

Telefonul de Încredere
0 8008 8008

Who we are

The Trust Line for Women and Girls 0 8008 8008 has been launched by the International Center „La Strada” on November 9, 2009. Currently, the national toll free hot line for the victims of domestic violence and violence against women can be accessed free of charge in the Republic of Moldova from all fixed-line and mobile networks. The Trust Line supports three simultaneous calls, assisted by counselors with sound experience.

Our mission

To help women and children, victims of domestic violence and sexual abuse, have better access to adequate services in order to build a healthy relationship; to provide the anti-violence community and the society with the necessary informational support and useful tools in preventing and responding to domestic and sexual violence.

Who can call us

- Anyone affected by domestic violence or sexual abuse, regardless of abuse period;
- Any person seeking help for a victim or report a case of domestic violence or sexual abuse.

Our services

- ✓ **Information** related to your rights and **guidance** on available services;
- ✓ **Emotional support** - you are listened to, heard, understood and accepted without any condition;
- ✓ **Primary legal counseling** - you will learn about current legal provisions and your rights;
- ✓ **Free legal assistance** - a lawyer will support you during the entire process, represent your interests in the court and help to get the financial compensation for the prejudice caused by the crime;
- ✓ **Individual psychological counseling** - a psychologist will help you overcome the created situation and emotional and interpersonal problems. A psychological evaluation report will be developed, if necessary.

Contacts

Phone: 0 8008 8008 - from all fixed-line and mobile networks

Fb: @TelefonuldeIncrederepentruFemei080088008

E-mail: trustline@lastrada.md

Web: lastrada.md

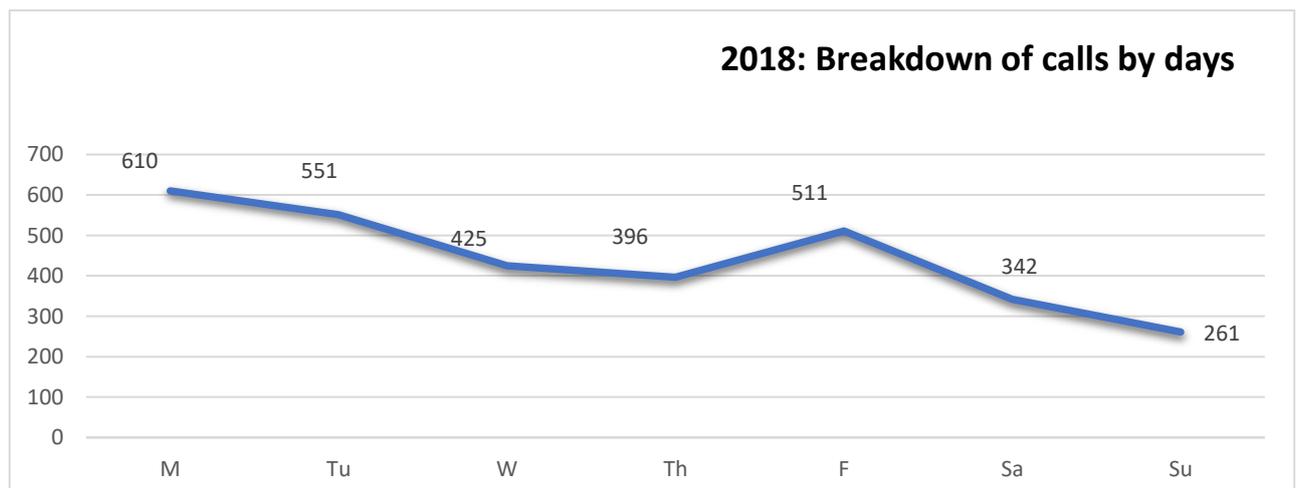
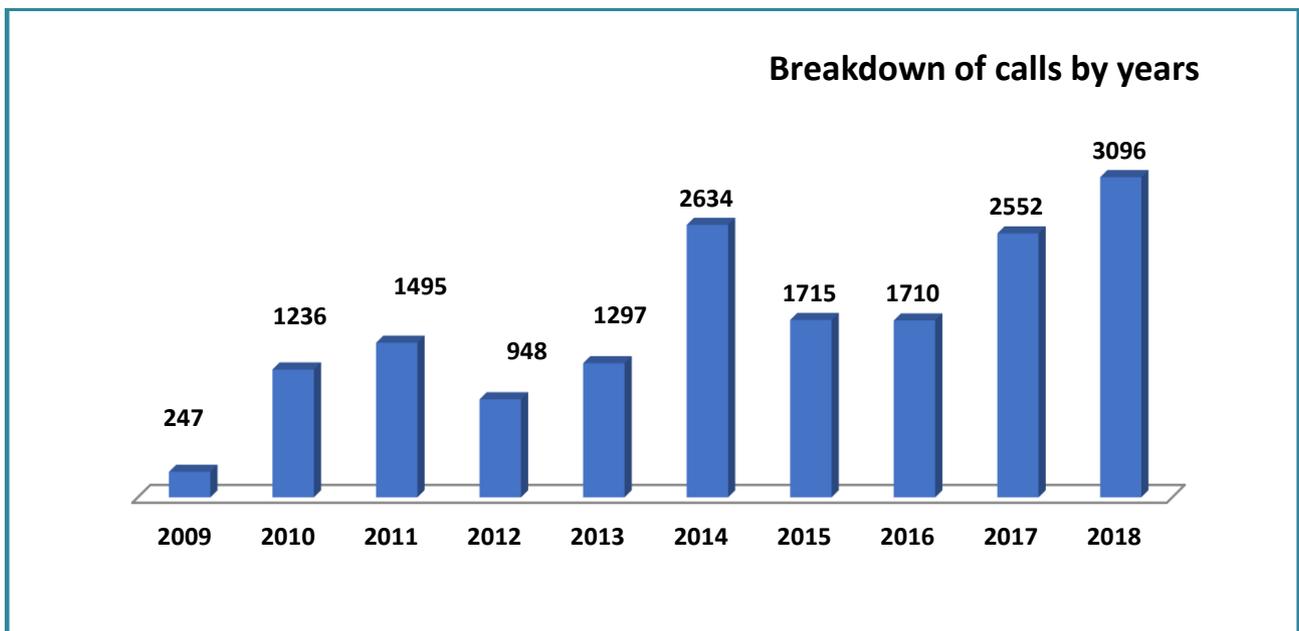
Working hours: 24/24, non-stop.

All calls are anonymous, confidential and free of charge.



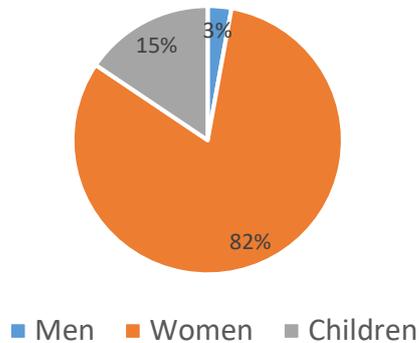
Calls' statistics for 9 years

The Trust Line beneficiaries are women and girls across the country - domestic and sexual violence affect particularly them. The share of male victims of domestic violence remains constant at the limit of 2-3% of the calls. Regardless of age, geography or social status, all victims of domestic violence complain of the same problems - physical, psychological, economic aggression. The most difficult for women and girls is to talk about sexual assault, which they do not even intend to report because of fear and shame. Trust Line data show that the rapist is often either the intimate partner of a woman (husband or concubine) or someone from her circle of trust (classmate, boss, neighbor, family friend).



Year 2018: statistics and trends

Victims of domestic violence



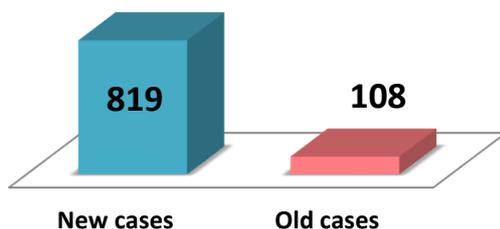
- **The profile of victims**

There are two categories of women victims of domestic violence, one between **27 and 40 years old** and another between **51 and 60 years old**. In **59%** of cases, these are married women, women in a relationship or divorced. 90% of them claimed that they had suffered from combined forms of physical and psychological violence from their current or former partners.

In 2018 Trust Line counselors performed **249 interventions** per 112 cases, of which **107 cases of domestic violence** and **4 cases of**

sexual violence. In an attempt to solve their problems, before calling Trust Line, almost every second victim of domestic violence previously asked for help from the competent authorities. Victim's relatives report nearly 70% from cases of domestic violence.

Cases of domestic violence



This proves that other community members (neighbors or acquaintances) either hesitate to report such situations, considering them to be intrusion into their private lives, or they do not know about the existing violence in a particular family because the victims hide what is happening to them. Of the **29 victims of sexual assault** to whom we provided assistance in 2018, **11 are children** (10 girls and 1 boy) aged between 8 and 16.

- **The profile of aggressors**

During 2018, Trust Line consultants responded to **3096 calls**. A record number of calls in December related to the national campaign "16 days of activism against gender-based violence" slightly increased the share of calls received from men in 2018. However, this is not a qualitative increase (during the campaign 56% of callers were men), but rather an exception that confirms the rule. Technically, every second man who called the Trust Line during this period showed threatening verbal behavior (either directly or indirectly). In 2018 we registered **31 calls from aggressors** related to 22 cases of domestic violence. In only two of these cases the aggressor was a woman.

Aggressor were calling Trustline to ask for their wives to be found and punished for leaving the family; they complained the fact that a protection order has been issued for the victim so they have been forced to live the house and so on. Trust Line specialists only recorded 3 cases where men admit that they are aggressors and want to change their behavior.

Calls type

Month	Domestic violence /Unique calls	Sexual violence / Unique calls	Request of information/ collaboration / Unique calls	Other / Unique calls	Total number / Unique calls
January	174/83	1/1	4/4	81/66	260 /154
February	101/52	4/1	10/10	61/42	176/105
March	129/73	2/1	7/7	74/52	212/133
April	108/45	2/1	8/8	59/34	177/88
May	107/51	4/2	5/5	63/51	179/109
June	112/60	5/3	7/7	51/43	175/113
I Semester 2018	731/364	18/9	41/41	389/288	1179/702
July	112/62	6/3	4/4	69/44	191/113
August	124/72	15/6	2/2	67/48	208/128
September	109/56	8/1	3/3	81/60	201/120
October	89/52	5/4	1/1	95/49	190/106
November	105/54	9/2	47/47	98/56	259/159
December	225/159	8/2	398/398	237/198	868/757
II Semester 2018	764/455	51/18	455/455	647/455	1917/1383
Total number 2018	1495/819	69/27	496/496	1036/743	3096/2085