

Telefonul de Încredere
0 8008 8008

Who are we?

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.

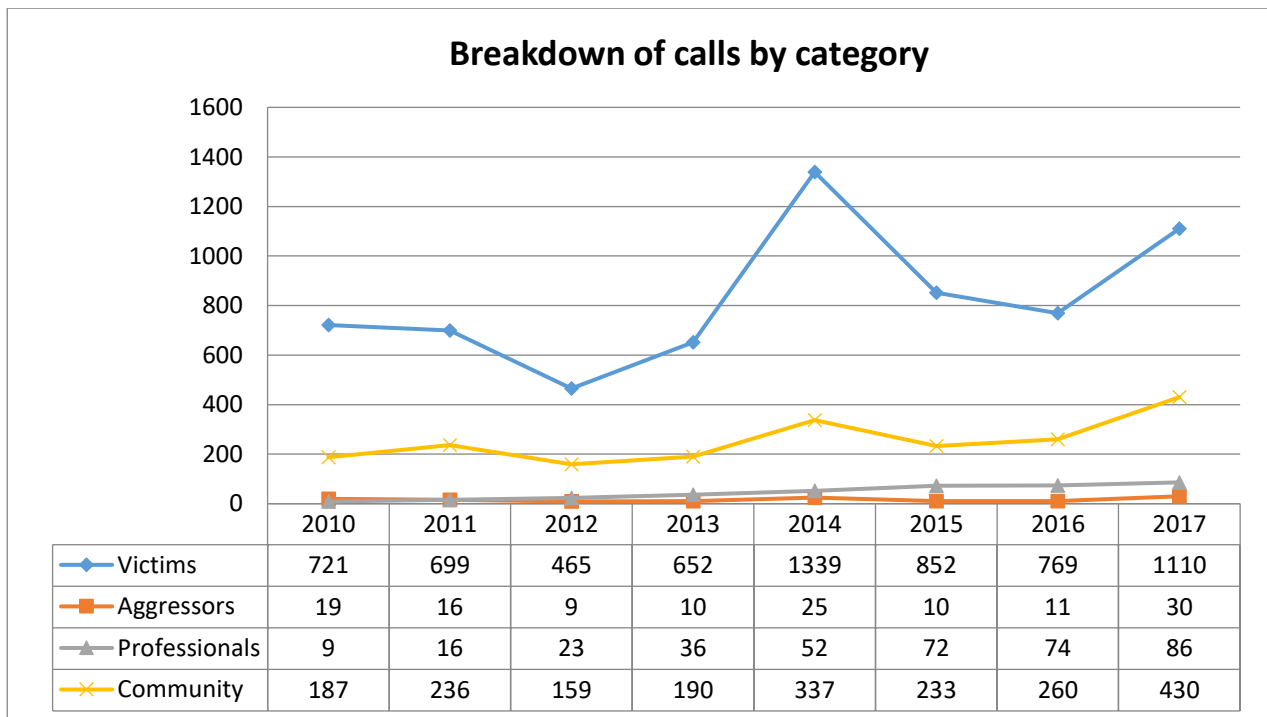
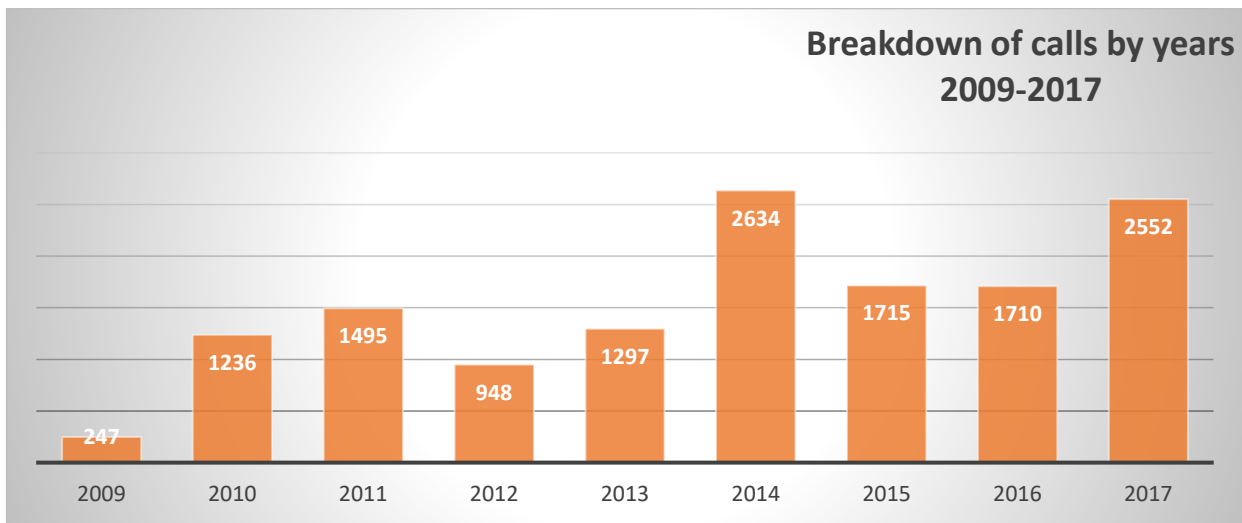
All calls are anonymous, confidential and free of charge.

Calls' statistics for 8 years



LA
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Moldova

The significant increase in the number of calls (as for 2014 or 2017 years) is related to the awareness campaigns of the Trust Line for Women. For example, in 2017 the number of calls of victims of domestic violence almost doubled as result of the campaign "Do not tolerate domestic violence" ("[Nu răbda violența în familie](#)"). This emphasizes the great importance of continuous promotion of this service through mass media channels, since a half of the Trust Line for Women callers learned about this service via TV. It is to be noticed the number of beneficiaries who called the Trust Line for Women at the advice of friends/relatives (12%) or NGOs (9%).



Year 2017: statistics and trends

- **Relatives and friends report domestic violence cases on behalf of victims**

From the launch of the Trust Line for Women till December 2017, the counselors received 13 833 calls, coming from the entire territory of the Republic of Moldova, as well as from abroad. From 10 callers, 8 are women and 2 men; 9 are Romanian native speakers and 1 - Russian speaker. About 70% of calls are from the victims. The main part of calls is usually received in the first three days of the week between 10:00 - 12:00 and 14:00 - 16:00. At the same time the number of night calls between 20:00 - 08:00 had a slight increase. The relatives are the key persons that report on domestic violence, by calling the Trust Line for Women (68%).

- **Domestic violence does not depend on age, region or social status**

944 new victims of domestic violence were identified, of which **818** are **women** and **150 children**. Regardless of age, region or social status, all victims reported on the same problems, experiencing combined forms of **physical and psychological violence** (88% of cases). In the majority of cases (53%) the women are abused by their husbands, followed by their life-partners or former husbands. It is to be mentioned that 32 calls were from elderly men, the main part of whom have been aggressed by their own children.

- **Victims are reluctant to report sexual abuse**

The counselors registered **11 cases of sexual violence**. Only 4 were reported by the victims themselves, 5 by the anti-violence community members (relatives and friends) or community social assistants. In 7 cases criminal investigations have been initiated and the victims requested psycho-emotional support or legal information. In 2 cases La Strada lawyer provided legal assistance and psychological counseling. The majority of victims are young women, up to 30, abused by persons known to the victims that is specific for sexual abuses in our community.

- **Legal counseling and primary psychological support**

Legal counseling represented the most requested service, provided to the beneficiaries of the Trust Line for women, including request for information on protection orders, divorce procedure and domicile of minor children. The callers also requested primary psychological support and assistance/guidance in case of domestic violence.