

## Who we are

**The Trust Line for Women and Girls 0 8008 8008** has been launched by the International Center „La Strada” on November 2, 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](mailto:trustline@lastrada.md)

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

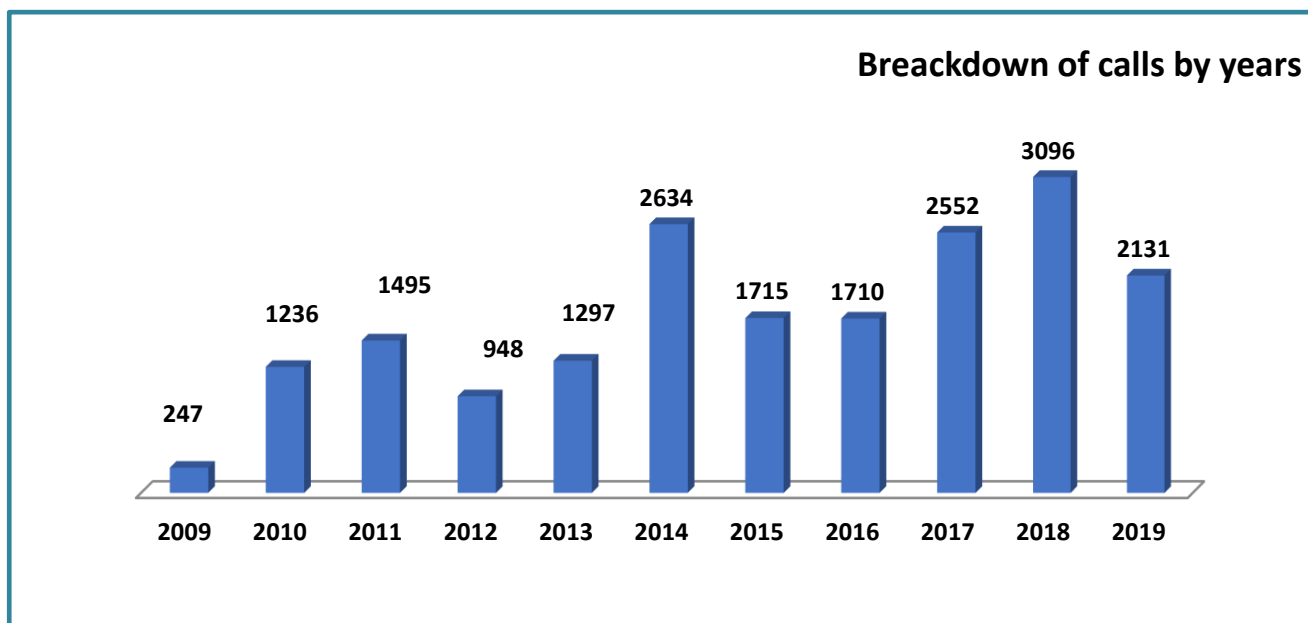
Usually, **the relatives of victims** report cases of violence within the extended family, taking responsibility for the victims, acting on their behalf and trying to convince them to leave the violent environment.

**Neighbors** call us to ask for direct intervention when, as they say, had heard shouting and cries for help or just want to be informed on how to guide the victims to get help. **Friends** usually find out about family violence from victim's confessions or when she calls for temporary shelter, financial support, etc.

The level of legal education of the victims is quite low. The violent husband uses to keep the woman next to himself by manipulating her. **The abuser threatens her to take the child after divorce, to leave her homeless without any financial resources.** And that, even though, in some cases, the aggressor has no right over the property, because the wife possesses the house by inheritance from her parents or it is a common good, acquired during the marriage.

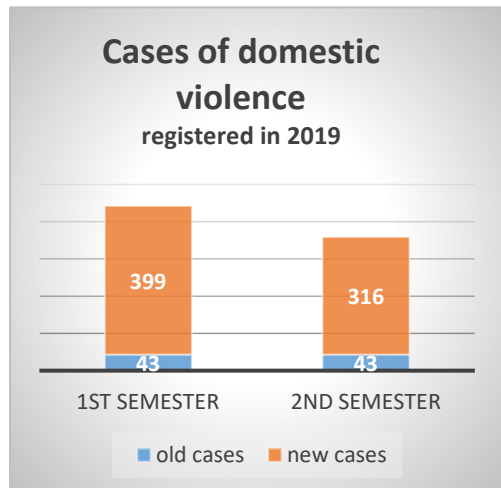
Regardless of age, geography or social status, **9 out of 10 women** complain of combined types of physical and psychological abuse from **the actual or former intimate partner.**

The hardest thing for most of these women is to talk about a sexual abuse, which they do not even intend to report because of fear and shame. Trust Line statistics show that the rapist is either **the woman's intimate partner** or **someone from her circle of trust** (classmate, colleague, co-worker, boss, neighbor or family friend).



## Year 2019: statistics and trends

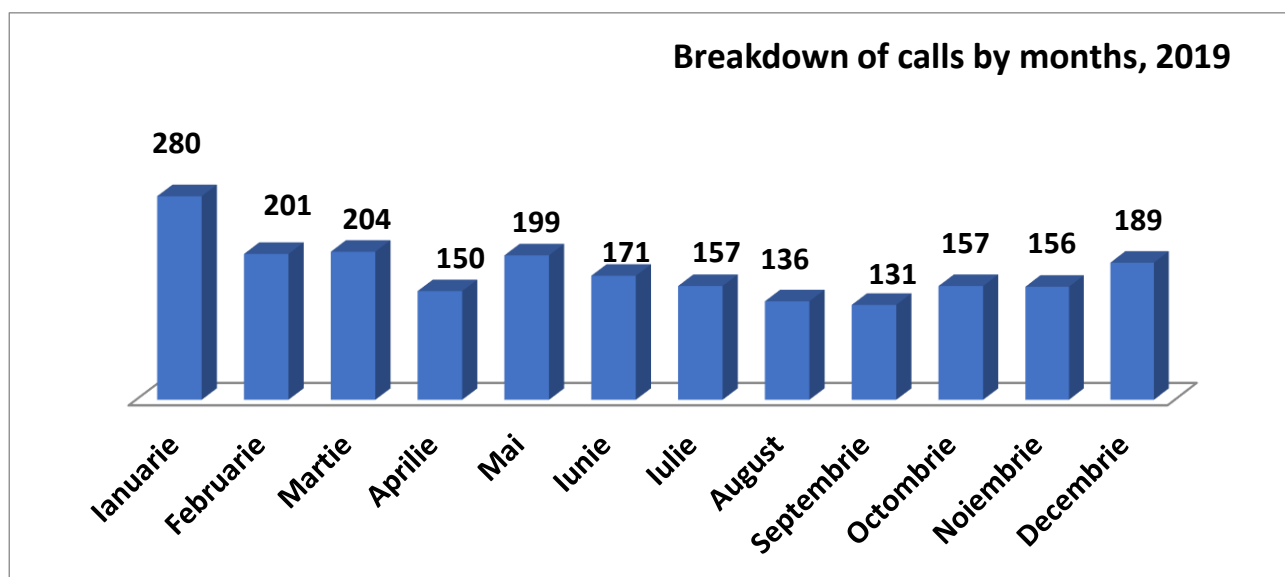
During 2019, our specialists got **2131 calls** from all over the country and from abroad. Most of them (58%) are referred to domestic violence. We registered **over 700 new cases of domestic violence** where **898 victims were involved** (726 women, 24 men and 148 children). One single case was about an abusive woman.



### Relevant figures about sexual violence

During the reported period **37 victims of several types of sexual violence** requested Trustline services (26 women, 1 man and 10 children aged between 13 and 17 years).

An important quality and credibility indicator of counseling and assistance services provided to our beneficiaries was registered in 2019: **the rate of calls received directly from victims has increased up to 40%**.



See more details about violence against women and girls in Republic of Moldova in [Trust Line annual report](#).