

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

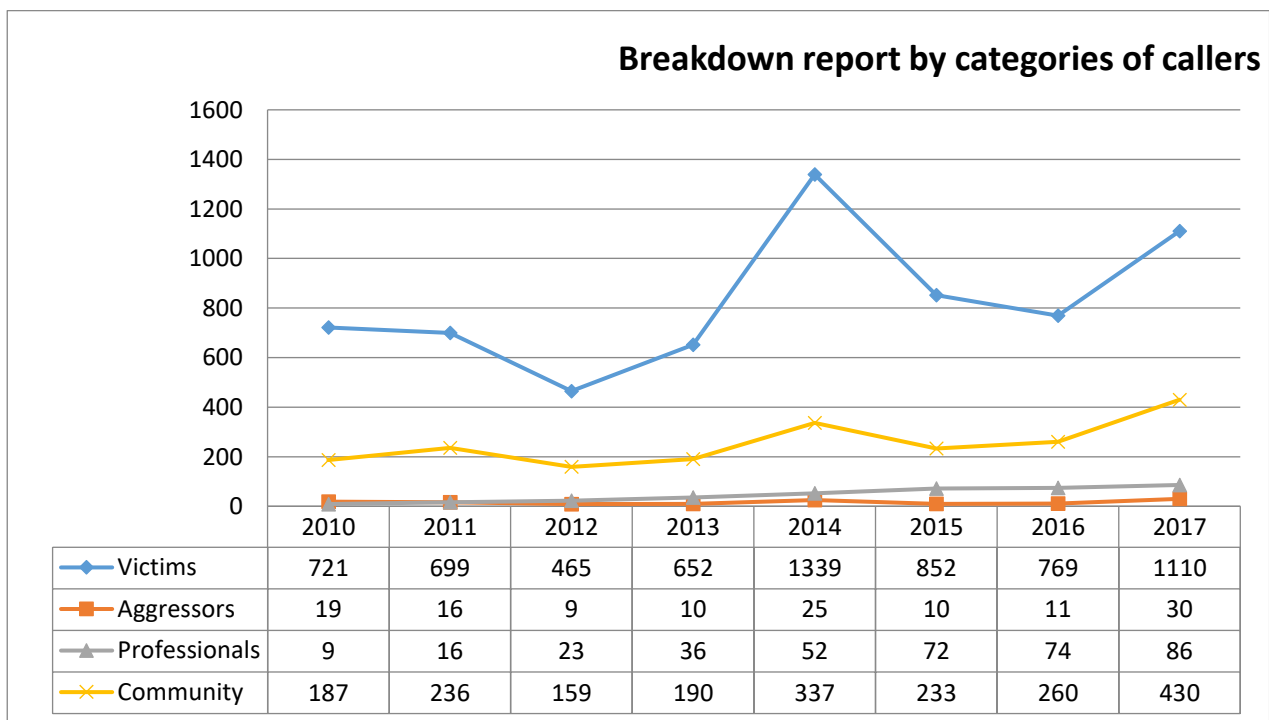
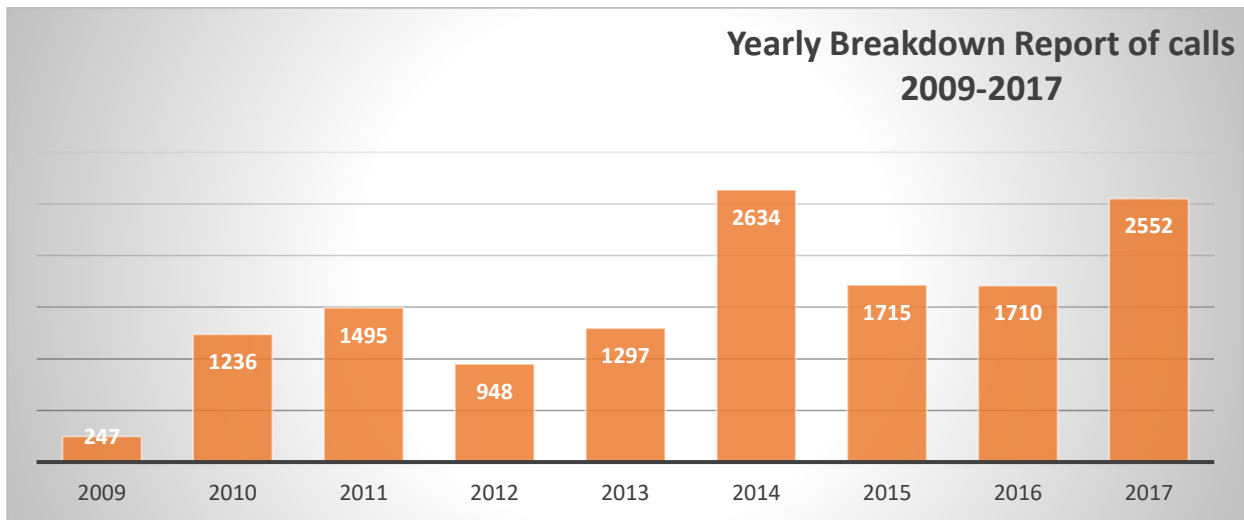
Web: lastrada.md

Working hours: 24/24, non-stop.

All calls are anonymous, confidential and free of charge.

Calls' statistics for 8 years

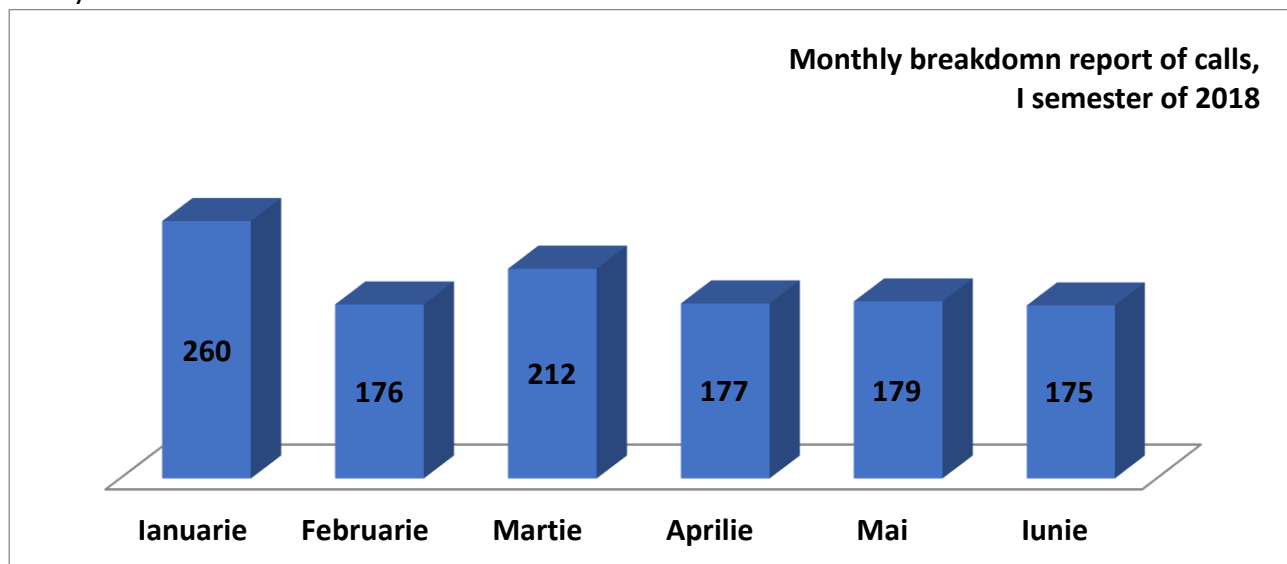
The sharp increases in the number of calls, as in 2014 or 2017, are closely related to Trust Line promotion campaigns. In 2017, for example, as a result of the awareness campaign "[Your child suffers as much as you do](#)", the share of calls from victims of domestic violence almost doubled. This fact highlights the crucial importance of continuously promoting this tool through mass-media communication channels. Almost half of callers found out about Trust Line from TV. The share of our beneficiaries who called us at the recommendation of acquaintances (12%) or NGOs (9%) is also relevant.



First semester of 2018: statistics and trends

- **It is easier for victims to talk about abuse during the first half of the day**

During the first half of 2018, the Trust Line counselors took a total of 1179 calls (85% from women and only 15% from men). About 70% of them represent calls from the victims. Most of them call us usually during the first three days of the week, between 10:00 a.m. and 12:00 a.m., although there was a slight increase in the number of night calls between 8:00 p.m. and 08:00 a.m. Unlike previous periods, when most of the calls have been registered at the beginning of the week, during the reporting period 202 calls were recorded on Friday. At the same time, compared to the same period of the last year, the number of calls recorded in weekend increased by 25%.



- **Women in Moldova, assaulted by their husbands and intimate partners**

More than 62% of calls registered in the first half of the year (731) are related to **domestic violence**. There are at least 364 new cases of domestic violence that affected 457 victims (368 women, 4 men and 85 children). All victims, regardless of age, geography, or social status, complained the same problems - physical and psychological abuse usually. But there are also enough economic, emotional or sexual abuse cases. Every fifth appeal that relates to a case of domestic violence comes from community members (relatives, neighbors, friends or extended family members). In about six out of ten cases the victims themselves are calling the Trust Line. **And more than half of domestic violence cases involves women who have been assaulted by their spouses, current or ex intimate partner.**

Types of calls					
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

- **Trust Line as a helpful tool when police does not get involved promptly**

In order to solve their problems, previously victims of domestic violence had requested help from the competent authorities before calling us. The police has been called in 191 cases. The rest of the professional groups (the doctor, the lawyer, the social assistant, etc.) have been requested much less.

- **Legal counseling, psychological support and safeguarding interventions**

Legal counseling is still the most requested Trust Line service (information and guidance on the protection order, the restraining order and the divorce procedure). During the reporting period, Trust Line counselors had **95 safeguarding interventions** in order to facilitate resolution of 53 cases of domestic violence and sexual violence. They have undertaken multiple actions to expedite the process or to improve the quality of support that victims needed in those moments: police referrals, social assistant referrals, facilitation of victim's placement in shelter etc.

Call share according to requested/provided services

