

WHAT WE NEED TO KNOW

When requesting assistance, please be prepared to provide the following details: name, date of birth, availability of travel documents, conditions of the trafficking experience (including migration and work conditions), etc. Any special needs such as medical or psychological conditions, security concerns, etc.) should also be noted

WHEN AND HOW TO CONTACT THE CHISINAU PROTECTION & ASSISTANCE CENTRE?

The Protection & Assistance Centre can be contacted by individuals in need of its services. Officials and other agencies (e.g. police, border guards, social services, NGOs, Embassies, etc.) may also refer trafficked persons or "at-risk" individuals to the National Coordination Centre within the Ministry of Social Protection, Family and Child (MSPFC). Such referrals can take place at any stage of the trafficking experience or before, during recruitment and transit, or while in the country of destination. Referrals are welcome both from abroad and within Moldova.

To contact the Protection & Assistance Centre, please call and/or e-mail:

MSPFC — National Coordination Centre
Tel./Fax: (+373 22) 72 72 74 / (+373 22) 73 54 85
coordonator_snr@yahoo.com

International Centre "La Strada" Hotline
0 800 777777 (in Moldova – free of charge)
(+373 22) 233309 (from abroad)

NGO "Interaction" Hotline in Transnistria
0 800 888888 (in the region – free of charge)
(+373) 533 8 60 30 (from abroad)

IOM Moldova
36/1 Ciuflea str., MD-2001, Chisinau
Tel: (+373 22) 23 29 40/41
Fax: (+373 22) 23 28 62
iomchisinau_pp@iom.int

CASES ASSISTED BY IOM MOLDOVA IN 2000-2007

Since 2000, IOM Moldova has helped 2185 victims of trafficking (VoTs) and more than 900 potential victims of trafficking within the Direct Assistance Programme (repatriation, rehabilitation and/or reintegration).

Between June 2006 and December 2007, 162 persons were assisted within the NRS, including 85 VoTs and 77 at risk cases.

Most of the assisted VoTs were sexually exploited, but there were also victims exploited for labour, begging, organ transplant or a combination of these. The main destination countries are the Republic of Turkey, the Russian Federation and the United Arab Emirates.



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CHISINAU PROTECTION AND ASSISTANCE CENTRE



Ministry of Social Protection,
Family and Child of the
Republic of Moldova



International
Organization for
Migration

WHAT IS TRAFFICKING IN HUMAN BEINGS?

Trafficking is a severe human rights violation which affects mainly, but not exclusively, women and children. They are most frequently trafficked for sexual and/or labour exploitation, though they sometimes end up in situations of forced begging, illegal adoption, false marriage, or as victims of the trade in human organs. Trafficked persons can be exposed to physical and psychological abuses, denied basic rights and freedom and medical care, considered as illegal or irregular migrants in the country of destination, and are often found in forced and unwanted relationships of dependency with their traffickers or other persons.

NATIONAL REFERRAL SYSTEM FOR PROTECTION AND ASSISTANCE OF VICTIMS AND POTENTIAL VICTIMS OF TRAFFICKING IN HUMAN BEINGS (NRS)



"NRS is a collaboration framework between State authorities and the civil society in the fight against human trafficking."
(Galina Balmos, Minister of Social Protection, Family and Child, NRS National Conference, June 2007)

Since 2006, NRS has carried out activities contributing to the development of collaboration between Government bodies, non-governmental and international organizations working in the area of prevention of trafficking, as well as identification, repatriation, rehabilitation and reintegration of victims of Trafficking in Human Beings. NRS proves to be a key instrument to implement social protection policies through the creation of a systematic approach and the consolidation of all counter-trafficking actors' efforts.

NRS institutionalization will become an important contribution to the constitution and development of democratic institutions and rule of law in Moldova, ensuring protection of fundamental rights and freedoms through a system of social, political and legal warranties. The adoption of this strategy will bring a significant contribution to the fulfilment of international commitments assumed by the Republic of Moldova.

WHAT IS THE PROTECTION & ASSISTANCE CENTRE?

The Centre is often the first contact point in Moldova for the persons returning home after a dreadful trafficking experience abroad. The Centre, which has been operational since 2001, provides crisis interventions in a safe and friendly environment; during the stay at the shelter, residents can benefit from a range of "in-house" services.

THE CENTRE OFFERS:

- Temporary Residence
- Psychological Counseling
- Social Support
- Medical Assistance
- Legal Support
- Recreational Activities



ARRIVAL ASSISTANCE IN Moldova

Upon arrival to Moldova, the Protection & Assistance Centre staff will receive the returnees at the airport or border-crossing points. The staff will provide detailed information about different support programmes and arrange onward travel to the shelter or home. It is therefore very important to notify the Protection & Assistance Centre Manager in advance of the return, including the flight details (through the hotline or by email).

FOR WHOM?

The Protection & Assistance Centre is open to trafficked persons and their children, unaccompanied minors, and individuals at-risk of trafficking. The staff at the hotline and/or IOM, in cooperation with MSPFC local focal points, can assist with interviewing a (potential) victim in order to determine whether referral to the Centre is the best solution depending on the actual needs of the individual case.

REINTEGRATION ASSISTANCE

Participants in the IOM Prevention and Protection Programmes are eligible to reintegration assistance. While staying at the Protection & Assistance Centre a reintegration plan is usually developed by the returnee with the support of the Centre's staff. The plan may involve different types of activities: counselling and psychosocial support, medical assistance, socio-economic empowerment, professional development, formal and informal education, etc. If a returnee cannot go home after completion of the crisis intervention programme at the Centre, the Centre's staff can assist with referrals to institutions that provide long-term assistance. Similarly, reintegration assistance is implemented through the National Coordination Centre referrals to NRS partners at local level, including governmental and non-governmental agencies. IOM, in partnership with MSPFC, is currently expanding this referral network throughout Moldova.

