



Changing
THE WAY WE
*care*SM

Safe responses in Moldova

To support the emergency response to Ukrainian refugees in Moldova

March 2022

Before we
begin.....

There's no such thing as a stupid question

It's a difficult topic so if you need a break,
that's fine

If you share a concern about a child or
adult, we may need to take action.



Today we will cover

- Our responsibility to protect children and adults at risk in the current emergency situation
- The principles of 'do no further harm' and 'best interests of the child' in practice
- The four Rs: recognition; response; reporting; recording
- What we can and should practically do.

Topic 1: Defining safe responses

Defining what safe responses are, how we safeguard and what standards and tools we have to help us.

What do we mean by safe responses?

Keeping children and adults at risk safe from abuse and exploitation

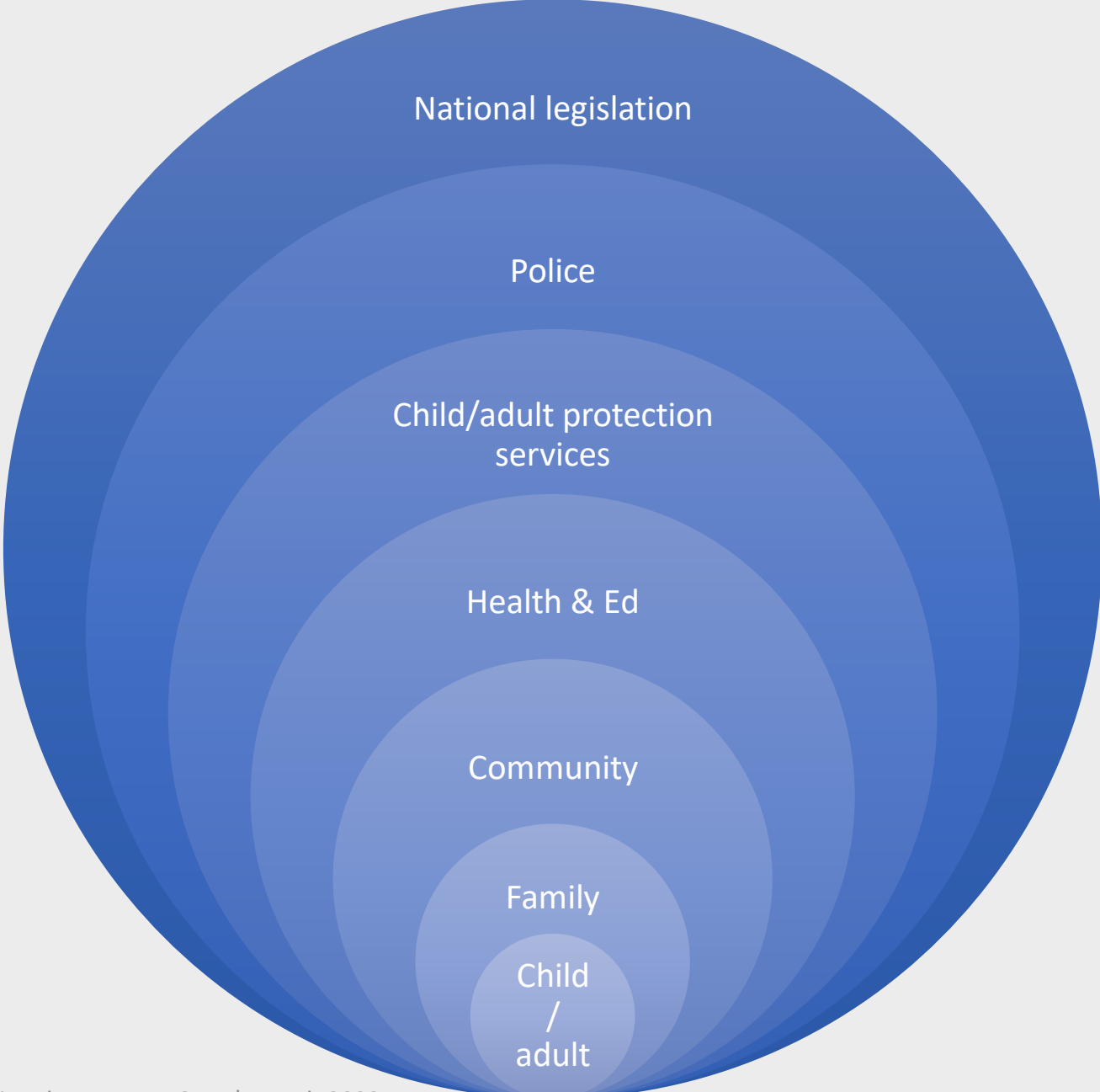
Responding to child and adult abuse and exploitation concerns and disclosures

Who is a child?

Changing the Way We Care | March 2022

Who is an adult at risk?

How societies protect children and adults at risk



What power do they hold?



This is Kateryna and her two children. Kateryna is Ukrainian and has just arrived in Moldova. In the Ukraine she was a lawyer. Her and her husband own a house in Kyiv.

This is Alex. He is Moldovan and an aid worker for an NGO, where he has worked for several years.



True or false?

1. Children are mostly abused by strangers
2. There's no point reporting abuse that took place in Ukraine because the child is now in Moldova
3. It is only men who abuse children
4. Girls are more at risk of abuse than boys
5. Roma families are more at risk of discrimination than other families
6. Children are resilient and recover quickly from abuse
7. Children often lie about being abused
8. If I don't respond to abuse, the child will tell someone else
9. Children are not at risk of online abuse during this emergency
10. Children travelling alone are more at risk of abuse than children travelling with their parent/caregiver
11. Children and adults with disabilities are less at risk of abuse
12. LGBTQ refugees are welcome and safe in Moldova.

RESPONSIBILITY

starts with

Me

Topic 2: Responding to concerns

Responding to concerns and disclosures about a child or adult at risk in the current emergency situation.

Types of abuse and exploitation

**Criminal
Exploitation**

**Child Sexual
Exploitation**

**Child
Trafficking**

**Emotional
Abuse**

Online Abuse

**Domestic
Abuse**

Grooming

Sexual Abuse

Neglect

Physical Abuse

Recognising abuse and exploitation

- What might you see or hear in this emergency setting that could be a sign of abuse or exploitation?

gettyimages
NIKOLAY DOYCHINOV

How is safeguarding presenting in this emergency setting?

- Physical, emotional and/or sexual and gender-based violence
- Mental health and psychosocial distress including trauma
- Limited access to resources (including personal assets e.g. money)
- Lack of identification and other documentation
- Lack of education and social development opportunities
- Accommodation challenges
- Trafficking
- Child labour
- Unaccompanied and separated children.

- In transit to/from Moldova
- In government-facilitated centres
- Shelters managed by NGOs
- In family/acquaintance homes
- Staying with strangers
- Rental accommodation.

Think about daytime, night time, mealtimes.

- **In groups discuss: what are/may be specific safeguarding issues in this emergency setting? Use the topics above (10 minutes)**

Best practice principles in safeguarding



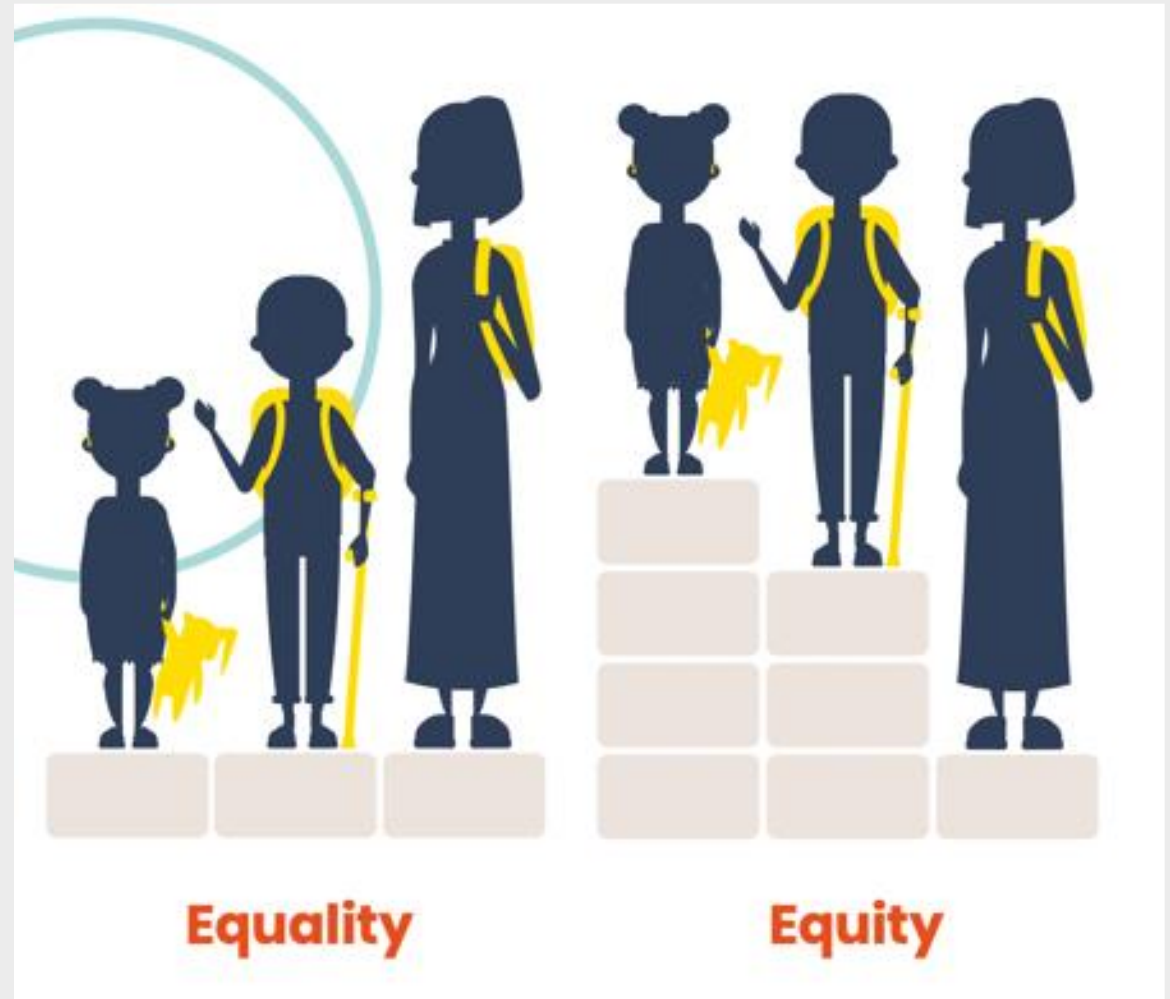
THE BEST INTEREST OF THE SURVIVOR

UNDERSTANDING DISCLOSURE

People with disabilities

Impairment + **Barriers** = **Disability**

Impairment + **Enablers** = **Inclusion**



Support services available

MENTAL HEALTH SUPPORT

ORGANISATION: NGO "ALTRUISM"
Contact: Liuba Ceban, +373 60806623
Opening hours: Mon-Thu, 20:00 - 22:00
- pentruviata.md/online chat
24/7 - ajutor@pentruviata.md

PHYSICAL AND MENTAL HEALTH SUPPORT

ORGANISATION: National Agency for Public Health
Hotline: 0 800 12300
Opening hours: Mon - Fri, 09:00 - 17:00

CHILD PROTECTION AND LEGAL ADVICE

ORGANISATION: Ministry of Labour and Social Protection & AO,,CNFACEM"
Child's Number: 116 111,
telefonulcopilului.md/ skype, online
Opening hours: 24/7

SUPPORT FOR PEOPLE WITH DISABILITIES

ORGANISATION: Keystone Moldova & Ministry of Labour and Social Protection
Hotline: 0 800 108 08/ 0 6060 1549 - viber, skype, sms
Opening hours: 24/7

For a full list of support services visit:
<https://dopomoga.gov.md/>

Case study 1: Elena's disclosure

Elena, who is at the shelter and who you guess is about 13, says “Mr. Moldovan (NGO agency worker) made me have sex with him in exchange for some food yesterday”. She says she doesn't want anything to happen because she is scared of repercussions. She then walks off.

- How does what she said make you feel?
- What do you do next?

If someone tells you they or someone else is (at risk of) being abused...



Stay calm

Actively listen

Reassure the child they have done nothing wrong in telling you

Get advice

Safeguarding Leads

Protection services

Make sure the child/adult is immediately safe

In an emergency, call the police.

Interrupt or asking leading questions

Take notes whilst she is speaking

Promise secrecy

Discuss concerns with friends and colleagues (you should only discuss concerns on a need to know basis).



Key
information
to gather

- Name
- Contact details
- What happened, where and when
- If there is an immediate risk of (further) abuse and/or exploitation
- If the person wants support with the concern/disclosure
- How and when they can be contacted.

Case study 2: Ms Rusu's concern

Mr. Ceban is a volunteer aid worker working directly with children in a shelter. Another volunteer, Ms Rusu, tells you that she thinks he's making women and girls feel uncomfortable and seems to be trying to hug and touch them quite a bit.

- How does what Ms Rusu said make you feel?
- What do you do next?

What do I do next?

If someone is in immediate danger: call 112



Signpost survivors to support services:
<https://dopomoga.gov.md/>
Or Ministry of Labour and Social Protection & AO „CNFACEM”
Child's Number: 116 111, telefonulcopilului.md/ skype, online
Opening hours: 24/7



Contact your organisation's Safeguarding Lead as soon as possible (within 24 hours)

For CTWWC organisations:

- Viorica (P4EC):
vpostolaki@p4ec.md
- Lorina (CCF):
lorina.ghitu@ccfmoldova.org
- Nicolae (Keystone):
nciocan@khs.org
- If you continue to have concerns, contact Mihaela (CRS): mihaela.ciorba@crs.org

Topic 3: Safe responses: preventing abuse and exploitation in emergency settings

How we keep children and adults safe from harm in emergency settings.

The background of the slide features a light grey background with a faint silhouette of a person's head and shoulders. Scattered across the background are numerous question marks in various colors: blue, green, orange, and red. The text is positioned on the left side of the slide, with a vertical line separating it from the five scenario groups on the right.

Recognising and responding to risks: activity

Group 1: You become aware of posters advertising free shelter for women and children are being handed out by individuals you don't recognise.

Group 2: Three policemen have started hanging out in the shelter.

Group 3: You are told at the shelter that a cab driver offering free rides then threatened the family unless they paid a lot of money.

Group 4: You notice a lot of the toilets are not wheelchair accessible.

Group 5: You notice volunteers are staff are taking a lot of photos and videos of refugees.

OK or not OK



You accept a Facebook friend request from a refugee mother

You take a photo of a refugee family

You post your experiences of supporting refugees on Facebook

You give a child a book

An adult is crying so you give them a hug

You tell the Safeguarding Lead you're worried about a child even though they asked you not to tell anyone

A young child appears to be on their own and says they need to go to the toilet urgently; you take them to the toilet

A group of children want to play football with you; you play football.

Next steps for safe responses

- Safe recruitment, induction and support
- Risk mapping and mitigation
- Supporting the most at risk, including people with disabilities and children separated from parents
- Listening to and empowering children and families
- Ethical storytelling and responsible social media
- Multi-sector collaboration and signposting
- Managing investigations in emergency settings.

The background features several colorful question marks in shades of teal, pink, green, purple, and yellow, scattered across the top half. Below them, a row of diverse human hands is raised, symbolizing participation or inquiry. The overall theme is one of questions and community involvement.

Any questions?

- Viorica (P4EC): vpostolaki@p4ec.md
- Lorina (CCF): lorina.ghitu@ccfmoldova.org
- Nicolae (Keystone): nciocan@khs.org
- Mihaela (CRS): mihaela.ciorba@crs.org
- Leonora Borg lborg@maestral.org

Changing The Way We CareSM (CTWWC) is implemented by Catholic Relief Services and Maestral International, along with other global, national and local partners working together to change the way we care for children around the world. Our principal global partners are the Better Care Network, Lumos Foundation, and Faith to Action. CTWWC is funded in part by a Global Development Alliance of USAID, the MacArthur Foundation and the GHR Foundation.

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