

## Who we are

**The Trust Line for Women and Girls 0 8008 8008** has been launched by the International Center „La Strada” on the 2<sup>nd</sup> 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 judgement;
- ✓ **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](mailto:trustline@lastrada.md)

Web: [lastrada.md](http://lastrada.md)

Working hours: 24/7.

**All calls are anonymous, confidential and free of charge.**

## Dynamic of calls in the last 10 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.

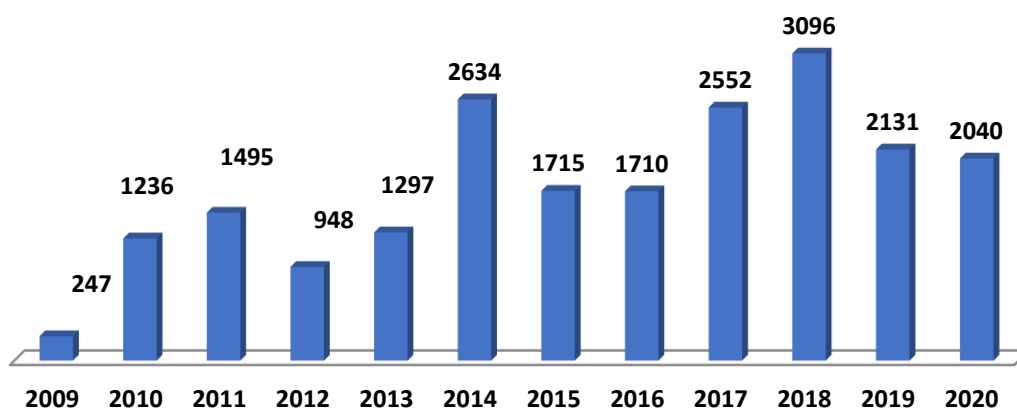
**Neighbors** call us to request a direct intervention when they hear shouting coming from their neighbor's house, or they ask for information on how to guide the victims. **Friends** usually find out about domestic violence after the victims confess to them, or when the victims ask for temporary shelter,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

Breakdown of calls by year



## Second half of 2020: statistics, figures and trends

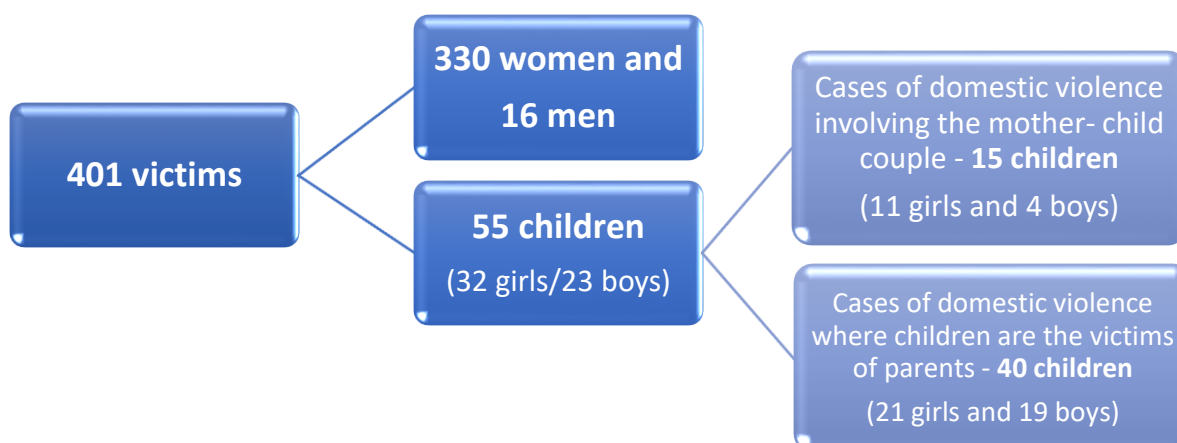
During 2020 we registered a **total of 2040 calls**. Because of the self-isolation measures imposed due to the COVID-19 pandemic, the victims of domestic violence were always in the close proximity of their abuser, which drastically reduced their chances to communicate and ask for help, particularly in the first months of the isolation period.

The anxiety associated with COVID-19 has caused a flaring up in domestic violence episodes in the families where the phenomenon was already present. During the first weeks since the pandemic state was declared, the number of calls continued to drop, but as the lockdown period grew longer, the proportion of calls increased by over 30%. **In the second half of 2020 we registered a 24% increase in the number of calls compared to the first half.** The highest numbers of calls were registered in July and December, on Mondays, mostly between 10:00 and 12:00. The number of calls coming from urban areas, including Chisinau, was 18% higher than those from rural areas.

During the lockdown period, the number of calls from community members (relatives, friends, neighbors) visibly decreased, and the number of reports from local public authorities has also drastically declined, but in the second half of the year these numbers have somewhat balanced. From the total number of reports regarding domestic violence, 486 were from the victims (66.2%), 166 – from members of the community (70% of these were from relatives) and 74 were from representatives of professional groups.

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. Most of the victims' dissatisfactions during the lockdown regarded law enforcement agencies. 192 beneficiaries admitted that before calling the Trustline, they requested help from law enforcement agencies, but either their involvement didn't solve the problem, or the help never came.

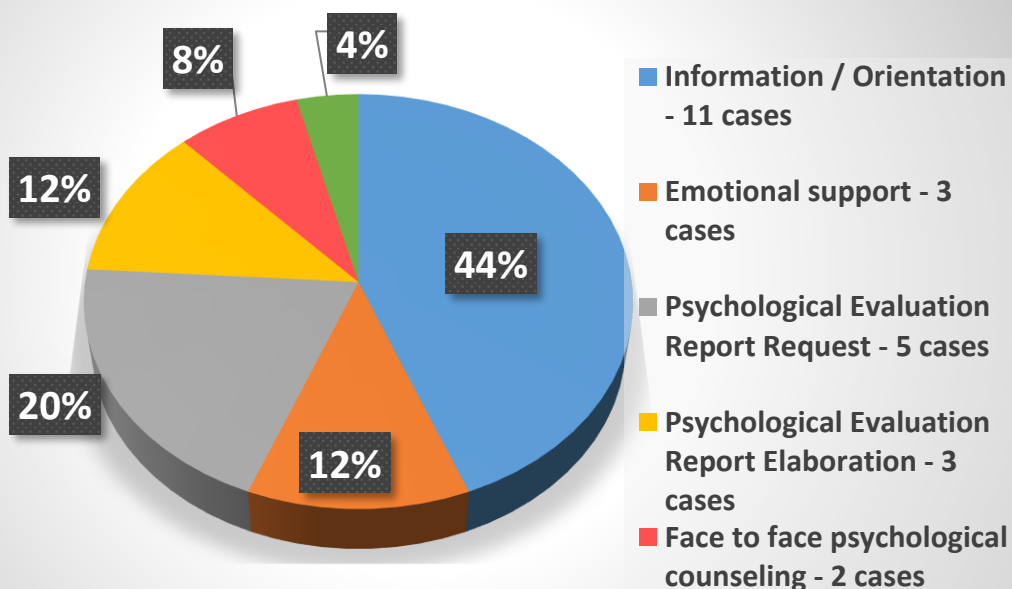
**From the 401 victims of domestic violence registered in the second half of 2020, 82% are women, 14% are children and only 4% are men.**



In the period July-December 2020, the Trustline counsellors have received 63 calls, referring to **24 cases of sexual violence**. Only in 9 of the cases it was the victims who contacted the Trustline. Relatives or representatives of law enforcement agencies reported the other cases.

Our counsellors have conducted 95 interventions that facilitated the solutioning of 47 cases of domestic violence and 7 interventions that solutioned 6 cases 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 living in the Republic of Moldova, only one case referred to a Moldovan woman living in Italy at the time she reached out to the Trustline counsellors. **The youngest sexual abuse survivor was only 10 years old, and the oldest was 82.**

Distribution of cases of sexual violence based on needs/requests



The victims personally knew the abusers in all but 3 cases. The aggressor was the: boyfriend (2 cases), former husband/boyfriend (3 cases), father/stepfather (5 cases), guardian (1 case), brother-in-law (1 case), friend or acquaintance (9 cases). Most of the abuses are qualified as rape and perverse actions of a sexual nature.