

Who are we

The Trust Line for Women and Girls 0 8008 8008 has been launched by the International Center „La Strada” on the 2nd of November 2009. Currently, the hot line for victims of domestic violence and violence against women is free of charge on the territory of the Republic of Moldova from all fixed-line and mobile networks. The Trust Line supports three simultaneous calls, received by counselors with extensive experience.

Our mission

Our mission is to help women and children, who are victims of domestic or sexual violence, have better access to adequate services that would allow them to build their lives back and get better physically, psychologically and socially; and to provide the anti-violence community and the society in general with informational support and useful tools to achieve these goals.

Who can reach out to us

- Anyone affected by domestic violence or sexual abuse, regardless of when the abuse happened;
- Anyone who wants to help a victim or report a case of domestic violence or sexual abuse.

Our services

- ✓ **Information** about your rights and **guidance** on available services;
- ✓ **Emotional support** – you are listened to, heard, and accepted unconditionally and without judgment;
- ✓ **Primary legal counseling** - you will learn about your rights and the current legal provisions relevant to the case;
- ✓ **Free legal assistance** - a lawyer will support you during the entire process, represent your interests in the court and will help you get financial compensation for the prejudice caused by the crime;
- ✓ **Individual psychological counseling** - a psychologist will help you overcome the situation you are in and the emotional and interpersonal problems caused by it. If necessary, the psychologist will write a psychological evaluation report.

Contacts

Tel.: 0 8008 8008 – from any fixed-line or mobile network

Fb: @TelefonuldeIncrederepentruFemei080088008

E-mail: trustline@lastrada.md

Web: lastrada.md

Working hours: 24/7.

All calls are anonymous, confidential and free of charge.



Dynamic of calls in the last 11 years

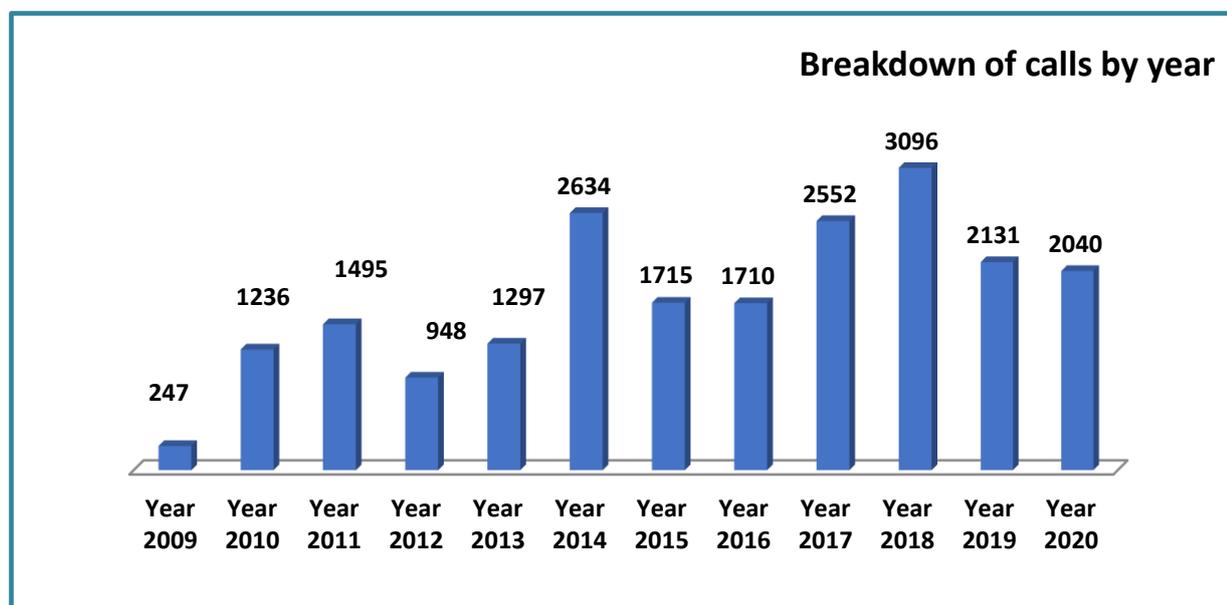
The main beneficiaries of the service are women and girls from all over the country – they are the most common victims of domestic and sexual violence. The proportion of male victims of domestic violence is constant – about 2-3% of the total number of calls.

It is usually the **relatives of the victim** who report cases of domestic violence within their extended family, taking responsibility for the victim, acting on their behalf and trying to convince them to leave the violent environment.

Neighbors call us to request a direct intervention when they hear shouting coming from their neighbor's house, or they ask for information on how to guide the victims. **Friends** usually find out about domestic violence after the victims confess to them, or when the victims ask for temporary shelter, financial support etc.

The level of legal knowledge of the victims is quite low. A violent husband forces his wife to stay with him by threatening her, saying **he would take the child, leave her homeless and without financial support** in case of a divorce, although in some cases the husband doesn't even have ownership rights over the property, because the woman inherited the property from her parents or it is a common good, acquired while they were married.

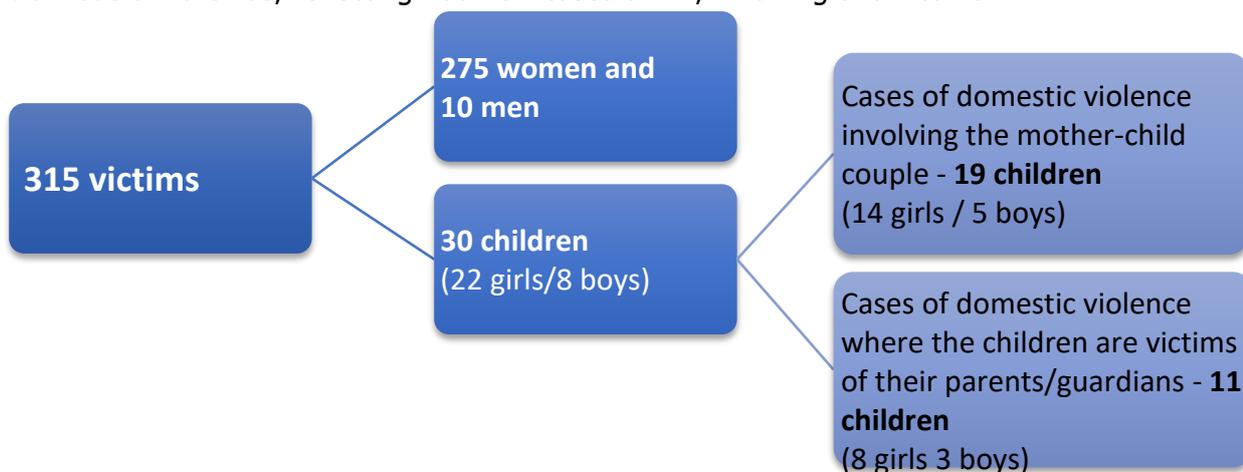
Regardless of age, geography or social status, **9 out of 10 women** mention that they endured combined forms of violence – physical and psychological, from their **current or former partners**.



Women and girls find sexual abuse the hardest to talk about, most often it is not even reported because of the feeling of shame and fear. The Trustline data shows that the rapist is either the **woman's husband/partner** or **someone in her circle of trust** (work colleague, classmate, boss, neighbor, family friend).

First half of 2021: statistics, figures and trends

In the first half of 2021, the Trustline counsellors registered **961 calls, which is 10% more** than this time last year, 562 of which were unique calls. Two out of three calls (64%) are related to **domestic violence**, reflecting 288 new cases of DV, involving 315 victims.

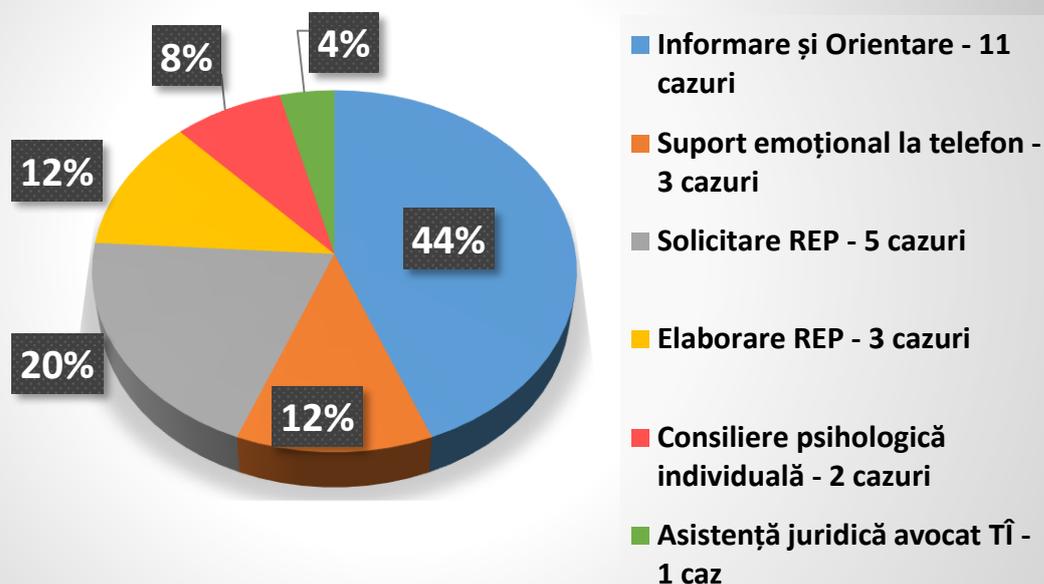


Beneficiaries have told us that, in an attempt to solve their problems, before contacting the Trustline, they asked for help from the competent authorities in the field. **179 beneficiaries admitted that before calling the Trustline, they requested help from law enforcement agencies.** The highest numbers of calls were registered in January and February, on Mondays and Fridays, when usually the whole family is at home and most violence incidents happen. The number of calls coming from urban areas, including Chisinau, was 33% higher than those from rural areas. For comparison, during the same period last year this difference was 26% and in the same period in 2019 the difference was 6%.

In the period January-February 2021, the Trustline counselors have received 28 calls, referring to **15 cases of sexual violence**. Only in 11 of the cases it was the victims who contacted the Trustline. Relatives or representatives of law enforcement agencies reported the other cases.

Our counselors have conducted 65 interventions that facilitated the solution of 35 cases of domestic violence and 2 interventions that solved a case of sexual violence. These situations represented cases when there was imminent danger to the victim's life or their physical and psychological integrity. All victims of sexual violence are women and girls (5 minors).

Distribution of cases of sexual violence based on needs/requests



Who are the victims of sexual crimes?

- 5 girls under the age of 18
- 1 woman – between 18 and 20 years old
- 1 woman – between 24 and 26 years old
- 2 women – between 27 and 30 years old
- 2 women – between 36 and 40 years old
- 1 woman over the age of 60

When did the crime happen (in relation to the time of the call)?

- 7-14 days ago – 1 case
- 1-3 months ago – 2 cases
- 3 - 6 months ago – 1 case
- 6 month - 1 year ago – 1 case
- Over 1 year go – 5 cases

The victims personally knew the abusers in all but 2 cases. The aggressor was the: boyfriend (1 case), father (1 case), stepfather/guardian (3 cases), guardian (1 case), friend or acquaintance (1 case), nephew (1 case). Most of the abuses are qualified as rape, gang rape, sexual molestations and perverse actions of a sexual nature.