by violence and of at-risk** groups are respected, protected and fulfilled in practice in Moldova and specifically to:

2.1. Raise public awareness about violence against women (VAW) and reduce vulnerability of women to sexual violence (SV) and domestic violence (DV).

The 2017 **domestic violence awareness campaign** was unfolded under the slogan "Your child suffers as much as you do" and addresses women that are forced to live under the destructive pre-concept that the "women *has to* tolerate domestic violence because a child needs to be raised within a family with a mother and father". The subject of the campaign was deliberately selected after analysing the Trust-Line calls. The campaign was announced with a press release <http://lastrada.md/eng/articles/women-should-not-tolerate-domestic-violence-for-the-sake-of-children-118> used multiple communication tools and channels including:

- a) Video spot <https://www.youtube.com/watch?v=XC3ZCe69ehM;> promoted on 3 selected TV channels with national coverage (Prime, Canal 3 and Canal 2) with an overall duration of 11160 minutes of which 45% in prime time tentatively reaching to over 100 00 persons at least once; the YouTube version registered over 6000 views and over 500 shares;
- b) Printings and outdoor (posters, cards, flyers) [https://www.facebook.com/ONGLaStrada/photos/a.1770929933180393.1073741827.1770925596514160/1952404371699614/?type=1&theater;](https://www.facebook.com/ONGLaStrada/photos/a.1770929933180393.1073741827.1770925596514160/1952404371699614/?type=1&theater) over 6500 posters (6000 – Romanian and 500 - Russian) and 25 000 cards have been produced and distributed nationally via local multidisciplinary teams;
- c) media coverage - 140 media titles (news, interviews, articles, TV programs, references, press communique) produced by over 35 national publications/newspapers, online news portals, Radio and TV channels;
- d) debriefings with local medical staff, local public authorities and social workers - over 1000 specialists from 20 rayons. <https://www.facebook.com/1516485968606593/posts/2033699333551918/>, <https://www.facebook.com/orheijp/posts/1753988521277987;>

In April, for the first time in the Republic of Moldova, **sexual violence awareness month** was marked. La Strada organised several activities: (a) IInd edition of MENxy public speeches was organised entitled "Culture of Rape" with three men - public, well-known figures of different age, background and status invited to deliver own public statements: "Only 100 years of democracy" highlighting how and what democracy had to lose because of insufficient recognition and promotion and women rights (<https://youtu.be/a9JuOIG9-UE>); "Between ideal and default in marriage" with some insights into dangerous evolutions of the marriage and recommended approaches for a couple to prevent domestic violence and sexual violence; "My name is Dumitru and I am misogynist" sharing his observations on men behaviour and the misogyny bringing own examples about when and how and why it happens thus

calling men to be true to themselves and revise their attitudes. <https://www.facebook.com/ONGLaStrada/videos/1898752730398112/>; (b) Daniela Misail-Nichitin, director of the Issues Affecting Women Program of La Strada and July Stuff, Deputy Chief of Mission of the USA Embassy in Chisinau had a joint Facebook live dedicated to the sexual violence against women. The event registered 5900 viewers and is one of the most commented live's of the USA Embassy since the launch of such events. The event is available here:

A group of 20 **Peer-to-Peer Educators** conducted 91 prevention and information seminars for 2191 boys and girls in more than 70 settlements from Moldova. The module of the seminars promotes and details on concept and forms of domestic violence, how to recognize the first signals of power and control in a relationship, myth and realities about love and violence and how to break the cycle of violence. Prior to delivering seminars, volunteers benefited of an extended training program to become peer-to-peer educators on prevention of domestic violence and promotion of eco partner relationship. La Strada reprinted and distributed during info seminars over 1900 copies of various info and educational materials including: 250 notebooks "Love doesn't hurt", 1235 brochures "Harmonious relationship in a couple" and 450 brochures "Colors – spot the signs". The trained Peer-to-Peer Educators have been engaged in delivering seminars in schools of Moldova as part of a special Agreement with the Ministry of Education (renewed and valid through 2020).

The **National Trust-Line for Women** registered and counselled 2552 calls of which 83% received from women. Notable for this period are the international calls received from Moldova emigrating women reflecting domestic violence cases (three cases). 1653 (65%) refer to the issue of domestic violence and reflect 870 new reported cases of DV and 147 ongoing cases for which continuous safeguarding counselling and support is provided. Almost half of callers learned about or entrusted the Trust-Line due to awareness campaign on DV "Your child suffers as much as you do" and primarily TV video broadcasting. Other – following recommendation from friends. Most of DV cases are reported by the women themselves (65%) followed by community members calling on behalf of the women (31%) and front-line specialists. Trust-Line cases analysis shows that in about 53%, women suffer from combined forms of violence from their husbands/partners. Most women request legal counselling and information about violence exist strategies followed by psychological support.

2.2. Ensure availability of and accessibility to specialized services as well as legal protection for women and girls affected by DV and SV in contact with justice system.

Posters and postcards with detachable Trust-Line number were produced (posters - 6500 copies, cards – 25000 copies) as part of the awareness campaign on DV "Your child suffers as much as you do" (suggestive https://scontent-frx5-1.xx.fbcdn.net/v/t1.0-9/22549848_1952404371699614_5946005379500329451_n.png?nc_cat=0&oh=339da4e65b8d49c00c5a60af3c162189&oe=5B27FC0B). These materials suggest signs to spot DV and when seeking support is recommended as well as provides info about type of services that are available with the Trust-Line. These materials were distributed during briefings delivered for the 2600 front-line specialists from 24 districts organised in partnership with the General Police Inspectorate and Ministry of Health.

During reporting period, "La Strada" provided **legal services** to 76 women including consultations - 50 women affected by DV and legal representation - 26 women (of which 19 are new ones and 7 are ongoing cases from 2016). Among services provided, the women have been represented by lawyer in 25 civil cases, in 6 criminal cases and in 2 offences. Protection Orders have been secured in 8 cases. The attorney represented survivors in 51 court hearings. Face-to-face **long term psychological counselling** and support was provided by the victims safeguarding team to 8 women who participate in investigation/trial process;

In 172 cases reported to the Trust-Line (cca 20% from total) immediate intervention was required and deemed necessary. The Trust-Line crisis protocols provide for direct contact with the community police and social protection authorities to enforce emergency intervention in cases of domestic violence (24/7). There was no need to engage the mobile victim safeguarding team and crisis intervention was organized by mobilizing frontline specialist upon request from Trust-Line. Since March 2017 after the immediate protection order issued by police enter into force, the police are responsible to respond immediately in all cases of DV. Hence, 172 women were provided with immediate safeguarding services primarily safe accommodation, legal support including restriction order facilitation, mother-and-child care/health care.

2.3. Contribute to the development of capacities of professionals to effectively address cases of SV and DV.

The informational set for the optional **School Course "Building harmonious relationship in family"** is fully developed and contains Curriculum, Methodological Guide, Teacher's Guide and Student Notebook. The course materials were developed in 2016 and implemented during two school years in a row (2016-2017 and 2017-2018) by 44 specially trained teachers (40 hours training <https://www.facebook.com/254677614570377/photos/pcb.1504825182888941/1504822406222552/?type=3&theater>) in 36 lyceums for a total of 2500 students (representing 9% of lyceums in the country). Materials are available in Romanian language. Teachers and students attending the first year course, shared their opinions at the National Teachers' Conference organized in April 2017 <http://lastrada.md/eng/articles/teachers-and-students-shared-the-results-obtained-after-one-year-of-harmonious-rel-127>; https://www.facebook.com/pg/ONGLaStrada/photos/?tab=album&album_id=1888739591399426. The Conference was attended by 70 participants - teachers who implemented the discipline, students who have attended the course, representatives of local educational departments and of the Ministry of Education. The conference outcomes highlighted the special utility of the course for teachers, students. The Conference inspired other teachers to apply for and implement the course in their schools. Effectiveness of the course was assessed based on pre/post course evaluation of knowledge and attitudes and perceptions among students who have attended the course. All assessment indicators registered positive transformations (summary version of the Report in English - http://lastrada.md/files/resources/4/14_09_LaStrada_SUMAR_final.pdf).

A study visit to Minnesota, USA was organised in February 2017 for the national working group of high profile **legal system experts** from Moldova (judges from the Supreme Court of Justice, specialized prosecutor from the General Prosecutor's Office, criminal investigator from the General Inspectorate of Police, forensic medicine specialist from the Ministry of Health and specialized lawyer working with La Strada). The scope of the study visit was to get acquainted with the approach, practices and mechanisms to address sexual violence against women and girls as well as formulate objectives of the required training program. Following the study visit, a ToT was put in place, organized in partnership and under the aegis of the National Institute of Justice that took place in form of 36-hours summer school in June 2017. https://www.facebook.com/pg/ONGLaStrada/photos/?tab=album&album_id=1902721976667854, <http://lastrada.md/rom/articole/judecatori-procurori-si-politisti-instruiti-sa-abordeze-eficient-infractiunile-sex-133>. In total 20 national specialists attended the ToT including 5 judges, 4 prosecutors, 5 police investigators, 4 La Strada victim safeguarding specialists and 1 representative of the Medical Forensic Examination Center. All participants received the training toolkit and were certified as national trainers on addressing sexual violence. Trainees provided strong positive feedback, highly appreciating the quality of the modules, methods and technics used by trainers. All of them expressed interest and commitment to be involved as trainers in the pilot seminars. Thematic report is available. The ToT was also appreciated by the management of the National Institute of Justice that expressed interest in institutionalizing the training course.

Prior to integrating the course into the NIJ curricula, it was agreed to first conduct several pilot trainings based on the module by the trained experts. Thus, in fall 2017, first two pilot trainings "Sexual assault crimes – best practices response" of 16-hours each were organised in partnership with the NIJ, Judges Association in Chisinau, Balti, Cahul court districts. In total 39 justice system representatives - judges, prosecutors and criminal investigators participated in the trainings and assessed the events as very good and excellent. All participants highlighted that such trainings, with a mix of experts/trainers and mix of participants by profile, are very useful and should be organized more frequently. The trainers' feedback

was also a positive one, highlighting that this module should be institutionalized at the NIJ in the same format. The second round of training seminars will continue in 2018.

As member of the General Assembly, La Strada secured transfer of the board institutional memory to the new members, consulted the Coordinator of the National Coalition every time it was requested and expressed interest and shared knowledge and experience on various issues raised by the NC including: (a) undertaking a desk research and preparing a discussion paper developing on few options related to future legal status of the Coalition (register the Coalition as an independent legal identity, or continue as a non-formal body). Because of the incapacity of the members to develop on this issue, the decision making process was postponed postpone the discussion to 2018 and organized a workshop with an external facilitator; (b) contributing to the Strategic Plan and the working plan of the Coalition that has been formally approved by the General Assembly on January 25, 2017; (c) on behalf of the Coalition, La Strada provided a series of recommendations to the Ministry of Social Protection and the National Council for the Accreditation of Social services (NCASS) meant to streamline the accreditation process. All recommendations were accepted, institutions expressing willingness to adjust the existing legal mechanisms; (d) sharing expertise, experience and lessons learnt with the international expert subcontracted by NC for developing the model for the standards for services in the field of DV; (e) contributing to the Appeal for the Prime Minister, on the Government decision to National Council for human Rights and the permanent Secretariat. The scope of the appeal was the reinforce the necessity to consolidate the Coordination Council on prevention and combating gender based violence and domestic violence as one of the provision of the Istanbul Convention.

2.4. Contribute to enhancing government response to DV and SV.

As member of the national working group, La Strada directly contributed to the development of the **National Strategy on the Prevention and Combating Domestic Violence and VAW 2017-2020 and the NAP for 2017-2019** which was endorsed by all line Ministries in spring 2017. Due to the central Government reform, the document did not reach the Parliament and in fall 2017 the documents went through repeated round of endorsement by the new/reformed Ministries. La Strada provided necessary support in advocating for the current text of the Strategy and AP within thematic meetings with the Ministry of Finances who opposed certain resistance on the costs necessary/required to implement the Strategy. Additionally, to secure that key actions related to addressing sexual violence are further part of the Strategy and NAP, La Strada proposed to reconsider the lead agency, thus GPI was encouraged to take lead instead of the Ministry of Labor, Social Protection and Family. In this context, La Strada facilitated communication. The Strategy and the NAP will be presented to the Government in January 2018.

During September-November 2017 La Strada experts up-dated **the Research Report on the accreditation procedures of services dedicated to victims of DV** http://lastrada.md/files/resources/4/Raport_LS_Servicii_ro_Final.pdf The Report served as basis for conceptualizing changes to the accreditation mechanism of social services for victims of domestic violence. The Report and the concept will be presented in January 2018 during the meeting of the Coordination Council on prevention and combating gender based violence and domestic violence, hosted by the Ministry of Health, Labor and Social Protection.

On March 2017, La Strada representative accepted the invitation to act as **expert to the National Accreditation Council for social services** (NACSS) and participate in the evaluation of the services for victims of domestic violence provided by the Maternal Center of Causeni City/county. Apart from the recommendations provided to the Maternal Center Causeni, La Strada expert prepared a list of recommendations for the NACSS and the Ministry of Health and Social Protection (MHSP) aiming at streamlining the process itself focusing on the benefiting the service provider in the interest of beneficiaries. The Council accepted all recommendations.

Beginning of 2017, the draft **Regulation and MQS on the Trust-line for Women** previously developed by La Strada upon request of the MLSPF, were submitted by the later to the Government. After the Government signed the Istanbul Convention, the MLSPF reinforced the Trust-Line Regulation and MSQ and in May 2017, the Government approved these docs <http://www.gov.md/ro/content/serviciu-de-asistenta-telefonica-gratuita-pentru-victimele-violentei>. This decision grounded the allocation of 775,400 MDL for the functioning of Help line for Women in 2017 yet these funds could not be absorbed by the MLSPF because of the central government reform that

postponed this kind of decisions until fall. Thus, the bid that announced selection of the implementing agency for this service for 2017 concluded with a one-month contract signed between the MLSPF and La Strada as a winner. In December 2017 La Strada applied for to the bid organized by the MLSPF to select the implementing agency to implement the Trust-line for Women Service during 2018. It is foreseen that the financial resources allocated by state will not cover even minimal cost (salaries and communication) necessary to run 12 month, despite the fact that La Strada has provided recommendations on the costs of such Service. Consultations were held with the senior management of the MHSLF to seek solutions to the financial deficit whereas the Ministry agreed to request budget reallocation from previous period.

The main findings and recommendations of the **Report "Ensuring the rights of the victims of sexual crimes"** containing results of the analysis of the judicial practice based on over 250 criminal cases were presented at a round table in February 2017. The event was a closed-one, attended by law enforcement and justice system stakeholders (judges, prosecutors, management of the criminal investigation departments from General Inspectorate of Police, National Institute of Justice experts and management level). The event was also attended by 12 prosecutors and 10 judges from Supreme Court as well as from regional Courts where the criminal cases have been analysed. Following dissections, participants validated most of the recommendations of the Report. The representatives/management of the Supreme Court of Justice and General Prosecutor Office express their openness and future support in advancing the national legislation as well as promote capacity building of judges, prosecutors and police officers on adequately addressing sexual assault cases and securing protection of the rights of the victims.

La Strada experts provided expert opinion to the draft alternative Report to CEDAW prepared by an independent expert hired by the Women's Law Center. Contributions primarily focused on the issue of sexual violence against women and specifics of the case analysis. Due to central Government reform, the Ministry of Health Labor and Social Protection requested CEDAW committee to postpone the presentation of the state report in the first quarter of 2018. Hence, it was decided jointly by the NC to retain submission of the alternative Report until after the state will submit the official report, preliminary in April 2018.

Joint, Coalition, lobbying and advocacy efforts for an adequate country response to violence against women, included a number of actions in support of the :

- Written recommendations to support to the Ministry of Health and Social Protection on promoting the draft national strategy on prevention and combating violence against women and domestic violence for 2017-2021 and the national action plan 2017-2019 to the Government for approbation;
- Written and verbal statement provided to the Ministry of Justice and the prime minister against a draft law that excludes the possibility to obtain protection order through the civil procedure (as these provisions are against the victims' rights, and against the provision of the Istanbul Convention) proposed by this very Ministry. Due to the appeal of the National Coalition, this legal initiative was stopped and did not reached the Parliament;
- Written opinion delivered on the NAP on Human Rights for 2017-2021 securing that DV and SV against women stays high on the Government agenda;
- Written and verbal recommendations to prevent termination of the Inter-ministerial Council for prevention and combating domestic violence and gender based violence upon creation of the national Council for Human rights and the permanent secretariat for the human rights as envisioned by the draft order.
- Contribution to the shadow report to the implementation of CEDAW by the Moldovan authorities, which will be discussed among the members in January 2018 and will be send to the Committee in early spring 2018 after the Moldovan Government, will send the state report.
- Public Hearings in Parliament on the progress in the field of prevention and combating domestic violence.
- Up-dating the report elaborated by La Strada on the accreditation mechanism for service providers for subjects of DV and elaboration of the new Accreditation Concept presented to the Ministry of Health, Labour and Social Protection.

- Declaration against a draft Law that reduces the *watchdog* functions of the NGOs and conditioning the access to external fund support to a set of additional reporting requirements introducing harsh sanctions for non-compliance with these requirements.
- Declaration in support of the specialized gender equality department as part of the new Ministry created after the merge of Health and Social Protection Ministries that was under risk of being totally dissolved. The declaration clearly points that if such department will not exist the women's rights issue and domestic violence and VAW issues will be under serious risk of underrepresentation in public policies. These changes are also in contradiction to the art. 10. Coordination mechanism, of the Istanbul Convention that request member states to designate or establish one or more official bodies responsible for the co-ordination, implementation, monitoring and evaluation of policies and measures to prevent and combat all forms of violence covered by this Convention. Due to these lobby efforts, the gender equality department and the inter-ministerial council for prevention and combating DV remain as distinguish bodies within the actual structure of the Ministry of Health, Labour and Social Protection.

2.5. Inform decision-making processes at all levels by offering qualitative information and data.

The 2017 Trust-Line calls analysis Report is available on in Romanian language on http://lastrada.md/files/resources/4/Raport_TI_ANUAL_2017_f.pdf. The Report is based on the analysis of 2552 calls, reflecting 870 new reported cases of DV. The majority of calls are from women (83%). The Report findings were also presented at the meeting of the Inter-ministerial Council and OSCE Technical meeting.

The Report "Changes caused by the optional course / Harmonious Relationship in the Family/ at the level of perceptions, stereotypes and attitudes is available in both Romanian and English versions. The Summary version in English is available here: http://lastrada.md/files/resources/4/14_09_LaStrada_SUMAR_final.pdf - and in full version: http://lastrada.md/files/resources/4/ENG_Raport_RAF.pdf. The summary Report was also printed in 200 copies in Romanian and 100 copies in English and distributed to major stakeholders and media. The findings were made public at the Technical Coordination Meeting of the Gender Violence and Anti-Trafficking Platform hosted by the OSCE. The Report reflects the opinion of youngsters of age 16-18 and impact made on their opinion and perception because of attending the course. Key findings of the Report "Changes caused by the optional course "HARMONIOUS FAMILY RELATIONSHIPS" were presented during a press club resulting in 20 media titles.

The Report on analysis of the judicial practice in Moldova "Ensuring the rights of victims of sexual assault crimes" is available in Romanian and English languages http://lastrada.md/files/resources/3/EN_Sumar_LaStrada_corr.pdf - full version and http://lastrada.md/files/resources/3/LaStrada_RaportJP_165x230mm_TIPAR_ENG.pdf - summary version. Additionally, 200 copies of Report in Romanian Languages and 100 copies in English were printed and distributed by mail to the main justice and social system stakeholders and decision makers. To increase awareness of the issue and fuel public demand for an adequate response to sexual assault crimes from the state institutions, a press club was organized in March to present the main bottlenecks of the justice system. The press club generated 15 media titles (TV, radio programs, press articles). The key bottlenecks of the criminal investigation process were brought to the attention of criminal investigators from Police Inspectorates all over the country during debriefings organized in March-April 2017 in partnership with the Criminal Investigation Department from the General Police Inspectorate. 5 debriefings were organized for 250 criminal investigators.

Strategic Goal 3. To contribute to the development, implementation and improvement of national child protection policies and measures, securing that **the rights of children affected by online sexual exploitation and sexual abuse** and at-risk groups are protected, specifically to:

3.1. Increase public awareness about child online sexual exploitation and sexual abuse and reduce vulnerability of children online.

A group of 25 young volunteers specially trained as **Peer-to-Peer Educators** delivered 222 info seminars reaching out to 4956 boys and girls. The seminars were conducted in schools from various regions of Moldova and covered two distinct modules: (a) risky online behaviour focusing on cyberbullying and personal data disclosure (for 5th -6th grade); (b) risky online behaviour focusing on virtual friendships and love, sexting, exchange of photos/videos (for 7th -8th grade); each participant received a set of bookmarks with Internet Safety rules developed by the PPE considering age group.

New interface of the portal www.siguronline.md was launched as part of the SID 2017 campaign. The portal incorporates 3 separate pages, each dedicated to specific groups: children/teenagers, parents/child careers (both launched in 2017), and teachers/educators (announced for 2018). The information is grouped under: (a) "Information and Advice" with thematic articles; (b) "Cyber Cafe"/Useful Resources" with video materials/tutorials, tests/digital online decision making tools, real-life stories shared by users; (c) "Answers to Frequently Asked Questions", (d) "Ask for Help" – online helpline (chat and email options) for counselling and information and a reporting option for presumed cases of sexual abuse and sexual exploitation of a child online. The portal is available in Romanian and has a friendly mobile version (Russian version is planned for 2018). During 2017, siguronline registered over 70 000 visitors of which almost 60 000 are single users (100% increase from 28984 registered in 2016).

During reporting period, a total number of 682 requests for counselling and advice were registered with the **Online Help-Line**, which is almost twice as big as compared to previous period (399 requests in 2016). Of these, 610 are received from children (tentatively) and refer to information about online safety issues. Profile safety issues and cyber bullying continue to be mostly referred to cases for counselling. Reports about sexting, sextortion and grooming have been also reported.

During reporting period, La Strada delivered 10 seminars in 6 schools of Moldova with the participation of 936 parents entitled "**8 steps to safer internet for my child**" promotes a positive approach towards the use of internet by children while highlighting the parent's role in creating a safer internet. The seminars were delivered in partnership with Moldcell – one of the biggest telecommunication company from Moldova, which presented their service - Kaspersky Safe Kids. Each parent also received educational materials. The video tutorial „Install parental control applications” <https://goo.gl/bfYa8r> launched on the siguronline for parents has registered 3926 views. Besides promoting a balanced approach of parents to internet use by children it encourages ISPs to take the issue on board. The dedicated page from siguronline was enriched with 5 new thematic articles on topics selected following the analysis of counselling requests on siguronline Helpline and outreach activities.

The **2017 SID campaign** addressed adolescents, as primary target group, with general online safety messages by engaging various means and tools including: outreach events for promoting the new interface of the portal www.siguronline.md (seminars for 1000 adolescents aged 14+ delivered by La Strada volunteers); circulation of a video challenge with participation of vloggers "Stay safe online. Keep in mind our tips" as a challenge by a group of most popular bloggers and v-loggers (30 000 views registered so far of which 10 000 in February month only; second target group represented parents for whom La Strada launched the tutorial „Install parental control applications” <https://goo.gl/bfYa8r> (about 4000 views registered); provided interviews and contributed to articles promoting www.siguronline.md page for parents. Third, La Strada addressed to decision making factors with public statements and interviews demanding a clear and firm position on the issue. Hence, over 60 media titles were produced by 30 national TV, Radio, written and online news/agencies recorded in February month only; the number of siguronline visitors reached 10 000 in February month (of which 3000 visited the portal several times) over 220 counselling request were registered with siguronline helpline and in March, the Government has approved the National Action Plan for promotion of safer internet for children

On the International Child Day, June 1st, La Strada organized a series of public interactive activities under the slogan „I'm Intelligent Online" dedicated to children 7-11 and their parents as part of a larger Government campaign. All activities were unfolded under open sky, in the Public Garden "Stefan cel

Mare" in Chisinau in form of contest "I'm Intelligent Online" each child having received a special Diploma stamped by siguronline and signed by the child as a commitment to safety rules; customized thematic magnets for children and *Siguronline* bracelets, handmade thematic post-cards cards; over 100 children participated in the contest. The program for parents included "1 minute test Intelligent parent online" followed by individual counselling. Over 115 parents took the test and received printed educational materials. As pointed by media, La Strada info booths were visited most.

In 2017, after few years of advocacy and negotiations, Moldcell- one of the biggest **mobile operators** in Moldova, member of Telesonera group - has developed and launched a new service "Safe Kids" offering their customer - parents particularly - the possibility to purchase a self-tailored pre-filtered internet for their kids. The service was launched on June 1st, La Strada being invited as an honour quest.

During reported period, **Child Helpline** received 6 968 calls of which 4 673 (84%) are from children. In 828 calls children are seeking info about their rights and services they could receive at Child Helpline; in 1466 calls, support and advice in sought in cases where they suffer from lack of communication and attention from parents/family, bullying from their peers, experience love/dating problems and/or relationships problems and sexuality; 450 calls reflect reports of cases of violence, severe neglect and abuse and seek protection. No significant difference between number of calls and reported cases was registered as compared to previous year.

3.2. Ensure accessibility and availability of specialized services for children affected by online sexual exploitation and sexual abuse.

During reported period, the lawyer has assisted 71 children of which 27 are new reported cases. Most of the cases were referred to La Strada by specialized prosecutor's office, CCTP and CCCI. Within this period, assistance was terminated with 30 cases for different reasons: the court process finalized, the criminal prosecution finished, the victims refused further participation of the lawyer. Forensic psychologists provided specialized services in 47 new cases and 6 old ones. Services included - 55 child forensic and legal interviews conducted, assistance of the child victims / witnesses in court (26 court sessions), preparation of 17 psychological evaluation reports for criminal cases. In 5 high-risk cases, children were immediately referred to and organized special protection services. In other situations, child protection agencies were informed about the situation at risk that children are in.

3.3. Contribute to the development of capacities of professionals to effectively respond to cases of child online sexual exploitation and sexual abuse.

One 24-hours length professional training "Commercial sexual exploitation of children and special protection measures for children victims" for 18 **police and prosecutors** from highly specialized agencies – CTIP, C4, PCOCSC and General Criminal Investigation Department was organised. The training module addressed the following topics (a) Understanding behavior of the child sex offender (typology and psychology of the sexual offender and their behaviour with children); (b) Understanding trauma with child victim (myths and stereotypes about the psychology of the child victim of sexual abuse, including sexual abuse facilitated by ICTs); (c) Basics about working with child victim during investigation and legal proceedings (consequences of sexual abuses on the child's psychology and witnessing capacity of the child-victim, risks assessment, other); (d) Basics of forensic interview of the child victim of sexual exploitation. The participants assessed the training as very useful, because for the first time it addressed the psychological side of the crimes that they investigate. Participants appreciated the case studies and video materials that were used for analysis and discussions. The summary version of the module of 8-hours length was delivered within 6 regional seminars with the participation of 115 district prosecutors, intelligence and criminal investigation officers from Police Inspectorates all-over the country. The training was delivered by the child safeguarding team of La Strada composed of psychologists (interviewers and evaluators) and lawyers and was tailored based exclusively on the cases assisted by La Strada in cooperation with the LE.

During reporting period, the lawyer provided professional consultancy for 30 professionals (11 prosecutors, 8 criminal investigators, 6 pre-trial judges, 5 criminal investigation officers from Chisinau, Anenii Noi, Singerei, Balti). They requested legal and methodological counselling on child friendly procedures.

The concept of the siguroonline page targeting **teachers** was developed and first set of materials fully prepared. These materials reflect 6 topics (cyberbullying, sexting, online friends and communication, offline dating, persona data disclosure) selected based on the analysis of the helpline calls/reports, consultations with the specialized police department and observations from seminars of safety online conducted by educators. The set of materials equip teachers/educators with all necessary tools in both Romanian and Russian languages (detailed projects with activities, lessons plans, explanation notes for teachers, tests and exercises) to organize and conduct lessons of 45 minutes long. Additionally, materials are prepared considering age of auditorium and are split into primary school and general school teachers' materials. Prior to posting them on siguroonline, all materials have been tested in schools via organizing and delivering real lessons for over 200 pupils aged 9-15 from 4 schools and asked for their feedback. Teachers had an observatory role in these lessons and were requested to provide their feedback. The page will be launched as part of the SID 2018 campaign.

3.4. Support the government in integrating child online sexual exploitation and sexual abuse issue in national child rights protection policies.

As member of the specially created national working group, La Strada provided recommendations for the National Action Plan on Human Rights 2017-2021 initiated by the Ministry of Justice, focusing on special actions to protect children from sexual abuse and exploitation including online, monitoring and evaluation of the implementation of the National Action Plan on Child Safety Online, optimization of the information system meant to collect and process data on all crimes against children (particularly on child sexual abuse and exploitation). The final document of the National Action Plan on Human Rights fully integrates La Strada recommendation related to child safety online' and only partially the one related to improving data collection system.

As member of the working group on the Strategy on Justice System Reform 2011-2016 (extended for 2017) particularly on chapters that regard justice for children, La Strada provided written opinion (negative) on a draft Law initiated by CNPAC regulating the institute of interviewer with relevant explanations and alternative solutions.

La Strada participated in several high-level hearings including at the Parliamentary level, on the draft Law initiated back in 2016 by the Ministry of Interior on streamlining investigations of sexual crimes against children online (in line with Budapest and Lanzarote Conventions) organised based on the feedback received from the Venice Commission. La Strada further expressed expert support to the draft Law.

In 2017 La Strada finalized the draft Report on Assessment of the Implementation of the Lanzarote Convention focusing on Chapters II, III, IV, V, VII and IX of the Convention. Both summary and full Reports are available here http://lastrada.md/files/resources/3/Lanzarote_eng_1_.pdf (summary) and here http://lastrada.md/files/resources/3/raport_en.pdf (full version). The key findings and recommendations of the Report were made public within a press conference organized on November 22, on the European Day to Protect Children from Sexual Abuse and Exploitation. To further draw attention on the need for sustainable measures to address child sexual exploitation in internet, La Strada developed thematic Booklet addressing frequently asked questions about child sexual exploitation facilitated by IT http://lastrada.md/files/resources/3/ziaua_protectiei_eng_1_.pdf and also presented it at the press conference along with data about such cases registered with siguroonline. 200 copies of each product /Report summary and Booklet/ have been distributed by mail to key stakeholders. To further promote creation of a Lanzarote monitoring mechanism, key findings and recommendations will be presented within an international workshop on the Lanzarote Convention implementation planned for February 2018 in partnership with the Ministry of Interior and Council of Europe/Lanzarote Committee.

The Draft National Anti-trafficking Strategy 2017-2021 identifies several challenges related to TIC technologies, such as the need in improving the knowledge of law enforcement officers in investigating the human trafficking crimes facilitated by information and communication technologies, lack of legal definitions of „erotic massage“, „video chat“ that makes the investigation of sexual exploitation online cases difficult. Therefore, the Action Plan includes activities related to capacity building and specialized investigations. Approbation of the Anti-Trafficking Strategy and Action plan was postponed for 2018 due to central government reform.

In March, the Government approved the National Action Plan for the promotion of child safety online http://www.cnpdc.gov.md/sites/default/files/document/attachments/ro_3621_hg-planul-de-actiuni-siguranta-online.pdf. The Action Plan primarily provides for awareness and prevention measures, data and research and capacity building of various specialists. The Action Plan was developed with direct expertise of La Strada.

La Strada Moldova provided independent opinion (<https://rm.coe.int/ngo-la-strada-moldova-replies-to-the-thematic-questionnaire/1680767093>) to the 2nd thematic monitoring round on the implementation of the Lanzarote Convention on „Protection of children against sexual exploitation and sexual abuse facilitated by information and communication technologies". Subsequently, Lanzarote Commission invited La Strada to provide comments on the Replies prepared by the State, planned for January 2018.

The Child Help Line Development Plan 2016-2019 was approved by Decision no. 201 of the Ministry of Labour, Social Protection and Family. The Plan provides for Child Help Line promotion activities, capacity building activities and Institutional Development activities. Yet, neither during 2016 nor in 2017, the Ministry allocated funds for the implementation of the Plan. Because of the „Blue Whale” hysteria registered in the spring of 2017, under pressure of the society, a training was organised under the aegis of the Ministry including for the Child Help Line counsellors, on preventing self-harm and suicide behaviours among adolescents and on identifying and assisting adolescents in a state of suicide vulnerability. Child Help-Line counsellors prepared 19 informative articles and uploaded such on the [web page of Child Helpline](#). The articles are dedicated to adults (parents and careers) and children addressing issues frequently raised by callers. La Strada promoted the web-page via social media, hence, over 9000 unique visitors were registered out of 12 550 visits in total.

3.5. Contribute to decision-making process at all levels by providing qualitative data and information

The **Report on the “Status quo of implementation of the Lanzarote Convention by the Republic of Moldova”** gives a general overview of measures taken by the State in the field of prevention, protection of victims, intervention measures and programs for abusers, coordination and cooperation of all relevant actors. The Report was presented during a press conference on the European Day to Protect Children from Sexual Abuse and Exploitation. The [press communiqué](#) was picked up by great number of national TV, online and written media resulting in almost 40 media titles registered in top-5 bulletin news of that day. The Report is available in Romanian and English languages in full and summary versions (summary eng. - http://lastrada.md/files/resources/3/Lanzarote_formal_eng.pdf; full version eng. - http://lastrada.md/files/resources/3/raport_en_1.pdf). Apart from being accessible online, 200 copies of the Report summary were printed and distributed nominally to national child rights system stakeholders including international organizations, Lanzarote Committee and other UN relevant agencies. Report findings and recommendations were popularised in TV talk - shows: Impact TV http://impacttv.md/05_atitudini-28-11-17-mp4/ NorocTV https://www.noroc.tv/emisiuni/ochiul_public/22-11-2017/cu_corina_mirzac_22_noiembrie_2017/. It was agreed with the Ministry of Interior that the Report will be presented and discussed at the international workshop dedicated to 10 years from the adoption of the Lanzarote Convention to be conducted in Chisinau in February 2018.

National study “Child Safety in Internet” aimed at identification of risky behaviours of children online and special focus on attitudes driving risky behaviour with a potential of sexual abuse and exploitation as conducted in cooperation with a national research institute and Ministry of education. The study also touched on the knowledge of parents regarding internet safety issue and attitudes regarding internet use by children. The study is accessible on La Strada webpage in Romanian language in summary version (http://lastrada.md/files/resources/3/sumar_executiv_08.02.pdf). The full version as well as English versions will be available in 2018. The Report will be made public on SID 2018.

A special **Booklet “What are the sexual abuse and exploitation of children facilitated by ICT”** was developed on the European Day to Fight Child Sexual Abuse and Exploitation. It targets various professionals in contact with children and reflects on frequently asked questions such as forms of abuse online, national relevant law, how to spot the signs, what could be done by parents, where to seek help. The information presented in the Booklet is supported by case-studies reported at the siguronline and Help-Line. The Booklet is accessible here http://lastrada.md/files/resources/3/ziua_protectiei_eng_1.pdf in Romanian and English. 200 copies of the Booklet were distributed to frontline police officers and school teachers during debriefings organised

November-December 2018. The information containing in the Booklet was presented at the press conference on November 18. The press communique was picked up by great number of national TV, online ad written media resulting in almost 40 media titles registered in top-5 bulletin news of that day.

The **Annual Siguroonline Fact Sheet** reflecting the activity of Siguroonline during 2017 was developed and published on La Strada's website. It contains a short description of the siguroonline platform, relevant information that may be found on the website, frequently asked questions, cases when may be requested the counselor's assistance and statistical data about the Platform's activity. The Fact-Sheet's recipients are the professional groups and journalists that may be interested in the activity of the Platform.

The **Child Help Line Annual Report 2017** traditionally reflects four major subjects: the profile of calls that were counselled and referred for assistance, the profile al callers – their age, gender, place of residence, statistical information about the Child Help Line website, conclusions and recommendations.