



Embassy of the
United States of America



TRUST LINE FOR WOMEN 0 8008 8008

Activity Report

Chisinau 2012

International Center for Women Rights Protection and Promotion „La Strada”

President: **Ana Revenco**

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The contents of this report express the authors’ viewpoints and not necessarily those of the US State Department.

This report presents the activity results of the Trust Line for Women **0 8008 8008** during November 2009-December 2009 time period. This service has been promoted within the framework of the National Awareness campaign **"A healthy family is one without violence"** (phase I and II), carried out with the support of the project „Protection and empowerment of victims of human trafficking and domestic violence”, implemented by United Nations Development Program/UNDP, United Nations Fund for Population Activities/UNFPA, International Organization for Migration, Mission in Moldova/IOM Moldova, Organization for Security and Cooperation in Europe, Mission to Moldova/OSCE Mission to Moldova.

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CONTENTS

General Information on the Trust Line for Women	4
Note of the publication	5
I. Description of received phone calls at the Trust Line for Women	6
1.1. General Description	6
1.2. Callers' profile by age and gender	9
1.2.1. <i>Calls' breakdown by age</i>	9
1.2.2. <i>Calls' breakdown by gender</i>	10
1.3. Callers' categories	10
1.3.1. <i>Calls from victims</i>	10
1.3.2. <i>Calls from aggressors</i>	11
1.3.3. <i>Calls/messages from community members</i>	13
1.3.4. <i>Calls/messages from professional groups</i>	13
1.3.5. <i>Other</i>	14
II. Domestic Violence from the Trust Line's Perspective	14
2.1. Profile of the domestic violence actors	14
2.1.1. <i>Age and marital status of the victims of domestic violence</i>	14
2.1.2. <i>Educational and professional background of the domestic violence actors</i>	20
2.1.3. <i>Personal income level of the domestic violence actors</i>	23
2.1.4. <i>Alcohol abuse impact on the violence manifestation</i>	26
2.1.5. <i>Specifics of the domestic violence in case of mixed marriages</i>	27
2.2. Particularities of the domestic violence manifestation	29
2.2.1. <i>Types and forms of the domestic violence manifestation</i>	29
2.2.2. <i>Specifics of the domestic violence in situations when minors are affected</i>	32
III. Assistance/support requested at Trust Line for Women	35
3.1. Types of assistance services required	35
3.2. Referral service through active mediation by Trust Line counselors	41
IV. Difficulties encountered by the Trust Line beneficiaries	42
4.1. Police interventions	42
4.2. Law application by prosecutors	43
4.3. Law application by judges	44
4.4. Socio-environmental difficulties	45
V. General background of received phone calls at the Trust Line for Women	47
5.1. Timeline breakdown on incoming calls at the Trust Line for Women	47
5.1.1. <i>Calls' classification by months</i>	47
5.1.2. <i>Calls' classification by hours</i>	47
5.1.3. <i>Calls' classification by weekdays</i>	48
5.2. Geography of incoming calls at the Trust Line for Women	49
5.2.1. <i>Calls' classification by urban/rural principle</i>	49
5.2.2. <i>Calls' classification by district/living area principle</i>	49
Conclusions	50
Recommendations	54

Geographical coverage:

National Service launched in November 2009 in the Republic of Moldova.

Beneficiaries:

- Persons subject to domestic violence, in particular women;
- Professional groups;
- Community members.

The goal of the Trust Line for Women

Promotion of non-violent family relationship and protection of the domestic violence victims' rights.

Objectives of the Trust Line for Women

- Psycho-emotional health recovery of the domestic violence actors;
- Facilitation of access to adequate assistance for the domestic violence actors;
- Providing information to beneficiaries on rights and legal responsibilities of domestic violence actors;
- Monitoring of the domestic violence problem in Republic of Moldova.

What does the Trust Line offer to women?

- Primary psychological counseling for victims of domestic violence;
- Advice and recommendations on recognizing early signs of violence in a relationship and ways to build a non-violent environment;
- Legal assistance and counseling to victims of domestic violence;
- Mediation and further referral of victims of domestic violence to specialized services (shelter and accommodation, psychological counseling, health care/medical assistance, etc.)

Work schedule

8.00 – 20.00

Free of charge calls throughout the entire territory of the Republic of Moldova

Individual approach

Confidentiality and privacy

Counseling in Romanian and Russian languages

Note on the publication

More than two years of operation of the Trust Line for Women (since November 2, 2009) is a sufficient period of time, which cumulated enough information to proceed with a pertinent analysis of domestic violence phenomenon, mostly performed from the perspectives of those who suffered this problem.

This report represents a complex description of the domestic violence phenomenon with its most diverse aspects from the perspective of the incoming calls to the Trust Line for Women **0 8008 8008**. Namely, these incoming calls identify those who are the most frequent callers (women or men, victims or aggressors), their age and what types of violence they encounter/suffer, what are their needs, and to what extent the professional groups, entire community are being concerned by this phenomenon (*Chapter I*). Thus, taking into account that more than 90% of Trust Line callers are women, and only 9% are men, and especially that in most cases women have the „role” of domestic violence victims, the information on aggressors is being collected from victims’ disclosures, to the extent possible, in view of further analysis of this phenomenon aspect.

The Trust Line counselors are in charge of offering primary psychological counseling for the victims of domestic violence; advice and recommendations on recognizing early signs of violence in a relationship and ways to build a non-violent environment. At the same time, such interactions made it possible to cumulate information on age and marital status of the domestic violence actors, on types and forms of the domestic violence manifestation, as well as on impact of the domestic violence in situations, when minors are involved (*Chapter II*). Information on the assistance types to beneficiaries, active mediation between victim and service providers, performed by the Trust Line counselors, is exhibited in *Chapter III*.

To a certain extent, this report includes topics on primary legal assistance offered to victims of domestic violence, who managed to reach Trust Line for Women service, as well as the ways law enforcement treats domestic violence phenomenon, and, at the same time, how the respective law provisions on combating and prevention of domestic violence are being implemented into practice. Such data collection and analysis was possible with the acknowledgeable support of the Trust Line’s Lawyer, Doina Ioana Străisteanu (*Chapter IV*).

Time breakdown (months, week days, and rush hours) on the calls’ frequency and calls’ geography (urban/rural, district, living area) are discussed in *Chapter V*. This last part of the report also compiles the most relevant conclusions, in the authors’ opinion, as well as series of recommendations brought to the attention of respective authorities and the entire community for combating and prevention of the domestic violence phenomenon.

The analysis made in the framework of this report has repeatedly emphasized the fact that domestic violence is a complex phenomenon, being generated by psychological problems and fueled by the educational, economic and social background status circumstances. Only a holistic approach applied by different actors at local and national levels may contribute to eradication of such phenomenon.

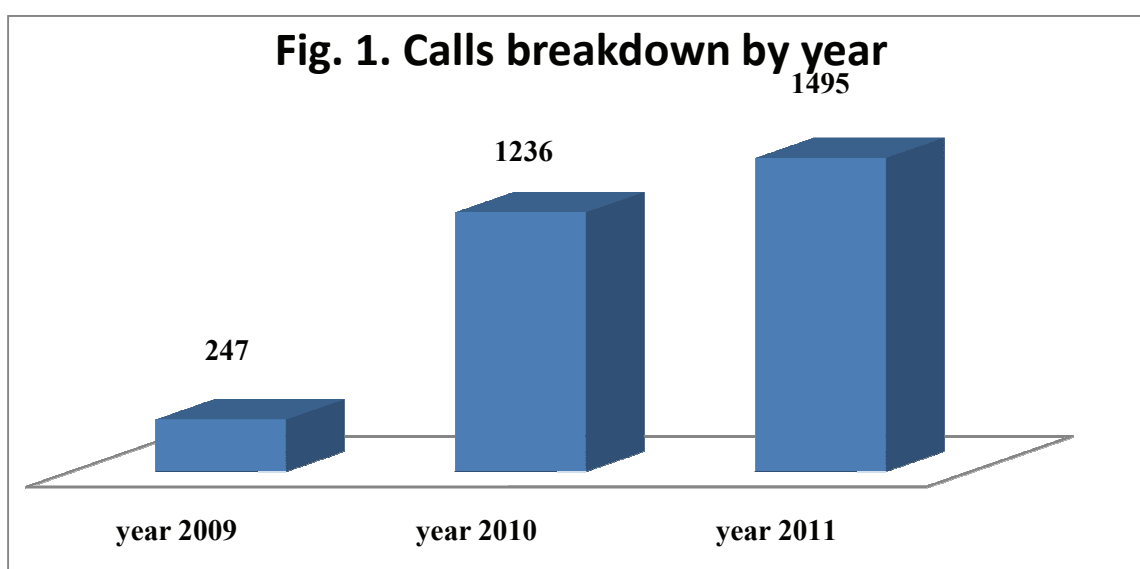
I. Description of received phone calls at the Trust Line for Women

1.1. General Description

During November 2009 – December 2011 period, the Trust Line for Women of International Center „La Strada” received **2 978 phone calls** incoming from the entire territory of the Republic of Moldova, as well as from abroad.

All collected calls offer the opportunity to perform a 2-year comparative analysis of the Trust Line operation from the perspective of domestic violence actors' profile, specifics of the domestic violence manifestation considering age and marital status of a victim/aggressor, needs and difficulties encountered by persons attempting to solve the domestic violence issues.

Thus, the most numerous domestic violence cases were registered in **2011 – 1 495 calls**, with a **17% increase** compared to 2010, in particular **1 236 calls** (see Fig. 1).



All received calls were divided into **5 categories**: calls from domestic violence **victims**, calls from **aggressors**, calls from **community members**, calls from **professional groups**. Calls not identifying specific domestic violence issues have been classified as **Other**, still describing a series of other social issues.

This way, **967** from total received calls in **2011** identify domestic violence issues, of which **192** are repeated calls. **Other** category includes **528** calls, with **31** repeated calls, approximately **50%** more compared to last year.

Table 1. Calls breakdown per category and year

Month	Calls from victims	Calls from aggressors	Calls/messages from community members	calls/messages from professional groups	Other	TOTAL CALLS
2009						

October	3	-	-	-	-	3
November	74	-	23	2	6	105
December	96	-	21	-	22	139
TOTAL 2009	173		44	2	28	247
2010						
January	103	-	10	1	8	122
February	45	-	15	2	12	74
March	69	-	16	4	2	91
April	48	-	9	-	4	61
May	137	-	19	3	13	172
June	86	-	24	2	14	126
July	63	1	18	2	3	87
August	50	-	19	1	6	76
September	22	1	13	4	3	43
October	49	1	9	1	4	64
November	47	0	16	2	15	80
December	121	13	46	2	58	240
TOTAL 2010	940	16	214	24	142	1236
TOTAL 2009-2010	1013	16	258	26	170	1483
2011						
Month	Calls from victims/cases	Calls from aggressors/cases	Calls/potential cases from community members	calls/potential cases from professional groups	Other	TOTAL CALLS/cases
January	94/86	3/2	21/21	2/2	65	185/115
February	85/68	1/1	26/26	0	55	167/98
March	56/52	1/1	14/14	1/1	49	121/68
April	34/24	0	12/9	1/1	32	79/34

May	34/22	0	16/14	1/1	40	91/37
June	28/21	0	10/12	2/1	31	71/33
July	24/17	0	12/10	1/1	14	51/28
August	23/12	0	14/10	1/1	17	55/23
September	59/46	1/1	26/18	4/4	35	125/66
October	83/67	4/2	27/21	1/1	40	155/89
November	78/63	4/2	22/18	0	76	180/85
December	101 /80	2/2	36/26	2/2	74	215/108
Total 2011	699/558	16/11	236/199	16/16	528	1495/784
Total 2009-2011	1712	32	494	42	698	2978/1623

Worth mentioning, those **967 calls** with a domestic violence topic include **784** cases of domestic violence, of which **584** are penal cases (calls performed directly by victim in search for help from Trust Line), and **178 calls** would raise up the issue of a potential victim (identified either by a community or a professional group member), and **22** calls – potential victim cases identified in penal cases (excluding repeated calls).

Out of the total number of calls with a domestic violence topic, **699 calls** were received directly from victims (including **16 cases** of victims who were previously identified and suggested by the other callers' categories based on a preliminary call to the Trust Line), **16 calls** – from aggressors, **236 calls** - from community members, and **16 calls** – from professional groups.

The collection of calls, as well as calls' contents, was managed due to raising awareness campaigns, which brought the issue closer to those who suffer domestic violence, but also to the community's attention. Therefore, during 2010-2011, International Center „La Strada”, in partnership with UNFPA, implemented the campaign "**A healthy family is one without violence**" with a production and delivery of 2 TV spots, dividing the campaign into two consecutive phases. If first phase focused specifically on raising awareness on the fact that **violence has a cyclic evolution**, that can be destroyed only by the intervention of specialists, the 2nd campaign phase aimed at recognition of early signs of violence in a relationship, cultivation among people of ZERO TOLERANCE attitude towards any form of domestic violence – psychological, economical, sexual or social, as well as encouragement of the domestic violence actors to seek specialized assistance from early signs of encountered violence stages, thus helping to prevent more serious subsequent forms of violence.

During the 2nd phase of the campaign "**A healthy family is one without violence**" (November 25, 2010), based on the newly launched TV spot, the nature of the incoming Trust Line calls has changed. If during the 1st campaign phase, the callers primarily accused physical violence, then in the long-run, callers were able to expand on identification of other violence forms, such as economical, spiritual, psychological and sexual. **The new TV spot generated an essential change in the nature and number of incoming calls** to the Trust Line for Women.

Together with the new TV spot launch, the protagonists became also men of various social and occupational backgrounds, who report not only on domestic violence cases, but also recognize that they are actors of such phenomenon, and show disagreement with the TV spot contents. At the same time, the number of calls and messages from community members and professional groups also increased.

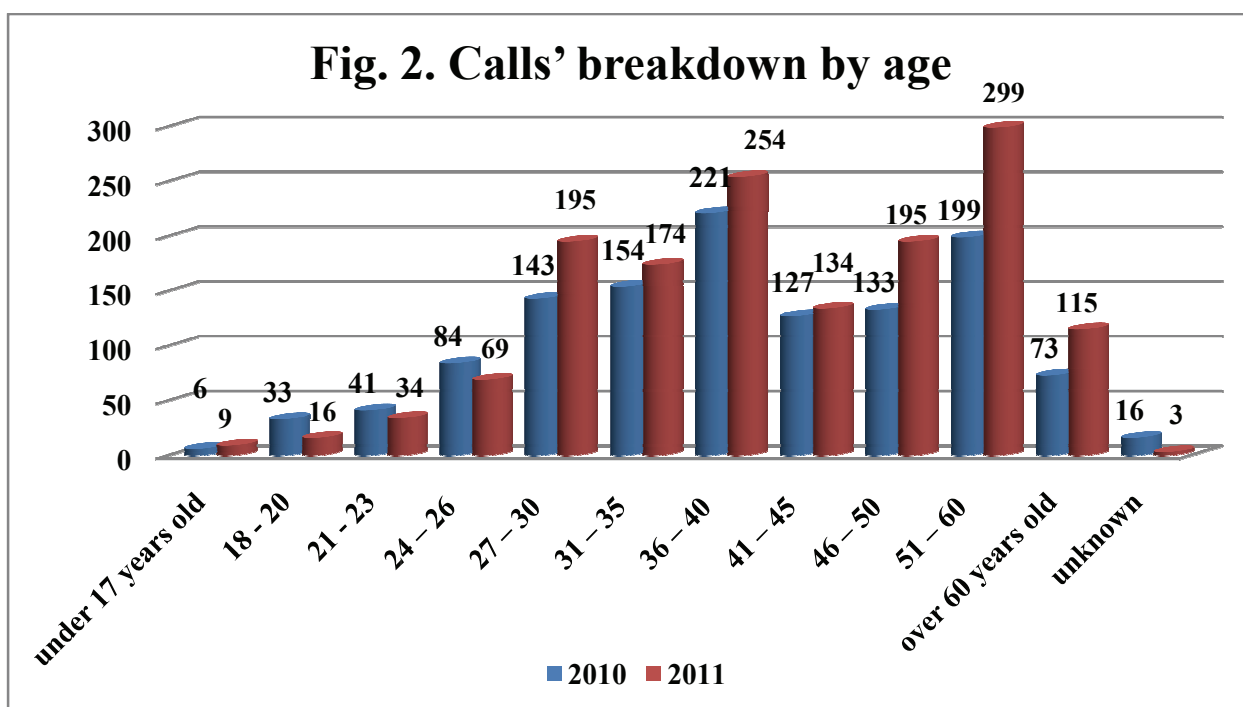
The increased feedback from public during the 2nd campaign's phase compared to the 1st one can be explained by the fact, that the last TV spot included a variety of protagonists (reflecting all society's voices), and focused on a wider range of domestic violence forms; while the 1st TV spot had an educational and informational objective in raising up issues on violence cycle and damage caused by tolerance towards violence (especially, on physical violence) with the ultimate goal to make the victim call the Trust Line.

1.2. Callers' profile by age and gender

1.2.1 Calls' breakdown by age

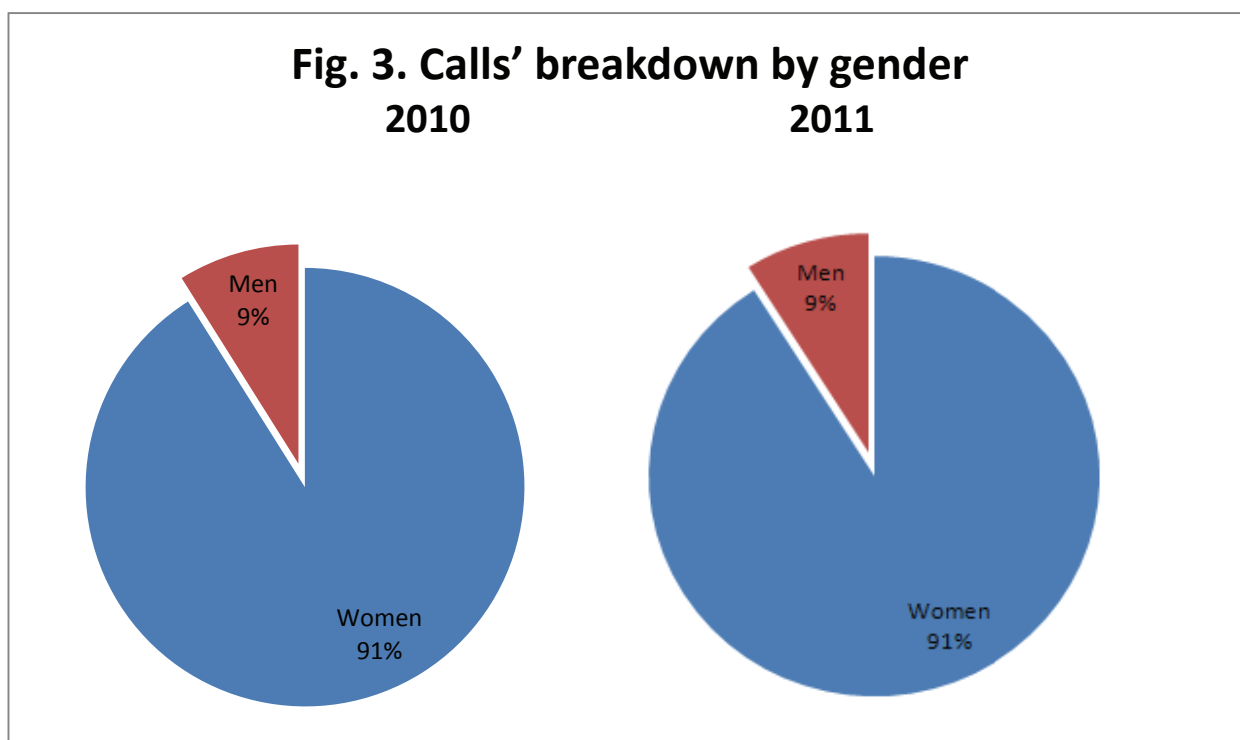
Although the Trust Line for Women is contacted by persons of all ages, there are still specific trends to be mentioned. Thus, most of callers fall into the age range of **51-60 years old** – circa **20%** of the total caseload, which is **65%** higher compare to year 2010. Such statistics can be explained by the fact that this age range is the longest one compared to the rest, and that at this age victims of domestic violence are also identified. At the same time, community members (relatives, parents) report on violence cases within the family of their own children/relatives.

The next age range with an increased number of calls is age of **27-40 years**, with a **42%** share in the total number of calls, and the **46-50 years** – circa **13%**. On the opposite side are the callers **under 17 years** up to **18-20 years** age range – less than 2% (see Fig. 2).



1.2.2. Calls' breakdown by gender

The vast majority of the persons contacting the Trust Line service are women – **90%** and only **10%** are men. (see Fig. 3). This is natural and logical, since this service has been designed and opened for women. As it is shown in Fig. 3, there is no difference in gender distribution data in 2010 and 2011. Exactly this fact has determined the International Center „La Strada” to give the name to the hotline service as the Trust Line for Women and to focus on female beneficiaries' needs, as described in the present report.



1.3. Callers' categories

1.3.1. Calls from victims

During **January - December 2011**, the Trust Line counselors provided service to **699 victims** of domestic violence. Regardless of age, geographic areas, origins and social status, all these victims of domestic violence of various forms contacted the Trust Line because of following common reasons: are victims themselves or witness existence of a victim in the family of origin, have no plans for the future, have low self-esteem and strong feeling of being guilty, are emotionally dependent on aggressor, are not capable to proceed with any kind of change in their life. Frequent and open exposure to violence (quarrels, loud noise even during phone calls to the Trust Line) leads to marginalization of women and children. Lack of money, lack of support from relatives (in many situations, parents are alcoholics and aggressors) and from authorities, absence of home – all these factors impose a victim role for the woman.

With regards of the call's site, **410 victims** did not call from home, **46 victims** called from relatives' or friends' house, **36** – from parents, **18** - from workplace, **17** – from neighbors, **4** - from hospital. Worth mentioning, **6 victims** called from abroad because they work abroad, and **159 victims** did not wish to disclose the place they were calling from. In addition, **2 victims** called directly from street using public phones, **1 victim** – from a maternity hospital, **1 victim** – left home, and another is declared lost.

If in 2010 victims complained, as a rule, on physical violence, now, besides this, victims are aware that they are subject also to other forms of violence, shown as mixed violence in the provided statistics with slight increasing trends. All these findings are due also to the two different TV Spots, used during the National Awareness campaign "**A healthy family is one without violence**" (See the TV spots on www.lastrada.md)

An important remark to be made is that some beneficiaries of the Trust Line service contact us to **seek legal advice and protection from law authorities** and from LPA (local public authorities), **or already had been provided already with assistance in specialized centers** within the country (temporary shelter, psychological counseling, legal assistance). However, **this provided support was of short-term nature or did not help**. Such callers' category report that they had already been in contact with police, LPA (local public authorities) for help.

Depending on whether the first call or contact has been applied before, when talking to the Trust Line police is mentioned as first immediate authority asked for help, followed by law enforcement bodies, health care, prosecutors, social assistance service, lawyers, psychologists, and, as the last resource – daily accommodation centers/shelters (*see Fig. 4*).

At the same time, **reasons for not looking for immediate help** vary from the following considerations: fear, low self-esteem, unworthiness, shame and lack of courage, up to being afraid of making the situation much worse with amplification of violence to the extent not being able to confront with, thus causing additional feeling of guilty for creating/inducing such result; up to: **lack of information where help can be provided and by which institutions; lack of trust towards law enforcement authorities, especially when incurred penalties are to be paid from personal/family funds**.

Many Trust Line's beneficiaries refuse contacting the police from various considerations: do not have trust towards law enforcement authorities; think that the police intervention will not have any good impact, but on the contrary will lead to situation worsening; consider the problem is a personal matter and does not need police intervention; experience fear and shame in front of their community. There are cases, when an aggressor is a police worker, or he is a relative or friend to police, thus making the victim hesitate whether to contact police; or simply victims apply „just for the sake of record”.

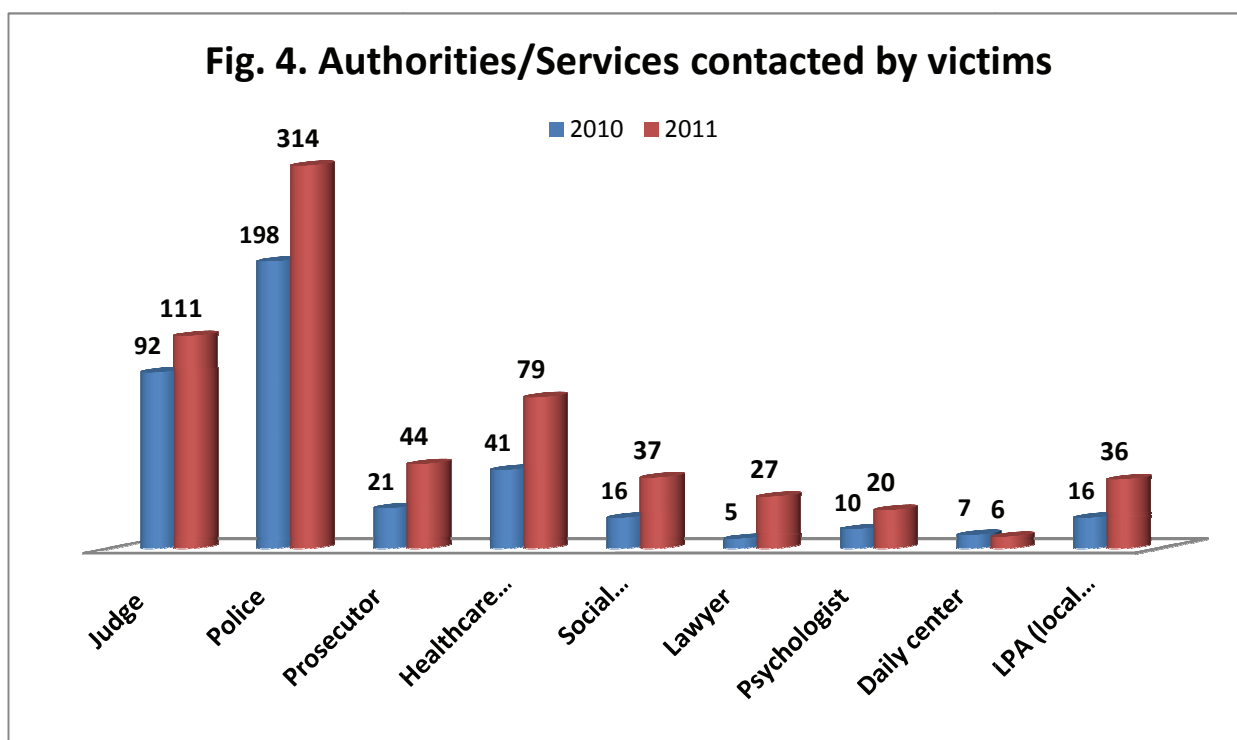
Although victims become aware of the violence consequences for their children, they decide not to change the situation for the following various reasons: hope the aggressor will change (**42 cases**); experience serious fear that the aggressor will apply punishment since **victims indeed get death threats (41 cases)**; do not have any other living space to move (**35 cases**); are home attached (**34 cases**); feel shame in front of the community (**22 cases**); forgive the aggressor with the hope he will change as promised (**17 cases**); are not financially independent and do not have enough sources to initiate a divorce procedure (**16 cases**); justify the aggressor' behavior (**10 cases**); experience fear the aggressor will destroy the household, based on received fire threat (**10 cases**); children/extended family insist on keeping the family together (**9 cases**); feel compassionate with the aggressor being convinced he will destroy himself (**9 cases**); think it is useless to change something (**8 cases**); think children are in need of father (**6 cases**); experience fear that husbands will take children from them (**4 cases**); feel guilty and just wish to keep the family anyway (**2 cases**).

1.3.2. Calls from aggressors

If the 1st phase of the campaign "**A healthy family is one without violence**" registered only **3 calls from aggressors**, then the 2nd phase launch with the TV spot „**It is not normal to consider violence a norm**” registered **13 calls** already during **December 2010**. This record is

significant if compared to previous data, and can be explained by the shock aggressors experienced after watching the TV spot. In fact, in most cases callers had shown aggressive disagreement with the TV spot message, interpreting it as an intrusion into private family life, violation of the men's rights and considered it a conflict generator for a couple's life. Such revolt was also caused by men in the TV spot who "attempt to teach others how to live their lives". At the same time, their disappointments reveal existence of a conflict in their life, which gradually generate regrets, wishes for change, on one hand, as well as defense reactions, on the other hand. What the TV spot messages and promotes „it is not normal" is in fact „normal, natural, and passed over from one generation to another, and we all have been taught and grown this way".

In the meanwhile, the spirits calmed down during 2011, and Trust Line registered **16 calls from aggressors**, of which only **14 were domestic violence cases**. In most of situations aggressors were men, and just **1 case – a female-aggressor**. Decisions to call the Trust Line are made by aggressors in most of cases, with the exception of one call, when the aggressor was pushed to contact the service at the request of his life-partner.



It is worth mentioning, that in all situations when aggressors are **men**, they recognize they abuse their spouses, except one case, but consider their behavior well-founded and „natural”, and, in fact, they are victims. Only one aggressor regrets he had physically abused his wife, and promised to stop this behavior. All others blame the victims for being the ones to provoke the conflict by: alcohol consumption, adultery, focusing attention solely on children, impulsive temper, and the attempt to control the family by the spouse/extended family. Consequently, men cannot stay calm. Without being aware that **they** themselves are aggressors, they contact the Trust Line with the intention to seek help for their spouse, spouses are the ones to have problems, as they think.

Moreover, in situations when some of the victims managed to break the violence cycle by leaving their husbands, the aggressors start having serious rage feelings. Being unable to accept such feelings, the aggressors consider themselves as victims and contact the Trust Line service with the request to help bring the wife back home.

1.3.3. Calls/messages from community members

During reporting period, **236 calls** from community members have been processed, of which **189** are from relatives, **33** – from friends, and **14** - from neighbors.

As a rule, **relatives** report on violence situations within their extended family, requesting help for the victim; they get proactive and act on behalf of the victim. They also make attempts to convince the victim to break the violence cycle.

In situations when neighbors are calling the Trust Line, they request direct interventions from the Trust Line service because they witness big quarrel or noise in their neighborhood or ask to provide guidance on their further rescue actions, as well as discuss what to do or who else could be contacted for help. These people are also the ones the victim herself requested help from, and that is why they need to know how to act properly in a crisis intervention situation.

Calls from **friends** to the Trust Line service are usually made when they learn about violence manifestations from victims' stories (from those who hesitate to share their bad experience with relatives). Also, calls are made when friends are contacted by victim herself with a request for a prompt and real help (temporary accommodation, financial support, etc.) once she gets into a crisis situation related to domestic violence.

1.3.4. Calls/messages from professional groups

There were **16 calls** registered from professional groups, as detailed below:

- **10 calls** from *social assistants*.

As a rule, social assistants request information/referral information in situations of domestic violence cases and/or even ask for direct intervention from the Trust Line for Women service. At the same time, some of them do not have any information on specialized shelter centers or do not know how the access procedures are applied.

Others do not know anything about Law 45-XVI on combating and prevention of domestic violence as of March 1, 2007.

In addition, social assistants confront problems with police refusal (regardless of the fact they are members of the multi-disciplinary teams) to perform intervention from various reasons. As a result, the social assistant can only undertake discussions with victims, but the visit to victims' location remains difficult since social assistants are mostly women, who are afraid of aggressors as well.

- **2 calls** from *Police*.

1st case: Police contacted us to ask how an aggressor might be forced to undertake an alcohol abuse treatment. This was the case of a four children family where divorce was not seen as the best solution.

2nd case: The Trust Line consultant has repeatedly contacted the police for immediate intervention (victim was hiding in the garden, and the three children left the house under rain), but police did not respond. Ultimately, the consultant requested intervention of the higher level District Police Office. As a result, on the 2nd day only, the previously contacted police officer justified his non-intervention because not sufficient details on the crisis situation have been provided to him. Further on, this policeman never answered any of the consultants' calls or came back with additional information on the above mentioned case.

- **1 call** from a *probation counselor*

This person suspected one of ex-prisoners under his supervision, recently released from detention with a probation period, of exerting physical violence over his wife. As soon as he learnt about this situation, although with some doubts still, he called the Trust Line for consultations.

Other 3 calls come from a representative of an Embassy of Republic of Moldova from abroad, from a lawyer, and from a journalist, who referred victims of domestic violence for assistance, specifically for psychological counseling.

1.3.5. Other

During the reporting period, all calls under the category **Other calls** made up **35%** from the total general number of incoming calls. Thus, from **1 495 calls**, **528 calls** (a 50% increase compared to the last year), of which **31** are repeated calls, requested general information and cooperation activities.

For further details, **41 calls** from the total number under this category requested general information on the Trust Line activity, **6 calls** – information about „La Strada”, **4 calls** – domestic violence phenomenon, and **1 call** was made by a former beneficiary who is now extremely thankful for the counselors’ intervention and the present peaceful life she and her family enjoy at the moment.

At the same time, **Other calls** category includes requests for workshops, cooperation with national NGOs and mass media on domestic violence prevention.

This category also includes all other calls requesting solutions on various problems not related to domestic violence (in descending order by number of calls): access to justice, alcohol addiction treatment, calculation/application for money allocations, compensations, mental health issues with regards to psychological aspects and/or psychiatric disorders, migrant’s issues, conflict relationship in a couple, conflicts between parents and children, abuse of minors, trafficking in human beings, violation of child’s rights, employment opportunities, lost persons, harassments at working places.

II. Domestic Violence from the Trust Line’s Perspective

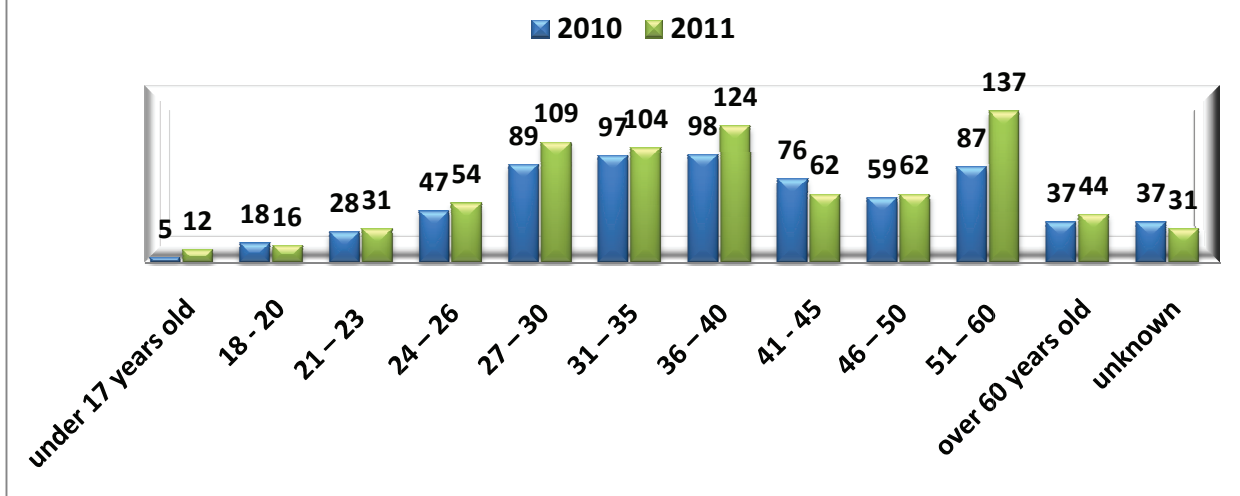
2.1. Profile of the domestic violence actors

The profile of domestic violence actors is being described more from a victim’s perspective. Whenever possible, we have compiled information on the aggressor’s profile, which will be presented more or less in a brief format in most of the 2.1. Chapter provisions, taking into account that this is based solely on information provided by the Trust Lines’ beneficiaries.

2.1.1. Age and marital status of victims of domestic violence

During the period of 2010-2011, the age range of the victims of domestic violence who called the Trust Line for women remained wide – from **17 years old** up to **above 60 years old** (see Fig. 5).

Fig. 5. Age range of the victims of domestic violence who called the Trust Line for women



Victims within the **18-26 age range** are at the beginning of relationship with early signs of violence incepted, or, although they are exposed already to real violence, victims consider this is temporary and prefer not to make the happenings public. Thus, **2%** of cases fall into a smaller age range of **18-20 years old** being victims of violence exerted by *own parents, boyfriends, and life-partners*.

Case situations when parents become aggressors is explained by the fact that when children grow up, parents start perceiving them as competitors who will take over the power over family, thus, try to stop this by applying violence. Other **3 cases** suffered violence during dating period, since they have met difficulties to create a relationship because of various factors (inadequate communication strategies, incompatible systems of values) – all these leading them to experience such forms of violence as psychological, spiritual and physical.

Victims of domestic violence within the age range of **21-26 years old** represent **11%** from total Trust Line beneficiaries' caseload. Approximately 50% of them experience problems such as lack of reactions, lack of life experience in a couple (60% are already married), lack of source of own income, which fact makes them extremely vulnerable. To prove this, 50% of cases pointed that the only source of income are monthly allowances for children paid by state social fund, 30% are unemployed, thus financially dependent from husbands and extended family.

Most of victims have already children (50% are on maternity leave). Their psychological dominant is children's care and education, which causes serious frustration to the aggressor. Women under burden of big responsibilities increase alcohol drinking habits, thus, inevitably, start experience violent attitude towards them. A significant factor to generate violence is when the extended family takes control over the newly created couple: impose their own views how a person should live, unfriendly attitude towards the son-in-law/daughter-in-law, intervention into children's education process, as well as into any other daily matters.

Victims of domestic violence within the age range of **27-35 years old** represent **27%** from total Trust Line beneficiaries' caseload. Most of them are familiar with the domestic violence issue and are able to describe in details the violence forms and the post traumatic stress disorders.

This victims' category also have small children (26% of them are on maternity leave). It is also the age when women have a career, thus, a financial stability. Only 10% are dependent on their partner or extended family. However, this does not exclude economic violence. If the previous caseload described before would predominantly suffer from psychological and physical violence, then the present category experiences an increased economic violence (13 cases, respectively 14 cases per year). A distinct feature of these victims is that they suffer such violence even after divorce (18%). The relationship fiasco, as well as inefficiently provided assistance services in the past, makes 30% of victims not to seek help any more at any authority or within family.

However, there exists a factor that forces a victim to break the violence cycle, which is – ***negative violence impact on children***. Thus, many callers prefer to change the situation: they request information on divorce procedures, division of property, ask for referral to a lawyer's service or wish to change themselves or partner's behavior by applying for psychological assistance.

Next specific victims' category represents those from the age range of ***36-45 years old***, which is ***24%*** from total caseload.

Psychosocial portrait of such victims identified during 2010-2011 has many similarities, but also some differences:

Similarities:

- Have a job (45% for 2010 and 53% for 2011).
- Own joint property, have children above 18 years old (70%).
- Have a divorce procedure experience (28 cases, and 24 cases respectively), however the next relationship is unhappy (15 cases, and 10 cases, respectively).
- Have divorced, but still live under the same roof (90% from total number of divorced couples for both years). Victims justify themselves by not leaving the house for the following considerations: lack of financial resources, total disagreement of the partner to divide the joint property, children's desire to keep the family, strong positive feelings towards the household (more present for rural cases).
- Possess higher education background (19 cases have university degrees and 48 cases – secondary degrees).

With regards to ***differences***, in 2011, the number of calls from victims on maternity leave has increased (18 cases, compare to 7 cases in 2010).

In 2011, the number of victims with higher level of income has increased: if during the 1st activity year 23 victims did not have any income, then in 2011 such category decreased by 50%, but the number of victims with more than average level of income has increased (from 4 to 10 persons).

For the victims' category within the age range of ***41-50 years old (8%)***, the Trust Line service has learnt that victims see fewer reasons to keep the family: children are at adult age and do not need care of both parents, the pressure from extended family lowered down, there is no financial dependency between partners. Only 2 cases, respectively 4 cases, were financially dependent from the aggressor. This is the age when children themselves influence considerably the break of violence cycle.

If all above victims' categories are characterized by violence between the life-partners, then the category of ***51 – 60 years old and above (28%)*** suffers from violence exerted by children

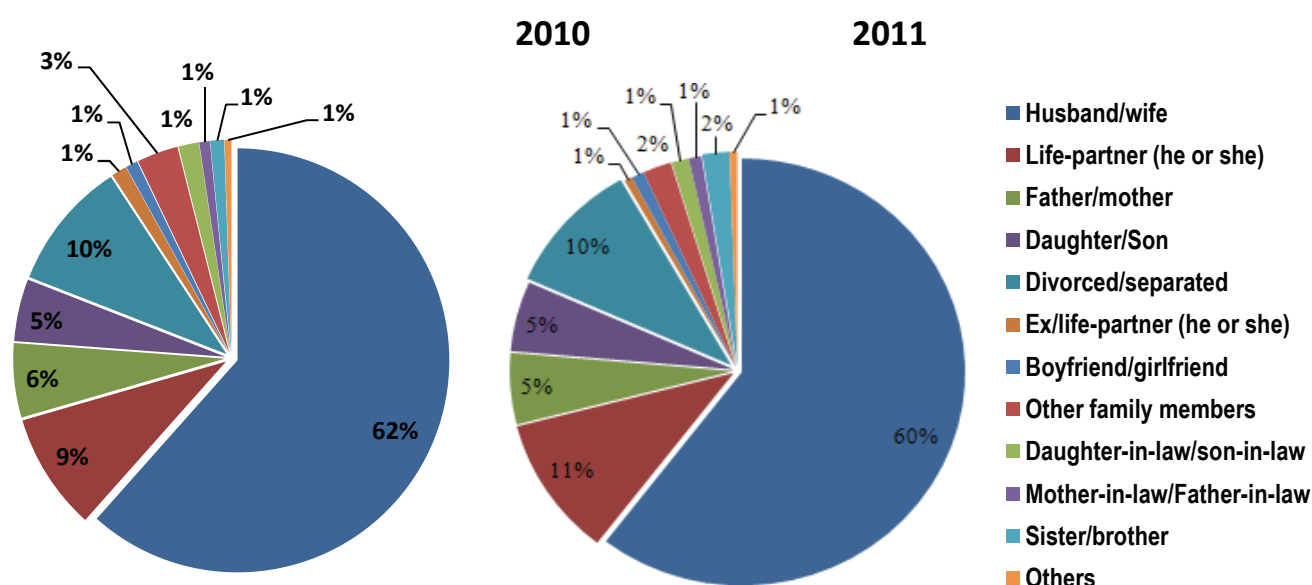
aggressors. For 23% caseload the aggressor is a **son or son/daughter-in-law**. Thus, these victims are single mothers or widows who rose up their children alone and possibly spoiled them. Such children, getting at the adult age, exert violence towards own mothers and follow the interest to take over the living space.

In 2011, a new category of victims made up **12 cases** – those who complained on sexual violence exerted by the partner regardless of his old age (compare to 2 cases in 2010): 7 cases of marital rape, 3 cases forced for sexual perversions, 2 cases of incest (son-mother, father-son).

If we look at the marital status of the domestic violence actors, then statistical breakdowns on persons who generate violence, identified in 2011, are almost the same to those of 2010 year:

- **60%**, respectively **62%** of aggressors are husbands;
- **11%**, respectively **9%** – life-partners;
- **10%** for both years – ex-husbands;
- **5%** for both years – parents or children;
- **2%** in 2011 – brothers and other family members, and, in 2010, **1%**– brothers and **3%** - other family members;
- **1%** for both years – parents-in-law, daughters/sons-in-law, boyfriends, ex life-partners (See Fig. 6).

Fig. 6. Calls breakdown by the person who generate domestic violence

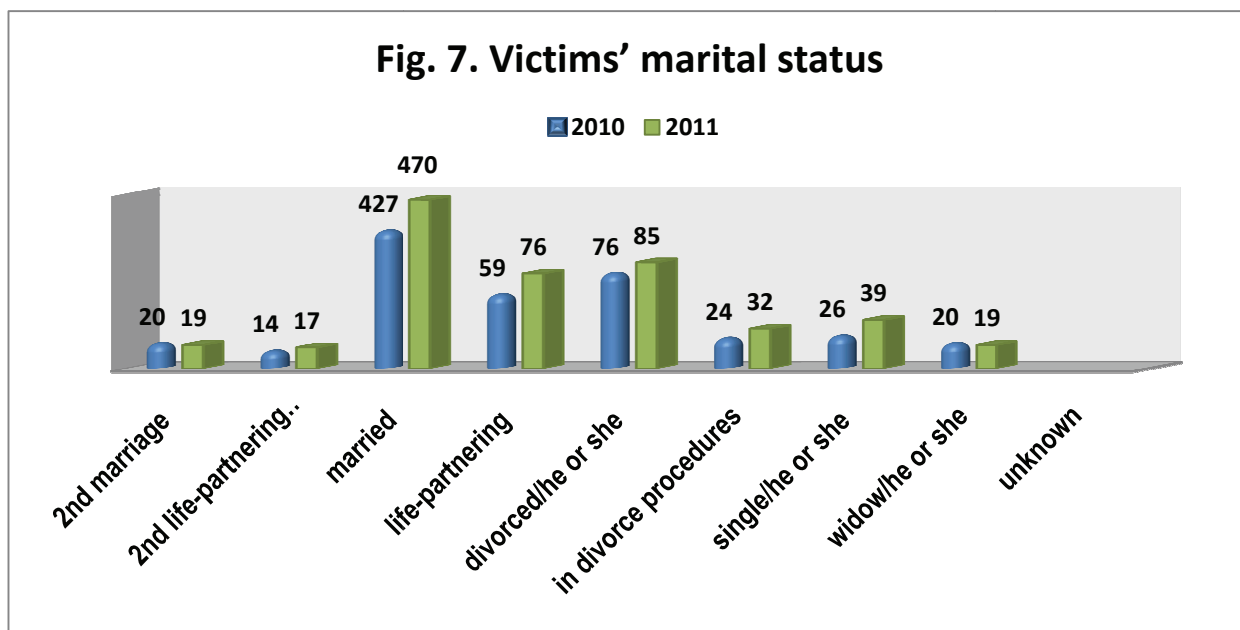


During 2010-2011, the victims' marital status can be described as follows:

- Married women – **30%**;
- Divorced women – **19%**;
- Life-partnering – **17%**;
- Single persons – **8%**;
- Persons in divorce procedures – **7%**;
- Widows – **4%**;

- Persons in the 2nd marriage – 4%;
- Persons in the 2nd life-partnering relationship – 4%.

At the same category, 7% of Trust Line’s callers do not wish to disclose their marital status (See Fig. 7).



a. Married (30%)

Same statistical breakdowns are found for both years, thus making possible to come up with similar features to describe violence in a marriage. Therefore, regardless of the fact that victims are married, the aggressor can be not only the husband, but also children and/or other members of the extended family.

- In 70% of cases the aggressor is the life-partner;
- In 15% of cases the aggressor is one of the children (son, as a rule);
- In 10% of cases the aggressors are other members of the family (husband/son/brother, etc.);
- In 5% of cases the aggressor is one of member of the extended family (farther-in-law/daughter-in-law/son-in-law/sister/brother).
- Worth mentioning, 59% of married women have secondary educational background (21%) or vocational education (38%).

Another important aspect of the violence in a couple is the diversity of its forms – starting from simple forms such as psychological pressure, physical beatings, and up to sexual and economic violence. Economic violence had been mostly mentioned by married victims, while the rest mentioned it just in a few cases.

b. Divorced women (19%)

Out of the total **85 cases** of divorced couples, **43 cases** continue living together, and **42 cases** live separately. In 2010, there were more calls from victims who continued living together with the aggressor after their divorce (*52 cases out of total 76 cases*).

Violence reported in situations when partners still live together

Out of those **43 cases**, victims even if divorced, continue living together with the aggressor, and the following patterns are observed:

- *24 cases* reported on continued living together with aggressor in the same courtyard or house because they do not have another living space to move or because they lack financial resources, did not manage the property division. Some of victims continue believing the aggressor will change the behavior and they need to keep the relationship while children are still small and need to be raised up;
- *12 cases* reported on seasonal working abroad, thus there is no need for a separate living space. As a rule, they see their partner several times per year.
- *5 cases* reported on being subject to violence if they refuse taking care of ex-husband's needs: cooking, washing clothes, having sexual relations.
- *2 cases* reported the aggressor has moved by force to her separate living space despite the fact she was previously expelled from own house.

Violence reported in situations partners live separately

In other **42 cases**, although the couple is divorced, the violence continues in the form that the aggressor is visiting the new living place of the victim. Violence manifests, as a rule, when: the aggressor, totally drunk, shows up at victims' new place (*8 cases*); aggressor physically abuses the victim in the street (*5 cases*), aggressor attempts to live together/visit in the ex-house without victim's consent (*2 cases*), aggressor undertakes psychological harassment at home or by phone (*2 cases*).

To be more precise, in *4 cases* the couples face problems with regards to property division (lack of financial resources, non-acceptance, and aggressor's disagreement). Different reasons are listed: aggressor cannot accept the idea his wife is leaving him, thus trying hard to tire up the victim with court procedures under various pretexts; ex-husband will not let the victim take her personal belongings. Another aggressor, under the pretext of visiting the child, got into the house and raped his ex-wife in front of the child's eyes. The Trust Line service received a call reporting that after divorce the woman has disappeared, but before that, we have learnt that ex-husband was calling the victim at home and death-threatening her.

There are situations, when a **minor child is used for a revenge purpose**: ex-husband refuses returning back the child to his ex-wife and, instead, demanding the child allocation money paid by the state, although there is no guardianship issued by the court over the child (*1 case*); a drunk aggressor, under the purpose to visit the child, psychologically harasses his ex-wife and mother-in-law (*1 case*); ex-husband refuses to pay the alimony for minors (*1 case*), ex-husband applies constant psychological violence based on manipulations towards common child (*1 case*).

Under same category are the **couples in the process of divorce** (7%). The relationship gets into conflict exactly when wife initiates the divorce process.

c. Couples without official marital status (17%)

In these couples violence attacks originate exclusively from males' side. If in 2010, beneficiaries with such a relationship status were the ones to initiate first the separation from life-partner (**25%** were living separately), then, in 2011, only **13%** showed intention to leave the violent partner.

d. Persons with single status (8%)

Approximately **66%** of such caseload are children (and in adult age already when they called the Trust Line service), who have been subject to violence manifested by both or one of the parents. In this context, there were identified **2 cases** of children-students who are totally neglected by their alcoholic parents, and other **3 cases**, when daughters are expelled from home, beaten and

insulted because they got pregnant out of marriage and shall not be able to have a family with the father of the child.

Victims who suffered physical and psychological violence exerted by their boyfriends represent other **21%** of caseload. For them violence started when the relationship has stopped (i.e. spying, severe beatings with loss of consciousness – 2 cases; blackmail with posting indecent images on internet – 1 case).

e. Widows/widower (4%)

In most of situations, these are retired persons, whose only income is the pension. Such people live together with the son who is single (90%), or with extended family (10%), who are the aggressors. Victims report of being subject to physical/psychological violence from son and/or son-in-law/daughter-in-law since these follow the idea to become owners of the living space. If in 2010, 50% cases of „mother-to-single son” violence manifested in the form of economic violence (forced deprivation from money, refusal to pay household bills), then in 2011, there is increase in number of victims when physical and/or psychological violence has occurred from children's side towards parents. Only one case of sexual violence has been reported to the Trust Line service (son-to-mother incest).

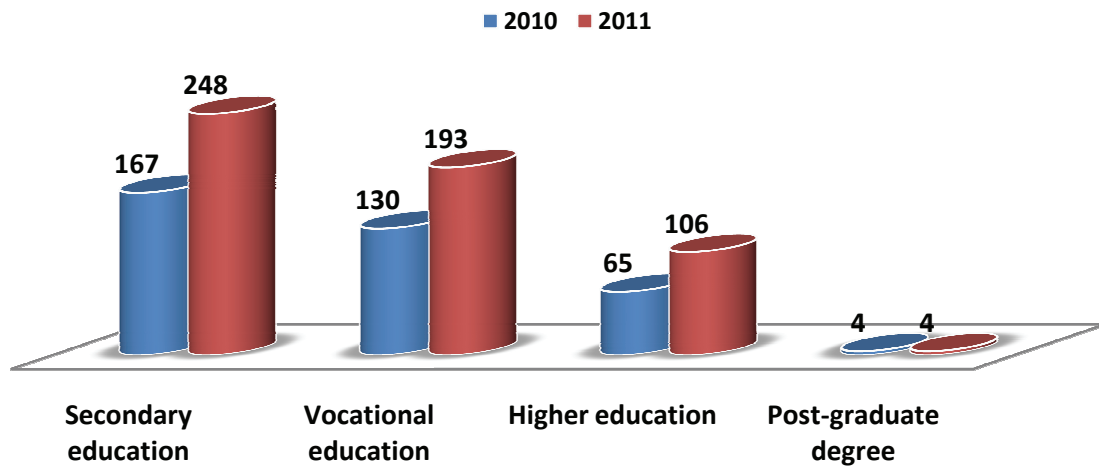
2.1.2. Educational and professional background of the domestic violence actors

Educational and professional background of the victims' caseload is practically the same for both 2010 and 2011 years. ***It is important to mention, that the following data on educational and professional profile of victims, as well as of aggressors, cannot be considered 100% veritable since these data are based solely on beneficiaries' openness to disclose such information.***

Educational background of domestic violence victims

From all of the provided information to the Trust Line service by victims, and selected at the most possible extent, it can be mentioned that most of victims – approximately **80%** - have secondary educational background (45%) or have vocational education (35%). At the same time, 19% have higher educational background, and 1% - post-graduate degree. From above data it can be concluded that a victim can become any person regardless of the educational background. At the same time, these are good facts in favor of prevention campaigns, which resulted with respective impact, destroying the prejudices like „it is a shame to seek help since this will make your trouble public; your dignity will be affected” (See Fig. 8).

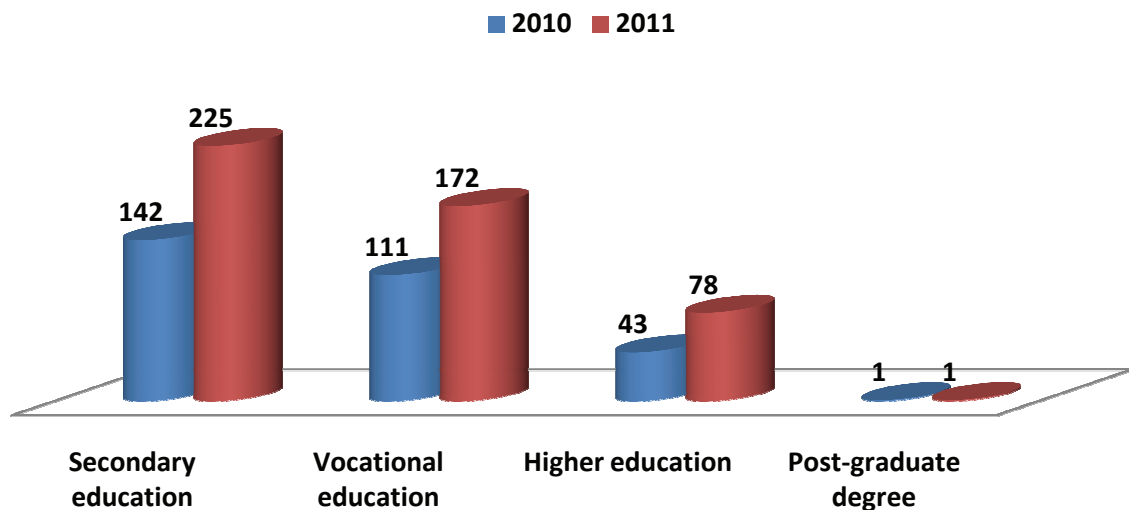
Fig. 8. Educational background of domestic violence victims



Educational background of aggressors

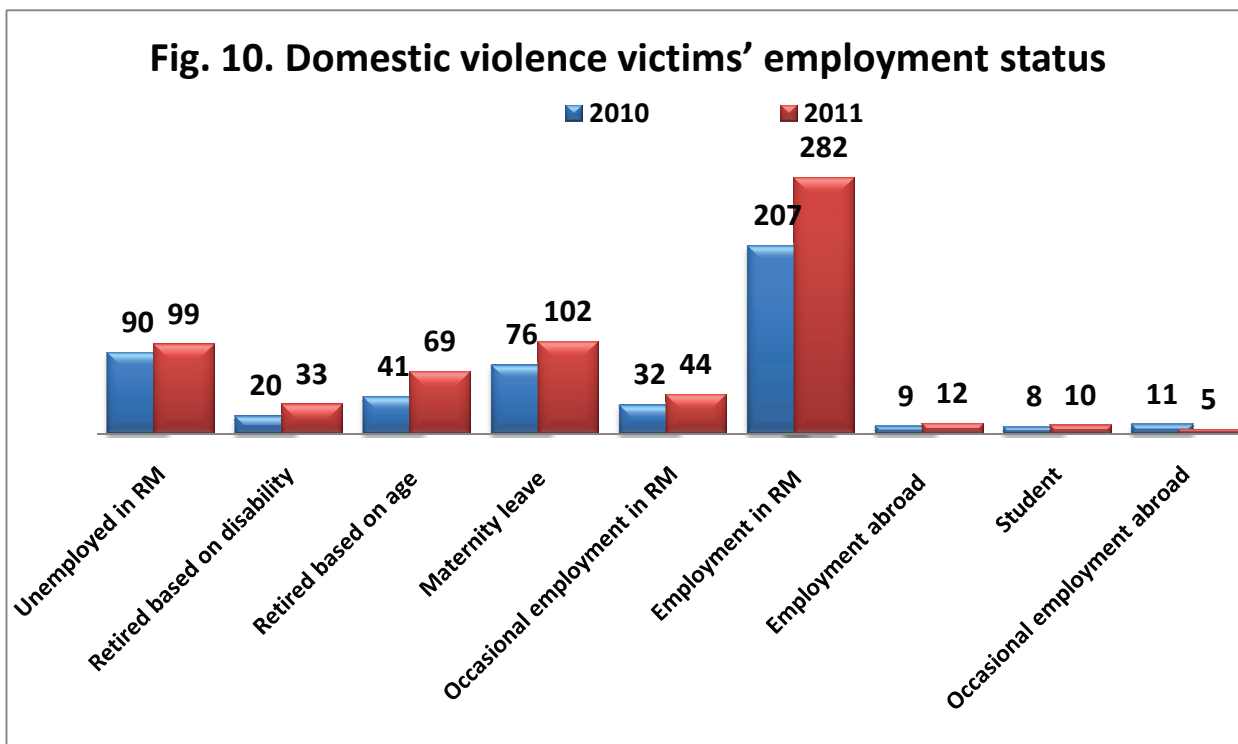
From the selected information over the phone (as provided by victims), 83% of the aggressors have secondary education (47%) or vocational education (36%), and 17% - high education degree (See Figure 9).

Fig. 9. Educational background of aggressors



Employment status

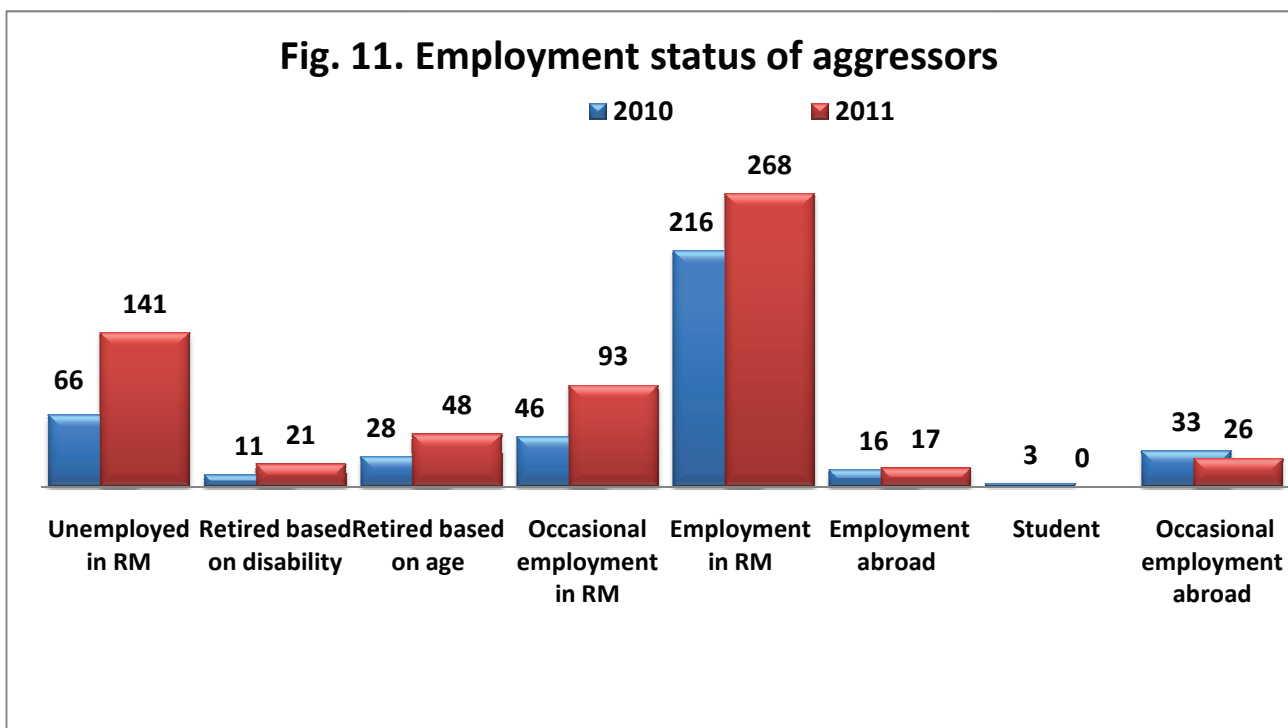
Concerning employment status of domestic violence victims (see Figure 10 and 11); in more than 50% cases - victims as well as aggressors – have a permanent or occasional job, mostly within the territory of Republic of Moldova.



Approximately **50%** of victims have a permanent (43%) of occasional (7%) job in Republic of Moldova. At the same time, **16%** cases are on maternity leave, and **15%** are unemployed; **3%** have an employment abroad (of which, 2% with long-term jobs, and 1% - occasional employment); **15%** are retired (of which, 10% retired based on age, and 5% based on disability), and **1%** of victims are students.

Employment status of aggressors

Based on victims' provided information, approximately **58%** of aggressors have a permanent (43%) or occasional (15%) job in Republic of Moldova. At the same time, **23%** are unemployed, **8%** work abroad (of which, 3% have a long-term job and 5% have occasional employment), **11%** are retired (of which, 8% retired based on age, and 3% based on disability).



Compare to last year, in 2011, there was a more than 60% caseload increase for aggressors with **occasional employment** in Republic of Moldova. In most of cases, these are agricultural farmers, who spend all their money on alcohol consumption. Therefore, all household needs remain under victim- wife's responsibility. In addition, in 2011, we notice a significant increase of **unemployed aggressors** (over 50%), a tendency proving that husbands are irresponsible and immature. Thus, their deficiency acts as a violence cause, and, at the same time, as a consequence: since a victimized person is aside, then she will overtake his responsibilities.

Aggressors as law enforcement officers

In 2010 and 2011, there were identified **21 cases**, and respectively, **22 cases** when aggressors are staff members/ex-members of the Ministry of Internal Affairs. All these cases, regardless of violence form and type of relationship, are very specific, i.e. such cases are more serious, because victimization is performed and amplified by external factors: relationship between aggressor-policeman and authorities gives the aggressor the capacity to destroy any evidence against him. Thus, the victim is not capable contacting the authorities, lacks knowledge on legal rights, and as a result, has no choice rather than accepting the situation

Out of 22 cases, 10 victims refuse contacting the authorities because they strongly believe they will make the situation worse. Other 10 cases met difficulties in communication with authorities because of the policeman position of her husband and his contacts. 90% of such cases are officially married couples. 70% of cases have higher or secondary educational background and have high positions at work. The violence cycle keeps strong because of real difficulties, as well as because of stereotype attitudes towards violence concerning the role of woman and family in society, social image and status, community's views for each family's life.

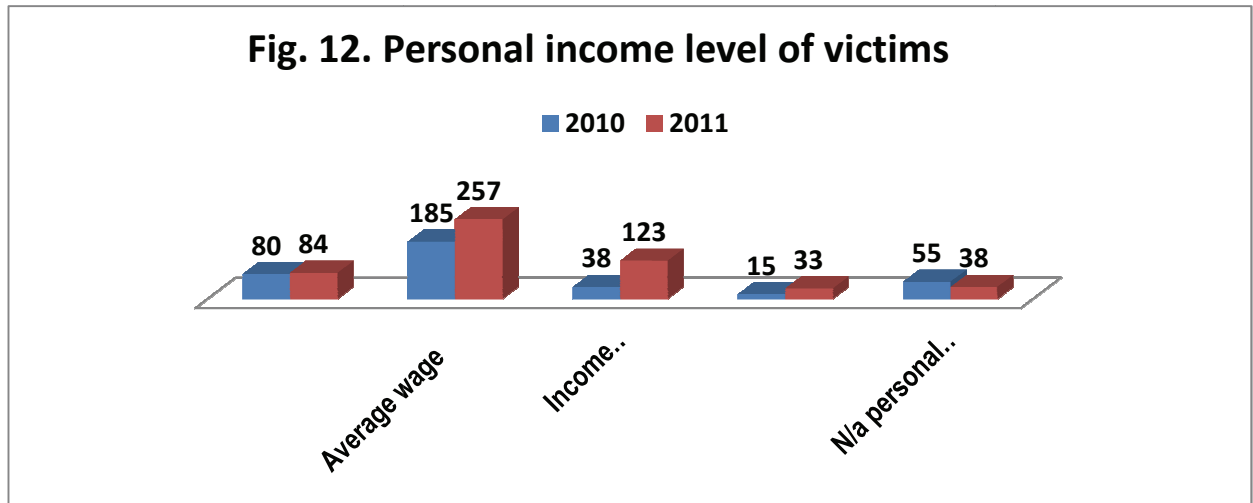
2.1.3. Personal income level of the domestic violence actors

Each case of violence has its own specific circumstances and roots. One of the generating factors is the financial status of domestic violence actors.

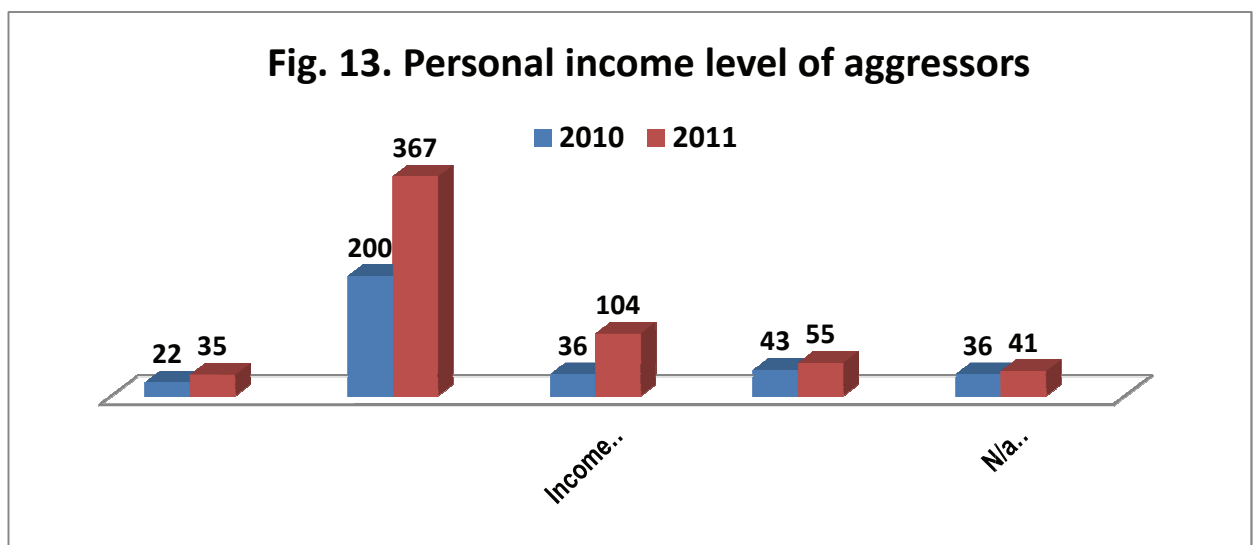
Based on Trust Line's collected data, some specific features of the violence exposure were identified depending on the financial status of domestic violence actors.

It is important to mention, that presented information below cannot be considered 100% veritable (since these data are based solely on beneficiaries' openness to offer the Trust Line service such details), and it can underline only the general tendencies.

A statistical breakdown on the personal income level of victims per each year is exhibited in Fig. 12.



A statistical breakdown on the personal income level of aggressors is exhibited in Fig. 13.



Average income (48% for victims, 61% for aggressors)

Concerning financial status, both victims and aggressors as domestic violence actors, for 50% of their caseload, have an average income level (48% for victims, and 61% for aggressors). As a rule, they have higher or secondary educational background, holding jobs positions in social and production spheres. Their sources of income – such as salaries, money earned abroad, financial assistance from parents and relatives, and other resources – allow them to enjoy a decent life, but only if income of both partners is put together. The joint property – house, car, land, etc. – keeps them “tied” together and “bound” to the household. At the same time, shame, gossiping, embarrassment, children who need care, and at the other end, fear and death threats – all these generate deep anxiety which gradually will grow into severe pathological forms.

Income above average (6% for victims, 9% for aggressors)

In 2011, the number of calls from victims with income above average has increased (33 cases, compare to 15 cases registered in 2010). If 2010 year showed prevalence of the caseload of reported violence in families, where one of partners is abroad and this was the exact cause of violence manifestation/amplification, then, 2011 year has registered violence manifestation in families where both partners are employed within home country.

If in situations, ***when aggressors is the ones with significant income***, the victims' choice to keep the family is understandable (they are used to a good financial and social status difficult to give up), then, in situations, ***when victims themselves are the ones with significant own income***, their choice to keep the relationship is absolutely emotional. Such victims are psychologically bound to the aggressor. They choose to remain within the violence cycle by explaining not be able to handle alone. But the paradox is that they themselves are the one to take care of all family needs (have good salaries or have good earnings abroad, they are the owner of the family's real estate, and they are the only partner with stable income).

In situations, when domestic violence actors have good income, they are subject predominantly to severe psychological and physical violence compared to the economic type of violence.

Income below minimal consumption basket (23% among victims, 17% among aggressors)

In 2011, under this category of financial status, an insignificant increase of calls from victims has been registered. If in 2010, the callers with income below minimal consumption basket made up 10% from the total caseload, then in 2011, these make now more than 20% (both victims' and aggressors' caseloads). In this category, along with the **prevailing physical violence**, 9 cases of sexual violence has been reported in 2011: 6 marital rapes, 2 cases of forced sexual perversions, and 1 case of marital rape and sexual perversion in front of children's eyes. Majority of cases are predominantly **couples without official marital status**, with 3-4 children, affected by violence manifestation based on alcoholism where many other family members are affected, including minors/children. Usually, in such situations, victims call the Trust Line service only because relatives insist upon or the call is made by friends or by acquaintances.

Income generated from pensions/allowances (16% for victims, 6% for aggressors)

A specific category of domestic violence actors are those with income generated from pension and social allowances (16% for victims, 6% for aggressors). These are retired persons based on age/disability or mothers on maternity leaves, who do not have any other sources of income than those provided by state.

N/A source of income. The family is supported by husband/relatives (7% for victims, 7% for aggressors)

This category of domestic violence actors does not have any source of income, except the support coming from partners, parents or relatives. In 2011, this caseload has been slightly decreasing (*from 55 cases in 2010 to 38 cases in 2011*).

This category includes victims and aggressors that are still students, have parents with good income in country or earn money abroad, or also include victims who did not apply for studies at proper age and now have no vocational education. Lack of professional experience, as well as lack of life skills, without any source of income, put them in the position to face various problems:

- *For victims* – deep victimization, incapacity to get mature, drastic dependency on the aggressor;

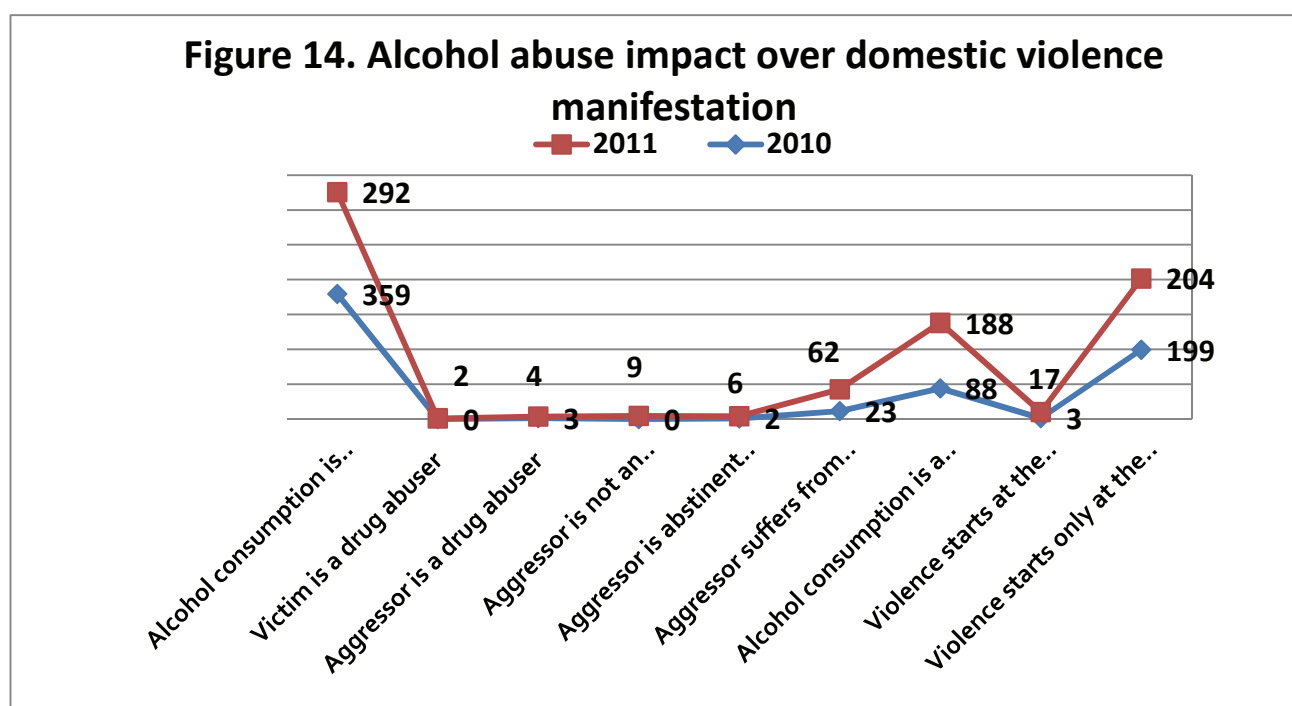
- *For aggressors* – non-realistic image about personal developments and frustrations manifested through violence under various pretexts.

By analyzing all caseloads' categories based on the source of income criteria, following conclusions are made:

- **Psychological and economic violence** gets prominent especially in cases when victim does not have any source of income, regardless of the aggressor's income (categories under average income/above average/no personal income criteria);
- **Severe physical violence** is identified in situations when victims have a higher income than the average level;
- Deep victimization and manipulation mechanisms applied by aggressor force victims to disregard their financial contribution to the family and consider themselves not capable of doing good alone (even if she is the one to support all family needs).

2.1.4. Alcohol abuse impact over domestic violence manifestation

The comparative and quality analysis of the information cumulated during 2010-2011 period has demonstrated a well-defined correlation between alcohol consumption and domestic violence manifestation. (See Fig.14).



From the reported total of **677 violence cases** in 2010 and **784 violence cases** – in 2011, in **359 cases**, and respectively, in **292 cases**, alcohol consumption is not being reported to have an impact over the violence manifestation.

There are many situations when victims report their partners become aggressive only if getting drunk (**204 cases in 2011, and 199 cases in 2010**). However, significant number of cases of violent behavior by aggressor is reported (**188 cases in 2011, and 88 cases in 2010**) not necessarily after the alcohol consumption. Alcohol consumption simply reduces a person's control over his behavior, which is already violent. Alcohol is just a trigger for violent reactions to get more intense. Based on such judgment, victims tend to explain the exaggerated aggressiveness of her husband under the alcohol influence.

In 62 cases of 2011 caseload, and respectively, 23 cases of 2010 caseload, beneficiaries report that their aggressors are alcohol-addicted persons. Although 5% of them undergone specialized treatment (voluntary or under the pressure of authorities), they continue to be aggressive with the family.

A specific category of aggressors is those abstinent from alcohol consumption (6 cases in 2001, and respectively, 2 cases in 2010), and those who are not abusing alcohol (9 cases reported in 2011), whose behavior is not less violent. On the contrary, they perform violence in a more complex and severe forms.

There are situations when victim herself is an alcohol consumer (17 cases in 2011, and respectively, 3 cases in 2010), and aggressor justifies his violent behavior because of these reasons. Beneficiaries, whose husbands are alcohol consumers, are unhappy with the state attitude towards this problem: district police officers and LPA (local public authorities) explain their position for not being in charge to force citizens undergo specialized treatment, and can only apply administrative contraventions for the scandals they do in their families (or become physically or verbally violent). In situations when alcohol abuse is not a direct violence trigger, public authorities have no intervention mechanisms. Only a few beneficiaries report of being able to have managed to force their partner undergo treatment (with help of a doctor, or based on a court decision). Evidently, the procedure is quite difficult, thus many victims give up from the very beginning.

All data reported (on abstinence, non-abusive alcohol drinking), as well as significant number of violence cases when alcohol is not mentioned, in fact, underline that alcohol is an important trigger factor for violence manifestation, but it is not a cause in itself. Moreover, the aggressor has already psychosocial characteristics that predetermine him for alcohol abuse and for a violent behavior at the same time; this is why frequent mixture of the two behavioral issues occurs.

2.1.5. Specifics of the domestic violence in case of mixed marriages

During 2010 and 2011, the Trust Line service has received many calls reporting violence in mixed marriages. If in 2010, under this category, one of the life-partner originated from following 5 countries: (Russia – 6 cases, Ukraine – 6 cases, Turkey – 2 cases, France – 1 case and Tajikistan - 1 case), then in 2001, the geographical area extended to 12 countries:

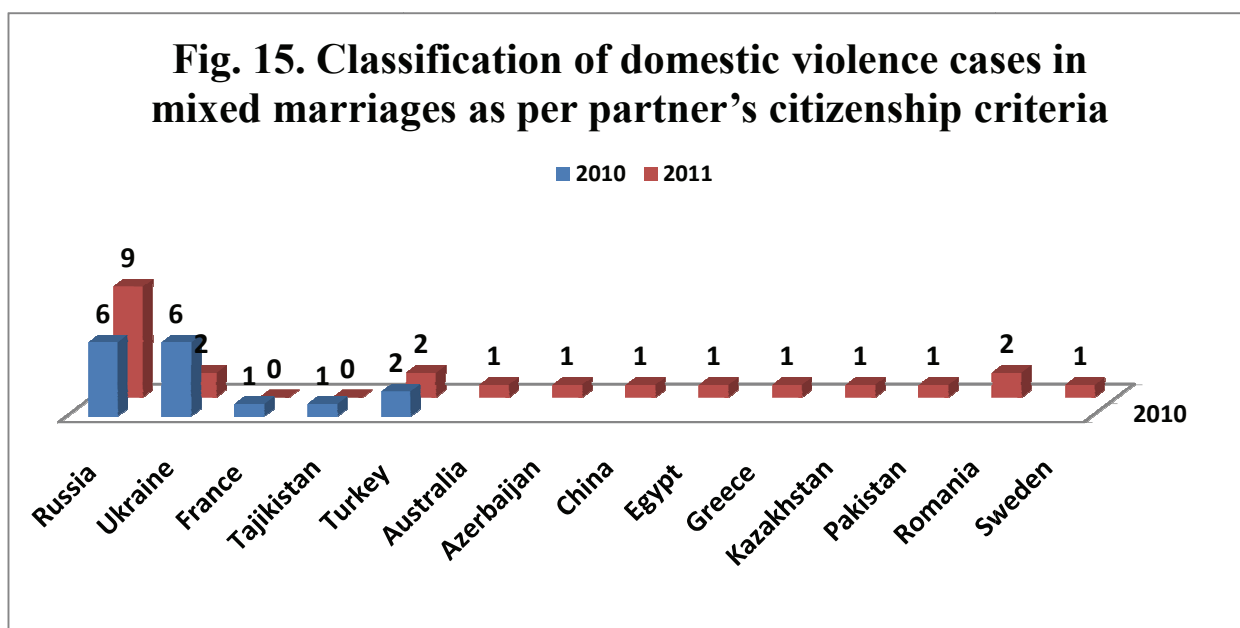
- In 6 cases the wife is, and in 3 cases the husband is from Russian Federation;
- In 1 case the husband is, and in another 1 case the wife is from Ukraine (2 cases);
- In 2 cases, one husband is a citizen of Turkey, and another - of Romania, respectively;
- In other 7 cases husbands are citizens of Australia (resides in Dubai), Azerbaijan, China, Egypt, Greece, Kazakhstan, Pakistan, Sweden.

Another case is that both wife and husband have foreign citizenship (wife is a citizen of the Russian Federation, but she originates from the Republic of Moldova; and husband is a citizen of Kazakhstan).

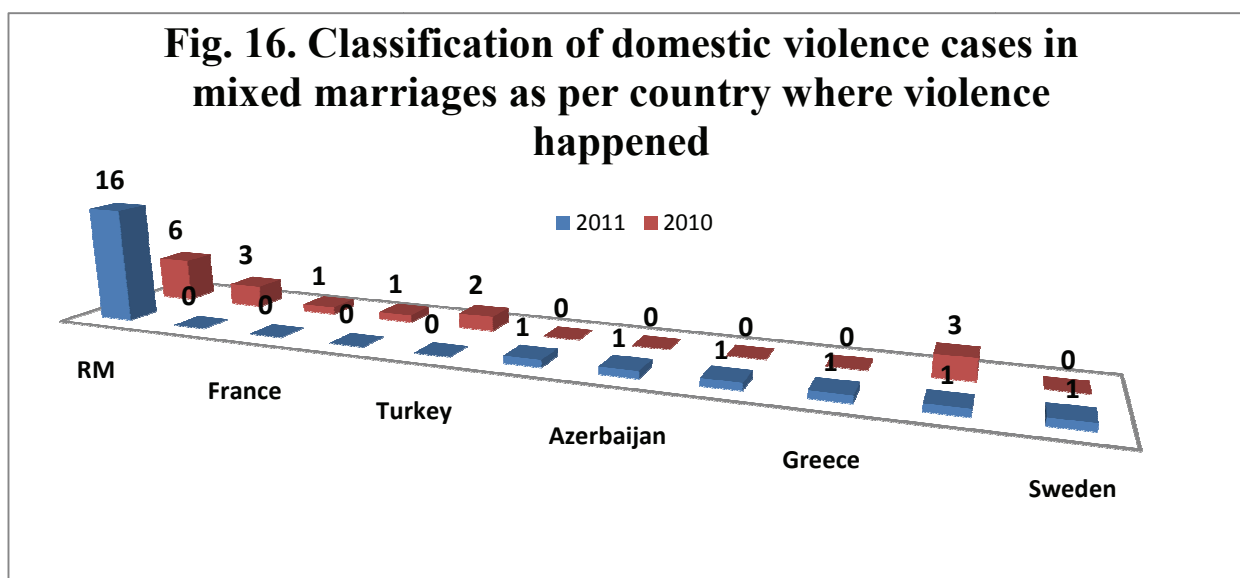
For the 2010 caseload, in all **16 cases** of violence in mixed marriages, one of the partners is a foreign citizen: from Russia and Ukraine – 6 cases from each country, Turkey – 2 cases, France and Tajikistan - 1 case for each country.

For the 2011 caseload, cases of domestic violence in mixed marriages are distributed by citizenship country as follows: Russian Federation – 9 cases; Turkey, Ukraine and Romania – 2

cases from each country, Australia (residence in Dubai), Azerbaijan, China, Egypt, Greece, Kazakhstan, Pakistan, Sweden – one case from each country (see Fig.15).



Regarding to the place where the violence happens, we have found out that in **6 cases** during 2010 it happened on the territory of Republic of Moldova, and **6 cases** – abroad (See Fig.16).



In the next paragraphs, a brief overview of domestic violence features in mixed marriages is presented by specifying the place where violence happened (year 2011).

a. Violence happened on the territory of Republic of Moldova

Victim of domestic violence is a foreign citizen. We came across with situations when victims of domestic violence are citizens of: Russia (6 cases) and Ukraine (2 cases). Women-victims, by marrying Moldovan citizens, move for a permanent residence to Republic of Moldova. In all these 8 cases (including the couple when wife is from Russia and husband from Kazakhstan), the husband is the person who exerts power and economic control, as well as apply physical force. In other 4 cases, victims are financially dependent from their husbands, do not have their own

home, do not enjoy a friendly support from relatives and friends. Although they are tempted to leave, they do not have enough sources to reach their origin country.

In other 14 cases aggressors are foreign citizens. Residing in this country, without any source of income, they are not capable to integrate into a foreign society; thus, under the alcohol effect they apply violence towards his partner who actually supports all his needs.

Another 3 cases (citizens of Pakistan and Turkey), in which aggressors are socially and professionally integrated, present violence manifestations/amplification in the moment the victims declared refusal to convert to husband's religion or wish to convert to another religion without consent from her husband (2 cases) or got pregnant (1 case).

b. Violence happened abroad

In circumstances when violence happens out of country's borders, victims get into a specific situation. The vulnerability of a victim residing abroad is extremely high. Aside from the emotional dependency, non-capacity to act alone, lack of defense mechanisms, a victim will additionally face troubles like lack of information on her rights and how to access assistance in a crisis situation. Victim gets the status of "a comfortable property": no rights to defend herself, is financially, and also legally, dependent from the aggressor. She is forced to hard labor within the household, is embarrassed, mistreated, and children are used as manipulation "instruments". Victims who reside in Romania, Greece, and Azerbaijan cannot leave the country without legal permission of the husband over children's cross border movement.

Another method used by aggressors of foreign citizenship is the importance of family's well-being: although victims realize the signs of power and control over them, they accept staying with aggressive partners since they offer financial stability.

2.2. Particularities of the domestic violence manifestation

2.2.1. Types and forms of the domestic violence manifestation

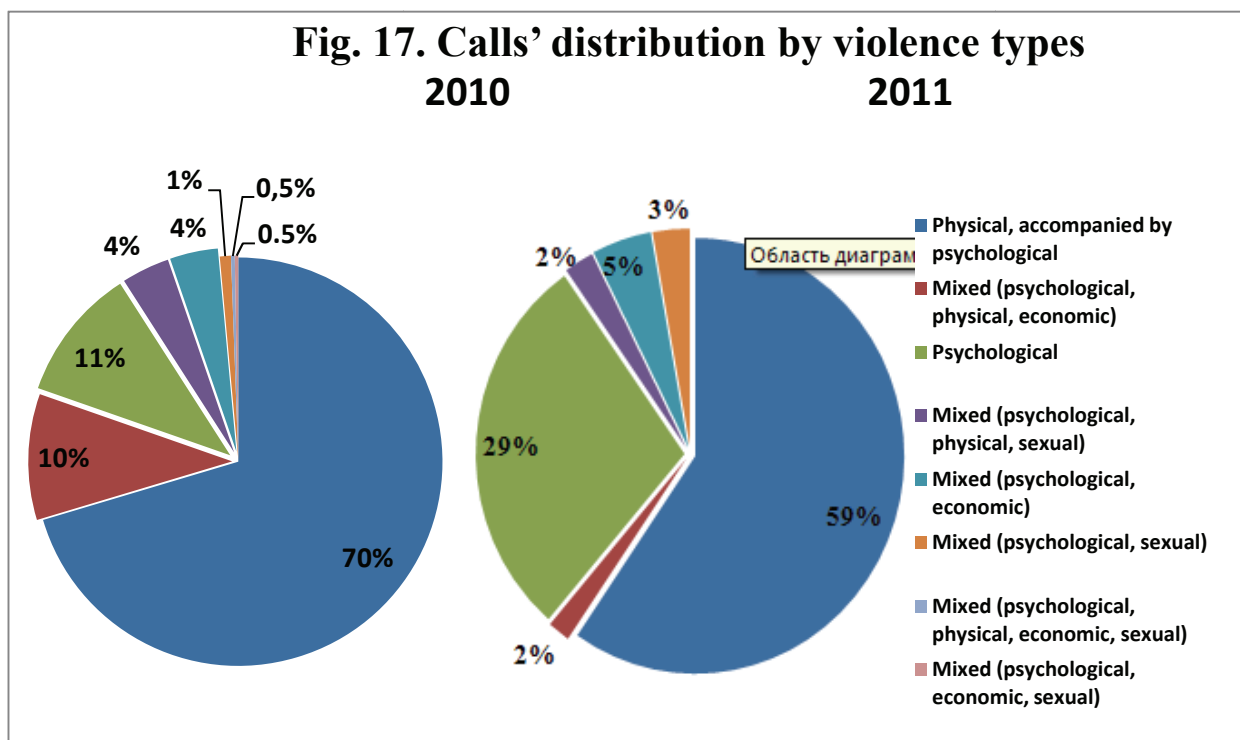
From same considerations as stated in previous time periods, victims of domestic violence who called the Trust Line service report of having experienced various types of violence (See Fig.17).

By analyzing all received calls in 2010-2011, it can be summarized that domestic violence in majority of cases is a mixed combination of physical and psychological types.

- **Physical violence, accompanied by psychological – 311 cases** in 2011, which is **59%**, compare to **240 cases** in 2010 (**70%**).

In 2011, cases of **psychological violence, mixed with physical type**, same as in 2010, represent majority of cases (**59%**). Signs of such violence manifestations are insignificant injuries (from physical hits over different parts of the body) or severe ones (fractured arms and ribs, head traumas, concussion of the brain, disorders of the hearing and visual organs). Victims are punched in the face, dragged by their hair, kicked, hit, injured into different body parts – face, abdomen, back, etc., expelled from house.

- **Psychological violence – 151 cases**, in 2011, which is **29%**, compare to **36 cases** (**11%**) in 2010.



Worth mentioning, that the calls' statistics of the Trust Line service relating to **psychological violence** has doubled in 2011 compare to 2010. This increase proves the impact of the awareness campaigns, especially the phase II campaign aimed to raise awareness of population on the larger violence types' spectrum that should not be tolerated.

Thus, if during the phase I of the campaign, beneficiaries blame most of all the physical violence, then, during phase II (See both TV spots on www.lastrada.md), the woman is the one who becomes aware of the abnormality and intolerance regarding insult, embarrassment, injuries, quarrels, negligence, exaggerated jealousy, emotional blackmail with implication of children, threats of death. Single cases with special violence manifestation have also been reported: expelled from own house by own son; psychological harassment over the phone; threatened with in case of getting married to another man; tortured by own son; locked in the house; unfounded complaints written by husband to police and prosecutor's office; expelled from house together with children.

- **Mixed violence (psychological, physical, economic) – 9 cases in 2011, which is 2%, compare to 34 cases in 2010 (10%).**

In 2011, a mixed type of domestic violence– *physical, psychological, economic* - has been identified in **9 cases**, compare to **34 cases** in 2010. In fact, such combination of violence relates to an exaggerated control over family's expenses. From the total caseload, *4 cases* do not work (two of them are on maternity leave). Their husbands are the ones to support the family and all expenses are subject to strong control. As a rule, these victims do not have any source of income and cannot leave anywhere.

Other two cases are in a situation when both partners do not work. Their small and occasional income is subject to strict control. Moreover, the aggressor blames the victim for not finding her a job because he “needs food”, without doing any effort from his side in supporting the family. In another two cases, wife is a housekeeper. Husbands are seasonally working abroad and are “economically blackmailing” their wives.

There is one case of a victim with two children already and at the 6th month pregnancy, but still she is the one to support the family. Husband is unemployed, but he controls every penny spent, at the same, extremely unsatisfied his wife is professionally active. He would have wished for himself a timid woman, who is also a slave, “a sexual object” and just a housekeeper.

- **Mixed violence (psychological, physical, sexual) – 13 cases** in 2011, which is **2%**, compare to **12 cases** in 2010 (**4%**).

Approximately same number of call received during each of the two years to report on mixed violence – *physical, psychological, sexual*: **13 cases** in 2011, and **12 cases** in 2010. In this caseload, 9 cases reported on physical beatings followed by marital rapes. Besides physical assault, victims are forced into sex, and in one case, even in front of children. Fear and shame make the victims not wishing to disclose these stories. There is one case who reported such facts to police, but in reply she heard that “she is in sane”.

Another case: a husband, after returning back home from abroad, started to show a different sexual behavior with exaggerated interest for sex – watches porno video when wife and son are at home. He sexually harasses his 61 years old wife with permanent allusions for sex and coerces her to have perverse sexual intercourse (he brings into practice the stuff watched in porno videos).

In other singular cases, sexual abuse followed by physical violence manifests by forcing the victim to make abortions; proposals of having paid sex and exhibiting genitals with the daughter; bringing into practice the perverse sexual behavior watched in porno videos, applying threats of having posted indecent photos/videos on internet socializing sites.

- **Psychological violence, accompanied by economic patterns – 24 cases** in 2011 (**5%**), compare to **13 cases** in 2010 (**4%**).

In 2011, under category *psychological violence, accompanied by economic patterns*, was identified for **24 cases**, compare to **13 cases** in 2010. Usually, such situations include problems like lack of access to joint income and even to victims’ own income, or to other important resources: food, drugs, education or employment.

- **Psychological violence, accompanied by sexual abuse – 15 cases** in 2011 (**3%**), compare to **3 cases** in 2010 (**1%**).

Such type of *psychological, accompanied by sexual* violence has been reported by **15 cases** in 2011, compare to **3 cases** in 2010. Victims experience marital rape (*8 cases*), coerced to sexual perversions (*4 cases*), forced physically to sexual intercourse and forced to get naked in front of children (*2 cases*), or forced to be witness of sexual intercourse with another woman (*1 case*).

Identification of violence types with all its manifestation diversities in 2011 compare to 2010 is a consequence of public feedback on the 2nd TV social spot “It is not normal to consider violence a norm”.

2.2.2. Specifics of the domestic violence in situations when children/minors are affected

During reporting years, a total of **1001 cases** of domestic violence when minors are affected or abused was cumulated from all categories of received calls, and classified as shown in table 2.

Table 2. Types of domestic violence when minors are affected

	Caseload in numbers and %	2010		2011	
		Nr. de cazuri	%	Nr. de cazuri	%
1.	Domestic violence when minors are affected indirectly (witness)	459	83	335	72
2.	Domestic violence when minors are affected directly (victim)	61	10	83	18
3.	Domestic violence manifested exclusively towards minors	5	1,3	12	2,5
4.	Incest	0		2	0,25
5.	Sexual abuse of minors	2	0,5	4	0,75
6.	Commercial sexual exploitation of minors	2	0,5	2	1
7.	Physical abuse of minors outside of the family	1	0,3	3	1
8.	Violation of children's rights in institutions	2	0,5	2	1
9.	Parent-child conflict	8	2,5	9	2
10.	Violation of children's rights in families	3	1,3	6	1,5
	Total	543	100	458	100
	Total 2010-2011	1001			

a. Domestic violence cases when children are affected

During analysis period **520 cases** of domestic violence towards women (in 2011), and respectively **418 cases** (2010), when minors have also been affected, were reported to the Trust Line service. In real life, such case situations are expected to be more frequent.

- **Children as witnesses of domestic violence.** Out of **784 cases** of physical violence within families, 43% (335 cases) reveal *children have witnessed violence manifestation*. In 2010, such situations happened at a greater extent, totaling **459 cases**.
- **Children as victims of domestic violence.** **30%** out of **784 total cases** are *children victimized directly by domestic violence phenomenon*, which is **83 cases** – a quite big number compared to 2010 with **61 cases (10%)**. During 2011, in **51 cases**, together with the mother, children have also directly suffered from physical abuse.

Parallel to the statistical increase of calls reporting physical abuse, identification of psychological violence cases became more active (**23 cases**, compare to **16 cases** in 2010). Of these, in 6 cases, children serve as mechanism for aggressor to impose control and power over his life-partner. Sometimes, psychological violence towards children includes intimidations/embarrassment (*13 cases*), or forbiddance to live with the other parent, interdiction for certain activities (*4 cases*), which could have brought great benefits for a child's development. Aggressors use all these mechanisms just to build his authority over a minor child.

Based on detailed analysis of **5 sexual abuse cases**, there were no significant differences are observed compare to last year:

- a biological father wanted having sex with his 12-years old daughter for payment (*1 case*);
- Father exhibiting genitals in front of children (*1 case*);
- getting the child naked in public with focus on his genitals, thus creating tremendous psychological discomfort for the child (*1 case*);
- incest attempt (*2 cases*).

A new type of violence towards minors has been observed – **economic violence**. The Trust Line service received **4** calls reporting **cases** of total refusal to offer minimum of resources for the minor child's basic care.

The decrease in the number of calls reporting situations when children are witnesses of violence in 2011, from one hand, and the increase in the number of calls reporting that children are direct victims of domestic violence, from another hand, can be explained, although paradoxically at the first glance, in the following way:

1. In 2011, the number of calls from victims without children or victims with adult children has increased.

2. Prevention campaigns of the International Center "La Strada", as well as of other in-country organizations, aimed to raise awareness on children's rights violation, as well as get the public more proactive, had a significant impact on the beneficiaries of the Trust Line service. To be more explicit, if in the previous years, majority of callers/victims would have called to talk about their life in a couple, and the Trust Line counselor would be the one to ask questions about the children, then, in 2011, callers themselves report on aggressor-child relationship. The domestic violence phenomenon is understood at its full extent, with all its types and form manifestation.

b. Domestic violence manifested exclusively towards minors

In 2011, the number of calls reporting violence exclusively or preponderantly towards children has increased, totaling with **12 cases** (compare to 5 cases in 2010).

In **5 cases**, minors themselves have called the Trust Line service to seek help. In the first case, the child ran away from home escaping from father's violence and excess alcohol drinking. The second case is a girl who ran away from home because she is forced into Islam, and is threatened together with her brothers with death. Other cases report on incest attempts and physical abuse from older brothers.

Next **2 cases** of minors requested advice how to break relationship with boy-friend who is physically and sexually violent. Other **7 calls** (from a father, members of extended family, neighbors) reported negligence towards their small children of both parents (*2 cases*), of a single mother (*3 cases*), and of a step-father (*1 case*).

Another case complains on an alcoholic and abusive father, very immature as a parent, who does not allow her to change religion confession.

c. Sexual abuse of minors

In 2011, caseload of calls reporting sexual abuse on children has increased (**6 cases** compare to 2 cases in 2010). Possibly, this is due to the impact the video spot of International Center “La Strada” raising awareness campaign on commercial sexual exploitation of children (tangential phenomena) has produced. Parallel advertising of the both call services of International Center “La Strada” (Trust Line for Women and Hot Line) had contributed to the increase of calls reporting such violence type. In total, 4 girls and 2 boys aging from 5-18 years old reported of having been sexually abused by the members from their community (4 cases) , by uncles (1 case), by own father (1 case).

In one case, 15 year old mates have sexually abused a 16 year old girl. Another case reports on sexual abuse applied to both, girl and her mother. Third case is a 13-years old boy raped by two community members (husband and wife). Next two cases: - a police office inquires advise on efficient assistance to a 5-years old raped minor, and another, - a mother seeks assistance referral on her 14-years old minor sexually abused by his uncle. In addition, NGO once called International Center “La Strada”, reporting on an incest case between a father and his daughter.

d. Commercial sexual exploitation of children

Same as in 2010, during the reporting year **2 cases** reveal the phenomenon of commercial sexual exploitation of children. If in 2010, the callers were parents (*farther was knowing that mother is putting her son into sex business – 1 case; mother suspects her son is in sex business after he met an Italian man and disappeared from home – 1 case*), in 2011 such situations are now reported by NGOs, by neighbors. NGO “CNPAC” called International Center “La Strada” for further follow-ups on a case of mother who was forcing her daughter into prostitution for a 100 lei rate. Another case, a neighbor is reporting on a person, who recently bought land in their village, is forcing minor boys into sexual exploitation.

e. Parent-minor adolescent conflict

In 2011, same statistical patterns are observed for this *parent-minor conflict* category – **2%** out of total children caseload (**8 cases** in 2010 compare to **9 cases** in 2011). In such situations, usually parents and grandparents are the ones to seek advice on relationship improvement methods through behavioral adjustments aimed to overcome the adolescence crisis (manifestation of negation, runaways from home, wish to keep a relationship unaccepted by parents, demonstrational excessive drinking/smoking).

f. Violation of children’s rights in institutions

During both reporting years, **2 cases** of children’s right violation in each year have been identified. Specifically, the aggressors were a kindergarten teacher (in 2011) and a professor (2010).

g. Violation of children’s rights in institutions

If those identified **3 cases** of child’s rights violation from 2010 refer to issues of legal nature (alimony, visits’ schedule), then, respectively, those **6 cases** from 2011 refer mostly to the emotional aspect of the parent-child relationship. These issues do not qualify as violence manifestation yet, but can easily grow into if issues continue: after divorce, one of the parents does not respect the visiting schedule (*1 case*); father disagrees with the court decision stipulating that custody for child is offered to mother, but she has an indecent behavior, as her

ex-husband considers (*1 case*), mother has sent her child to special accommodation center, but after expiry date she never came to take back her child (*1 case*); mother is not taking care of the child because she does not have financial resources (*1 case*); close relatives blame parents for irresponsibility and immaturity with regards to children's care (*2 case*).

h. Physical, psychological, economic abuse of minors

In 2011, an insignificant number of calls concerning physical abuse outside family has been observed – **3 cases** of minors, physically abused with the reason that they have been previously acting as aggressors with their mates/peers.

Based on detailed analysis, per each category of violence type with regards to minors' right violation, the number of received calls at the Trust Line service has slightly increased. This has been possible to achieve due to Trust Line opening and operation, as well as to the significant efforts the International Center "La Strada" continuously concentrate on the stringent necessity for children's rights protection by conducting activities like: workshops and trainings for professional groups; successful assistance to children beneficiaries; advertising the hotline service against child sexual exploitation, as associated phenomenon of minor's abuse.

III. Assistance requested at Trust Line for Women

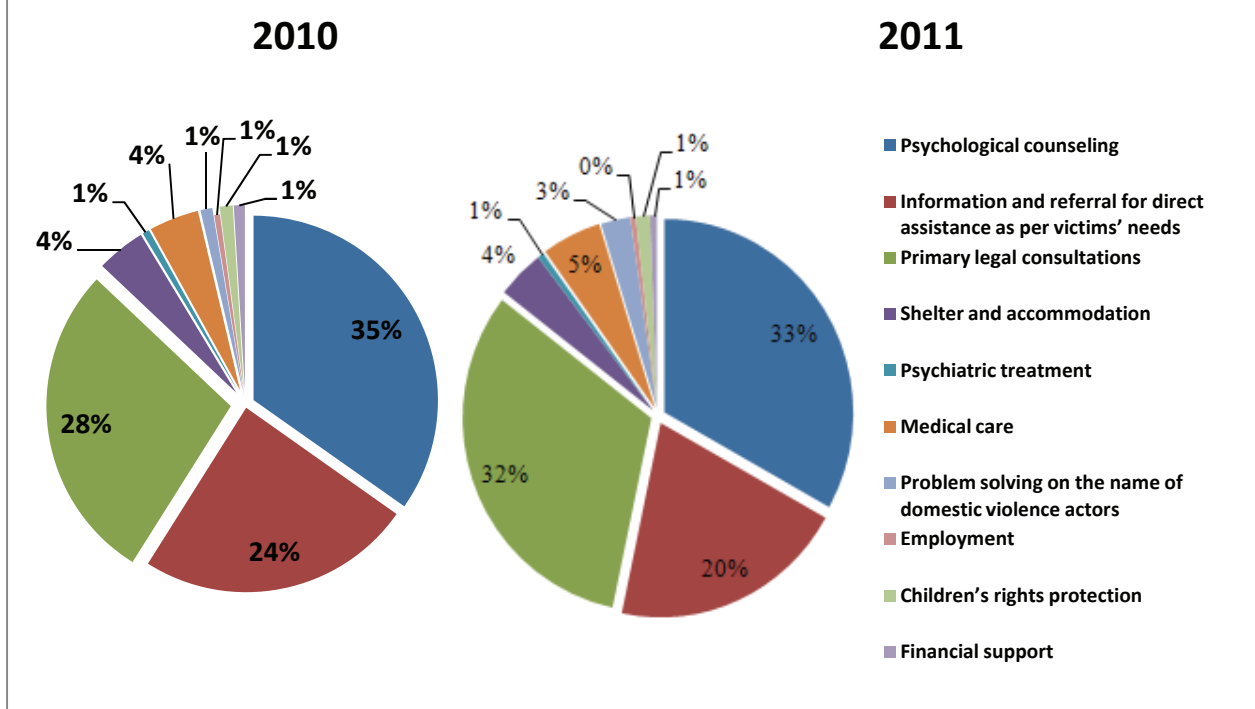
3.1. Types of Assistance services required

Referring to the requested assistance during reporting period, and during the two-phased social campaign promoting a non-violent way of life, the needs of beneficiaries stayed mostly the same, with small differences that did not affect the general tendencies (*see Fig.18*). Thus, in 2011, the mostly requested assistance is:

- Psychological counseling – **33% (552 cases)**;
- Primary legal consultations – **32% (536 cases)**;
- Information and referral for direct assistance as per victims' needs – **20% (336 cases)**.

Other types of assistance requested are: treatment for alcohol addiction (**85 cases**), shelter and temporary accommodation (**68 cases**), requests to solve domestic violence issues on the name of domestic violence actors, without their direct implication (**42 cases**), children's rights protection (**20 cases**), financial support (**10 cases**), psychiatric treatment (**9 cases**) and employment (**8 cases**).

Fig. 18. Calls' classification as per needs of beneficiaries



Psychological counseling

Although few of beneficiaries are aware of the need of psychological assistance, in fact this is exactly what they need. As a psychological intervention, the counselor is in the position to identify the exact persons who are in need for solving crisis family problems. Based on this necessity, the Trust Line counselors have focused, first of all, on the development of practical and personal abilities and auto cognition stimulation with the main task to clarify the situation and identify all useful mechanisms for crisis overcoming. Thus, the identified psychological issues of the Trust Line beneficiaries are: keyed up relationship with one of the family member – husband, wife, extended family, parents-children conflict, PTSD (post traumatic stress syndrome), stress from divorce, adultery by one of the life-partners, impossibility of choice under difficult circumstances, suicide, depression, feeling alone, fear, etc.

Information on referral for direct assistance as per victims' needs

From the total caseload of calls at the Trust Line service, **20%** of cases made inquiries on the “what to do” algorithm in case of violence manifestation – what to do exactly, how to stop violence, which competent authorities to address, or how to perform a forensic medical examination, etc. Usually, such orientation is being requested by the community members who need to know the intervention algorithm in case, they, as members of the extended family, might need to act when violence produces, or will be able to guide the victim for her own proper actions.

Primary legal consultations

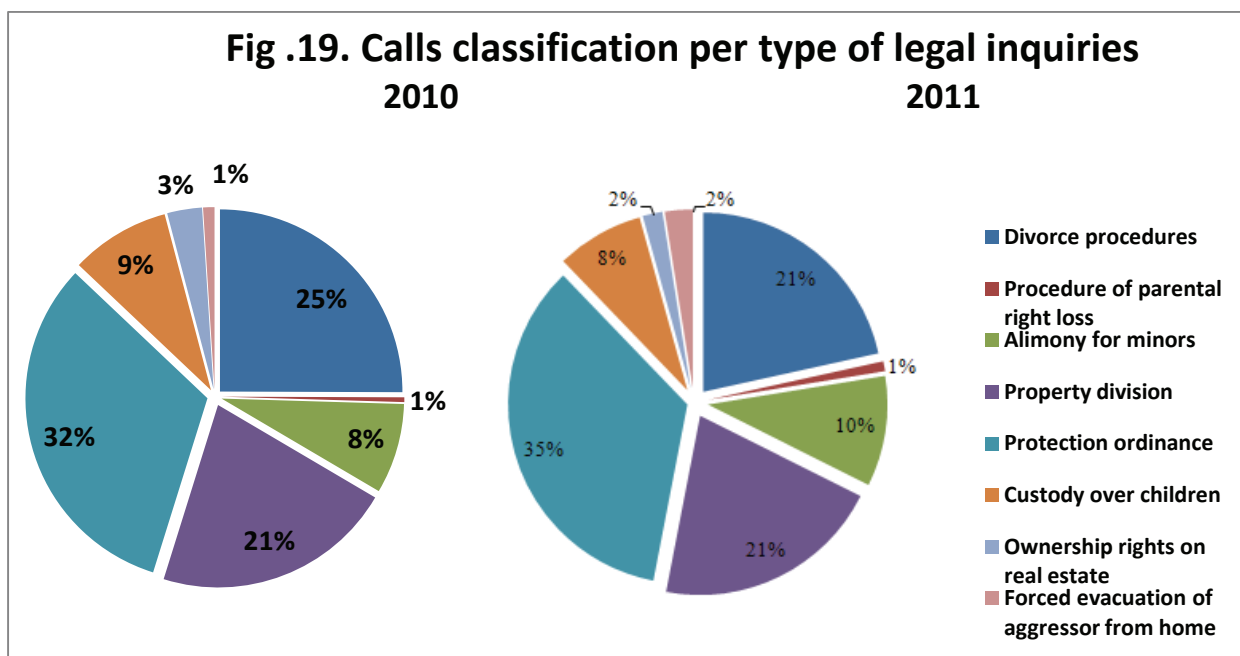
Together with the psychological counseling, **primary legal consultations** are the most requested type of assistance. In a lot of cases, victims are manipulated by aggressors and by extended family members because they have little understanding of the legal framework. And, as a matter of fact, her victimized behavior gets so eminent, that when she contacts law enforcement to seek help, in reply, she would not be treated seriously, as she usually leaves the impression of a

person who does not know what she wants (*“today they quarrel, but on the next day she is the one to forgive”*).

Thus, aggressors take advantage of the lack of laws’ knowledge, as well as of the victims’ fear, and is threaten victims with depriving them from children after divorce, from property including house, although, in fact, THE AGGRESSOR is the person without any right on real estate because it is the victim solely to inherit property from her parents.

When being contacted for help, **LPA** and **law enforcement officers** would usually proceed in the following ways: they advise victims to go back home and accept the situation; or they frighten victims with children’ suffering in the future, if these submit a written complaint; or they warn the victim of applying penalties for both parents; or advise on too high costs related to divorce procedures and/or property division.

In this context, the Trust Line service was in the position to offer information on following topics: issue of protection ordonance – **35%**, divorce and property division - **21%**, alimony – **10%**, custody over children – **8%**, ownership and home residence of the minor – **2%** each inquiry, and procedure of parental right loss – **1%** (*See Fig.19*).



Protection order

Although Republic of Moldova has a Law (Law Nr. 45-XVI on combating and prevention of domestic violence as of March 1, 2007), there are many issues with its implementation still. During reporting period, the Trust Line service was in the position to offer information on the above-mentioned law with all its implementation mechanisms, mostly of question referred to the issuance of Protection order – **35%**.

Worth mentioning, **9 cases** already were holding issued protection order for 90 days duration period, and **2 cases** were about to receive soon. Out of the above-mentioned **9 cases holding** protection orders, following situations were identified.

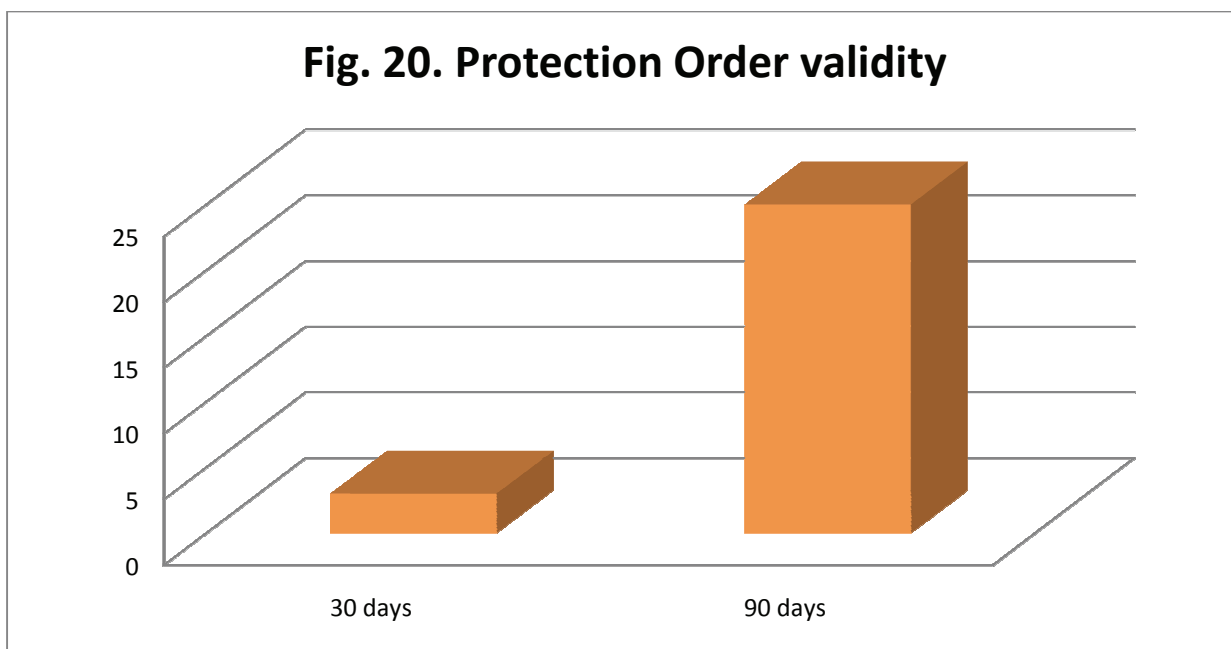
- For **6 cases**, protection order is not being respected, of which **3 cases** reported the aggressor has violated the protection order by entering the victim’s house and of having physically abused her; **2 cases** reported the aggressor never moved out of house as he was

supposed to do, and police refused to help expelling; and in **1 case** – the victim has not been informed the protection order has already been issued.

- In **1 case** violence happened immediately after protection order expiry since this has not been prolonged.
- In **1 case** the protection order was contested by aggressor through court procedures with the help of a lawyer, however, rejected as a result.

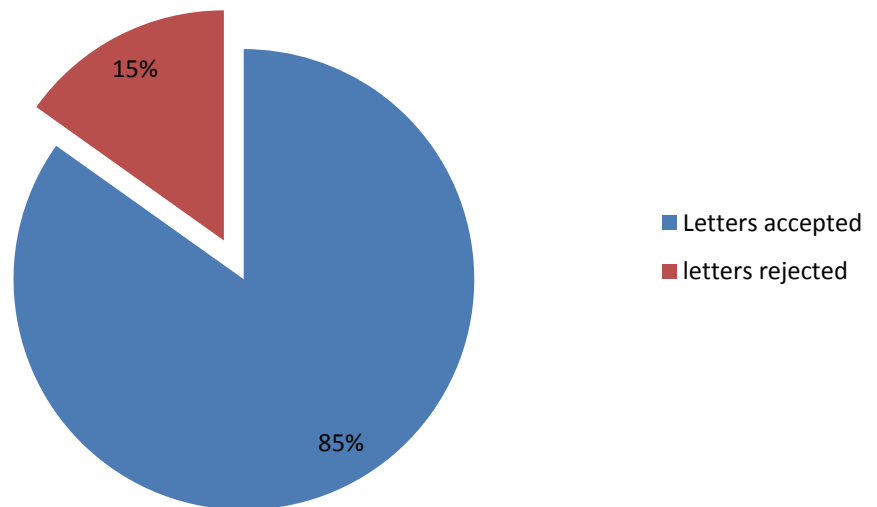
Starting with the 2nd phase of the raising awareness campaign, and aiming to make the assistance to victims more efficient also taking into account all difficulties met during contacts with the law enforcement officials, the Trust Line service has extended its mandate to act as a representative when cases of domestic violence are examined in court. In this context, **41 beneficiaries** have been supported by the Trust Line lawyer Doina Ioana Străisteanu with all legal aspects required.

Based on the Law “Combating and prevention of domestic violence” provisions, the protection order is issued for up to 3-month period. This can be withdrawn once the problem stops or prolonged, if danger persists or stipulated provisions of the ordinance have not been respected, upon written re-application letter. The applied analysis over issuance of protection orders show that the mostly requested duration period was 30 days and, most frequent, 90 days (*See Fig.20*).



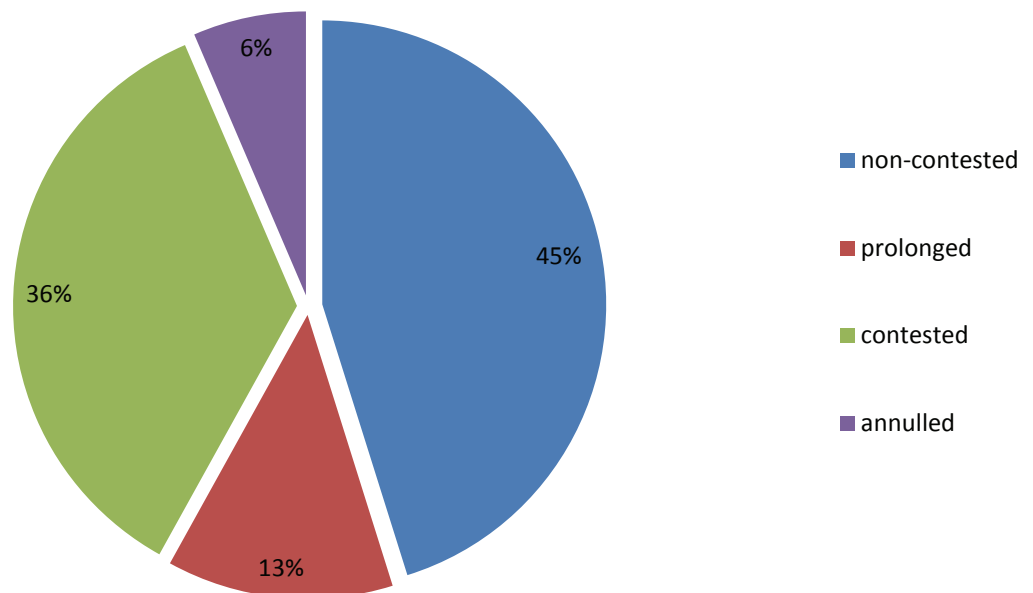
During 2011 (only this reporting year will be further on analyzed since International Center “La Strada” din not include such assistance in 2010), lawyer’s service has been offered to **32 cases**, for which 33 application letters for protection orders have been compiled and resulting with **28 applications accepted (85%)** and **5 applications rejected (15%)** (*See Fig.21*).

Fig. 21. Application letters for Protection orders



In 4 cases, the protection orders have been prolonged; in 11 cases, the aggressor has attacked them in court; and in 2 cases, these were annulled (See Fig.22).

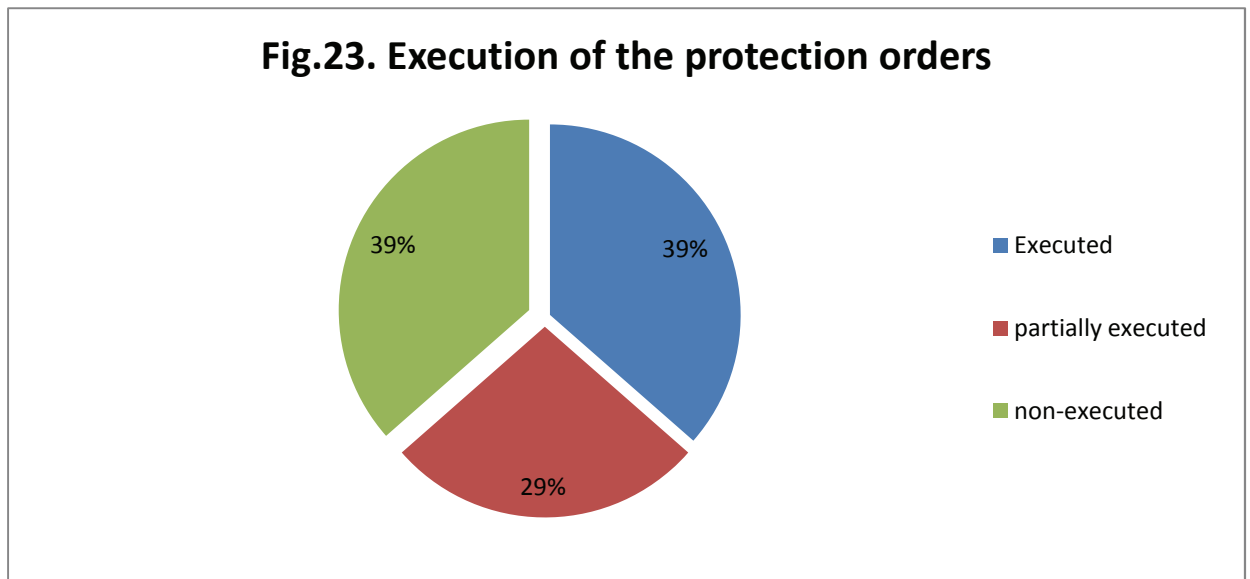
Fig.22. Protection orders



The reasons of applications' rejections were as follows:

- Victim, based on excessive emotions, did not support her lawyer when presenting proofs on aggressors' physical and verbal violence manifestations (**1 case**);

- court has decided it is a matter of familial conflict and not a domestic violence case, i.e. the reason of the decision is that aggressor could not be considered as subject of property division since he had purchased the house before marriage (**1 case**);
 - court has rejected the application of the protection order without presence of the victims (only the aggressor was invited) (**1 case**);
 - victim refused submitting the application letter compiled by her lawyer and requested just a warning made to her aggressor (**1 case**);
 - court has not considered the issue as a matter of domestic violence (**1 case**).
- Regardless of the 85% total of submitted application letters for a protection order, the execution of these remains to be a problem (*See Fig.23*).



The categories of protection measures undertaken by court mostly include following (*see Fig.24*):

- obligation made to aggressor not to visit/contact the victim, her children and other dependants;
- obligation made to aggressor to stay far away from victim' s new location, i.e. at a distance that offers security;
- obligation made to aggressor to temporarily leave the house or stay away from victim's location, without any decision on property division;
- obligation made to aggressor to undergo alcohol addiction treatment and counseling;
- obligation made to aggressor not to visit victim's place of work and living;
- other

Fig. 24. Protection measures undertaken by authorities in Republic of Moldova in 2011



During her activities with the International Center “La Strada” beneficiaries’ caseload, the Trust Line lawyer confronted many times the fact that protection orders are not executed. All difficulties related to the implementation of the Law Nr. 45-XVI on combating and prevention of domestic violence as of March 1, 2007 shall be examined in next Chapter IV.

3.2. Referral service through active mediation by Trust Line counselors

Taking into account on the victims’ psychological profile, especially when these lack courage to contact service providers, we have decided on the need of an active mediation and referral mechanism (first contact) to be implemented at the Trust Line service. If in 2010 only 21 cases benefited of successful referral to service providers (*accommodation centers – 4 cases, Social Assistance service – 9 cases, LPA – 2 cases, Promolex -2 cases, Public Lawyers – 1 case, Police – 1 case, NGOs – 3 cases*), then in 2011, Trust Line counselor managed **85 referrals**, of which **42 cases** of domestic violence benefited of support in the following aspects:

- facilitation of accessing specialized accommodation centers (for example, Assistance and Protection center for victims and potential victims of human trafficking and Refugees’ center „Casa Mărioarei”) by initiating contact procedures and compiling necessary papers - *14 cases*;
- compiling and sending faxes to the Social Assistance regional department with request for interventions in situation of minor’s abuse – *12 cases*;
- contacting LPA with request for interventions in situation of domestic violence manifestations – *14 cases*;
- contacting police district offices with request for crisis interventions, especially when local police officer hesitate to act based on non-availability and simply do not wish this – *2 cases*.

If in 2010, most of calls just raised awareness of a domestic violence matter or calling victims would be provided with just a phone number to continue their search for help; then in 2011, all caseload have been provided with referral assistance to specialized centers and institutions with a monitoring system to the extent problem is solved or up to the moment beneficiaries would accept our intervention. Beneficiaries' problem solving included joint intervention from many other professional groups.

IV. Difficulties encountered by the Trust Line beneficiaries

If in previous chapters, we have raised the issues related to stereotypes that determine domestic violence victims not seeking help, in this chapter we shall focus our analysis on difficulties met beneficiaries during their attempts to cope with domestic violence manifestations. Despite of the law provisions on responsibilities defined for each professional groups like law enforcement, social service, medical care workers, LPA, the Trust Line service receives calls reporting all kind of difficulties domestic violence victims would have to confront with. Going into details, beneficiaries, in majority of case, are unhappy with **police interventions**, especially in situations when police applies as a “protection mechanism” only a **reprimand** or a **penalty** is imposed on the aggressor. These facts can also be proved by our lawyer Doina Ioana Străisteanu collected from the caseload requiring legal support.

4.1 Police interventions

From all of the professional groups empowered for domestic violence combating and prevention, the less prepared are the police officers. These are very often do not know how to deal with threats and complains coming from aggressors who would usually try to misuse the principle of domicile inaccessibility, presumption of innocence, ownership right over property. Moreover, upper levels of police cannot develop a well-defined law enforcement position in this regard, and often apply disciplinary sanctions for their subordinates in a format of simple warnings or salary cuts based on aggressors' complaints. Such actions conduct to unfair mistreatment of victimized women together with their children. At the same time, we regrettably can state that none of the issued protection ordinances, without exceptions, has been brought by police to aggressor's attention together with his obligations without any delays.

The execution of protection mechanism as per protection order provisions is solely left on victims' shoulders. In many cases, the police officers have distanced themselves from such responsibility despite Law Nr. 45 and special provisions from Civil and Penal Codes, which state that the protection orders fall into responsibility of police. Each of the third case of victims with protection order paper on hand was in need to call 902. There are many situations when police feedback is negative or it is followed by threats, all in all, making the victim not to contact police anymore and try solving problems on her own. Most frequent police reply would be “I cannot spend all day between you, I have other important tasks to do” or “call me when you are being beaten”. Such attitude makes victim loose courage and, actually, re-victimizes all those who seek help with hope to stop violence. Police does not have any questionnaire on risk evaluation, limiting their actions only to the written complain submitted by the victim.

Dissatisfactions with police actions also relate to situations when victim have to pay the penalties, although the law provisions stipulate that aggressor should cover such costs. As a rule, police officers themselves frighten the victim with statements of making them paying the penalties in case the aggressor does not wish to pay. There are cases when police charged both sides. Next, a case was threatened by police to be charged with 4000 lei for a false call. All these facts make the victims withdraw their complaints or not submitting it at all, if they are pushed to pay penalties. More drastic were 2 cases pushed to bring valuable goods from house to pay off

the aggressor's penalty. Usually, after such police intervention, husband's behavior changes to the worse, and more violence is generated.

Victims come across with situations when **police cannot be located or police refuses making intervention**, because there is nothing to do anything about. Police would refuse documenting the complaint letters based on following reasons: it is a private family issue, there is not enough evidence of severe physical injuries, and the victim is telling lies. Once, a police officer replied to a victim "until he kills you, police cannot do anything".

From one side, police is precocious not to violate aggressors' rights by stating "not having the authority to make the aggressor leaves the house without his consent", "not having the authority to force the aggressor", and, from another side, victims are the ones to be blamed to provoke violence by "telling bad words to aggressor". In three cases, police refused intervention because of mental health disorders of the aggressor. Another story tells, although a victim had severe physical signs all over the body after being abused (neighbors called the police), the aggressor declared that victim injured "herself", and she was taken to psychiatric hospital, instead.

Police hesitates to expel the aggressor from house even in situation when victims are the sole owners of the property (usually, inherited from parents). Moreover, such refusals might happen even in cases there is a court decision on property division.

Under same context, many of police interventions are too late or do not happen based on the widespread reason – **close relationship between aggressor and police since they are relatives or good friends**. Many victims report of being embarrassed or treated with irony by the police. A really unique story tells that the police has shredded the written complaint letter in front of the victim; the victim was taken by force to the police office and beaten. Another story reveals a reply from police of "not being enough beaten if victim managed to reach the police office"; or a forensic certificate was taken away by a police officer, and then, the existence of such was totally denied.

Another category of stories is the case when **police officer is not an authority for the aggressor**, because the police officer is too young with no experience, or he became the aggressor's victim as well. To prove this, there are stories when an aggressor has cut the face of police officer with a blade who wanted just to calm down the aggressor; or when the aggressor would continue physically abusing his wife just in front of a helpless police officer. A third story: police officer called victims' lawyer to report of being unable to execute the protection order because the aggressor chases after him with an axe (this aggressor could be finally evacuated from the house by special troops of the Ministry of Internal Affairs).

4.2 Law applications by prosecutors

Prosecutors demonstrate application of penal law at a different extent as well. In some situation a penal case is opened concerning domestic violence only from a psychological violence perspective, in others, a penal case is opened only if victim proves, at minimum, the existence of physical injuries as a result of violence manifestation towards her. In this context we conclude that there is no full understanding of the fact that violence is not a single time manifestation but rather a series of systemic and intentional actions, and that the aggressor's behavior towards his family members (and not towards other people) is solely demonstrating the wish to have total control over his victims.

Prosecutors often ignore the forensic medical examination reports, which provide evidence of the physical violence not only in the day, but at many other occasions, the incident is incriminated to

aggressors. They do not perceive the application into practice of any other form of violence like psychological, economic and sexual. It is getting worrying the fact that despite systemic alerts on continuous aggressive attacks toward victims, prosecutors do not find necessary to proceed with a protection ordinance issuance and application of constraints against the aggressor who violated the protection order provisions. Such misunderstanding has lead to a situation, extremely ridiculous, when a victim, after having being continuously beaten by her husband for 2 years, was brought to court for violence over her husband, who managed a forensic medical examination report stating some insignificant physical injuries incurred during protection ordinance issued in favor of his wife's security. By violating this protection order, the husband had physically abused his wife again, who produced insignificant injuries to her husband while trying to defend herself. Although she reported this violence, the prosecutor did not react, but once having received a forensic medical report from husband, has immediately proceeded with a penal investigation against the woman.

4.3 Law application by judges

Justice authorities are often misinterpreting the time Law requires the examination of the victim's written application for a protection ordinance and issuance of such document. As per Law Nr. 45 provisions, a protection ordinance must be issued within 24 hours from the application time. Amendments to the civil and penal codes envisage 24 hours time period for the issue of a protection order based on a decision to accept or reject the application. This law provision is usually interpreted by judges only with the purpose to accept the ordinance issuance but not the issuance in itself. Such misinterpretations lead to lengthy examinations of the victims' applications from 405 days up to 3 weeks. As soon as the protection orders are issued, these are sent to local police office by post office instead of faxing or use other express-delivery means. As a result, the contents of the protection order are made available to the local police officer's attention only after 1-1.5 weeks from the date of issue. Approximately the same amount of time is needed for the local police officer to deliver the order to the aggressors domicile and having him signed the paper. All in all, from 10 to 30 days are needed for a protection order to get issued and signed by the aggressor. Very often authorities use inconsistent terminology like "familiar dispute" or "familial conflict" when referring in fact to domestic violence, leaving the impression that victim is made partially responsible for the violence manifestation towards her.

None of the legally assisted cases has been referred to police by an educational or medical institution.

Absolute majority of cases experience a high level of reluctance for the application of the Law on domestic violence combating and prevention to the extent the main goal is totally denied – provision of security and well-being for victims of domestic violence. The types of reluctance we came across with can be summarized as follows:

- Lack of trust towards victims' declarations;
- Blame of victims for not having solved the issues in private;
- High considerations that aggressor has been provoked to apply violence;
- Prevalence of granting an ownership right in favor of aggressor based on compassion for the aggressor who might be left without a living space;
- Violation of the rules providing presence of both parties at the court process of protection order invalidation;
- Putting burden on victims to provide evidence proofs, aimed either to obtain a protection order or to demonstrate ordinance violation.

Procedural mechanism for the examination of applications for protection ordinance as well as of testimonies on domestic violence situations is being performed based on a pre-conception that the woman lies about her violence experience and forces her children to discredit their father

with the aim to get ownership over the house. Very often women confront an offensive attitude from social workers, police officers and prosecutors. On various occasions, these have embarrassed the victims and advised them to withdraw their complaints and reconcile with the aggressor; have underestimated victims' moral and mental integrity; have been insulted for calling the police hotline service 902 and submitting new complaints. Some of judges consider victims guilty since they have tolerated violence for long time, consider victims weak creatures and blame them for marrying foreign citizens, thinking that they are better.

Some of victims tell they have suffered hostilities from work colleagues, and from upper management staff, especially from females.

A new tendency, but illegal by its nature, is observed within the activity of justice authorities. When applications for protection order issuance are examined, court sittings are organized with the presence of aggressor and his lawyer, although this is not obligatory as per procedural rules. In one of case situation, the presence of the victim with her lawyer has not been requested, while the aggressor with his lawyer was present. The Superior Council of Magistrates has been informed on illegal actions of judges and this authority has confirmed that the presence of parties involved during the examination of applications for protection order issuance is not required. Judges should be aware of the inopportune presence of the aggressor at the court sitting, at which the judge request the victim to confirm her decision in front of her aggressor on temporary evacuation of the aggressor from house. Such situation generates an increase in the anxiety level of the victim that a judge would rarely understand, and, as a result, the victim prefers to step back on her decision. The judge expects the victim comes up with a confirmation statement *"Yes, I support this decision"*, which is a very difficult declaration to be made in front of aggressor.

There are no practical differences observed between applications of Law Nr. 45 in urban or rural locations. Same errors occur during the examination of applications for protection order issuance; failure of execution of ordinances; penal investigation on domestic violence matters are not subject for prompt start-ups.

Almost each case of domestic violence is justified by the excessive alcohol consumption. Justice authorities are reluctant to accept requests for "obligatory medical examination of aggressor on alcohol addiction disorders". Only one request of such type out of 33 cases has been accepted. However, execution of this decision was not secured by the local police officer, who explained that he could not force the aggressor undergo the medical examination.

None of the cases has been subject of a joint interaction among state authorities as envisaged by the legal framework. On the contrary, the habit to refer cases from one authority to the next under the pretext of not being competent becomes a "norm", unfortunately.

With regards to the Trust Line lawyer' s services, we would like to emphasize that legal support included not only the receipt of the protection order, but also assistance related to divorce procedures, application for alimony allowances, deprivation from parental rights, property division, penal investigation on domestic violence manifestation, contestation of sanctions for physical injuries produced.

4.4. Socio-environmental difficulties

Another deficiency identified during interaction with Trust Line beneficiaries is the lack of legal services. There are only a few organizations in Republic of Moldova to offer free of charge legal service to victims, who actually are not able to afford payments for such needs. Instead, aggressors, being often supported by the extended family, can afford hiring a lawyer to represent

his interest in court. The existing legal services are concentrated in urban areas (Balti, Chisinau, Causeni, Cahul), with a geographical limited access, especially for victims with rural residence.

Although to a less extent, deficiencies are also found with **psychosocial assistance** service availability. In most of cases, these are similar with those from above-mentioned considerations. Such service also gets inapplicable because of relative/friendship relationship, corruption issues or prejudices of different nature. However, major problems happen based on such stereotypes like – the myth of masculine superiority, perception of domestic violence as a legitimate phenomenon – none of social workers, doctors, teachers are able to go against this stereotypic mentality. This happens, mainly because they are prisoners themselves of the same prejudice, or even worse, they become victims of violence.

Many of social workers are insufficiently prepared for activities on domestic violence matters. Each of the issued protection ordinance is being delivered to both, police officer and social worker. If police feedback were known already, then a social worker would usually copy articles from Law Nr. 45, which in fact lists the responsibilities of a social worker. Requests on execution of the protection order implementation many times remain without any response. Social workers may only compile a social questionnaire and pay one visit to victim's house. No information is available on activities of social workers with the aggressor, neither with authorities responsible for custodial regulations in view of minors' rights protection, as per Law Nr. 45 provisions.

Trying to summarize all deficiencies encountered by victims of domestic violence, based on received information from calls made to Trust Line service, and from beneficiaries while provided with legal assistance, it is possible to conclude that most of problems are found with implementation mechanisms of Law Nr. 45 on combating and prevention of domestic violence phenomenon. To be more precise, problems specifically relate to protection order execution. Lack of knowledge on implementation mechanism of the protection order or its wrong application into practice does not actually offer any kind of protection to the victim from her aggressor. Although, police officers charged aggressors with penalties in 95 cases, this did not have any impact on aggressor's behavior. On the contrary, it served as a generator of more intense violence manifestation towards victim. In other 32 cases, police did not proceed with protection order application or elimination of risk factors, but made fun of the victim's situation and reported of being unable to take actions against the aggressor. Next 14 cases identify a friend/relative relationship between police officer and aggressor, thus, victims are unable to trust the authority would take proper actions in favor of her security and protection. Other 5 cases reveal situation when prosecutors have no idea about a protection order and when this is applied.

Psychosocial service has also demonstrated inefficiency in domestic violence matters. As a rule, a local level social worker, in best case, would pay just one visit to a family, which is subject to domestic violence manifestation, but would rarely manage mediation actions with the aggressor or protection measures for those who suffer. Based on 7 real cases, we got convinced a mayor/social worker has any influence on aggressor, who in fact fears nothing.

Finally, to conclude with, all responsible authorities empowered by Law Nr. 45 with specific competencies are badly cooperating, thus not being able to build a joint effort to combat such a negative phenomenon as domestic violence is in the Republic of Moldova.

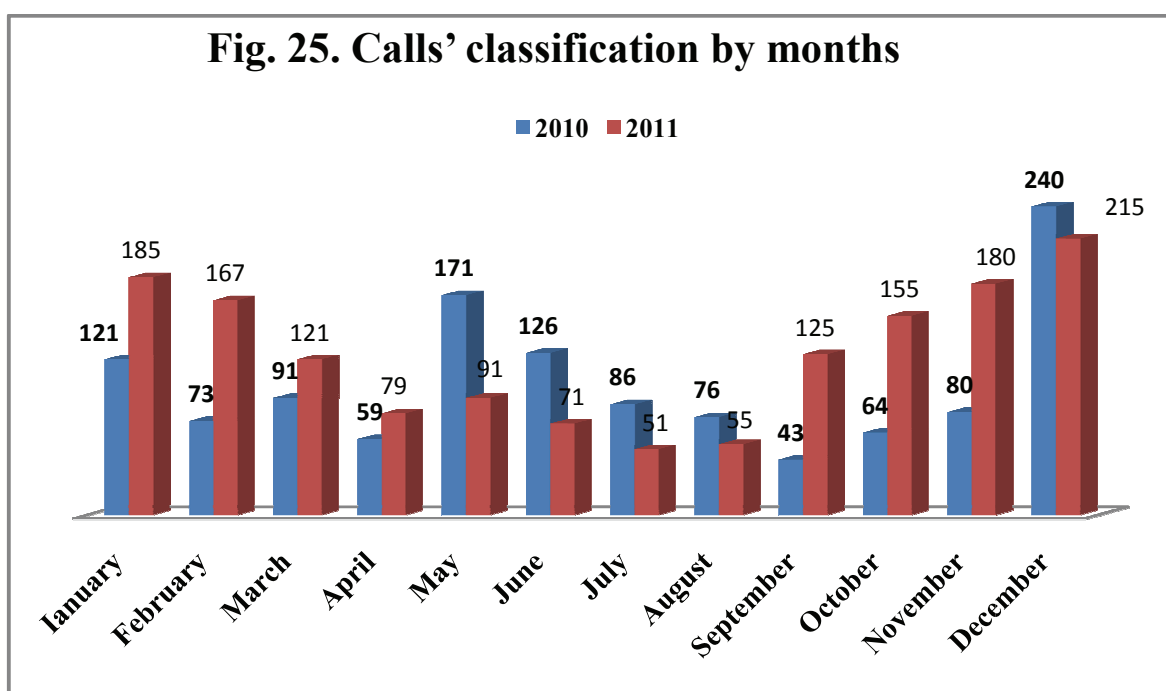
V. General background of received phone calls at the Trust Line for Women

5.1 Timeline breakdown on incoming calls at the Trust Line for Women

5.1.1. Calls' classification by months

During 2011, the number of incoming calls enjoyed a diverse dynamics. If during **first** and **last** quarters of the year, the average monthly number of calls would exceed 100 calls, with max **185** calls in **January** and **215** calls in **December**, then, beginning with month of April till August, the number of call has gradually decreasing to min **51** calls only in **July**. The maximal number of calls during first and last three months of the year is due to the impact of the wired TV spots.

Starting with month of March, number of incoming calls has decreased. This can be explained by the effect of Easter holidays, associated with a reduction of alcohol consumption among population from religious perspective. This is also the period of agricultural season start-up, a confirmed tendency by the last year statistics with **61 calls** (See Fig.25).

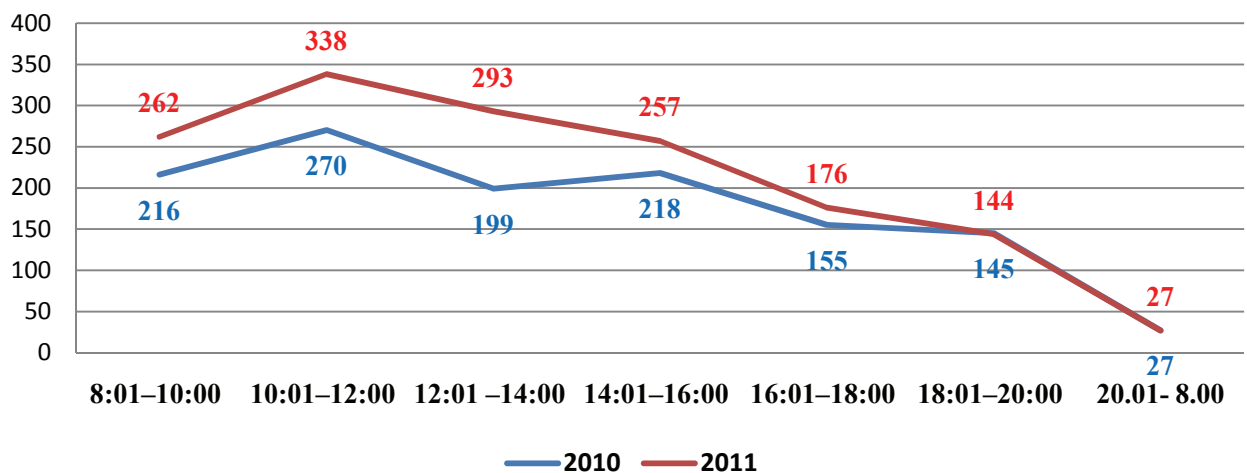


5.1.2. Calls' classification by hours

Maximum calls during the workday schedule are coming during the most active day segment: during 8:00 - 16:00, especially during 10:00 - 14:00, and decreasing significantly at 20:00.

To summarize, over **60%** of total calls are coming during the active day segment, when victims are home alone or at work, i.e. they are not surrounded by aggressor or children (*see Fig. 26*).

Fig. 26. Calls' classification by hours

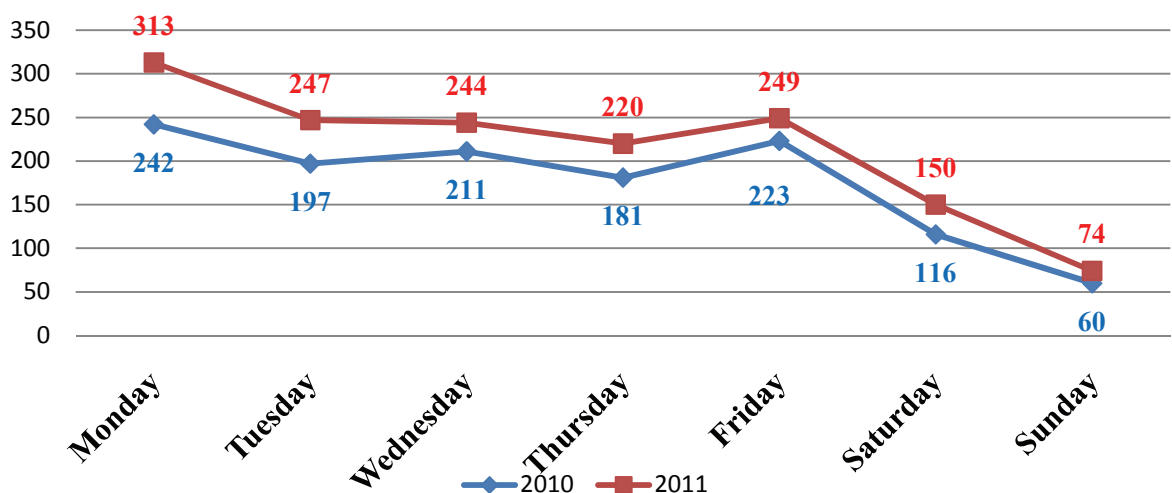


In 2010, same tendency was observed, but in 2011, the number of incoming calls per respective time intervals is greater due to increased general calls statistics compared to last year.

5.1.3. Calls' classification by weekdays

Calls distribution per each day of the week is relatively homogeneous, with exceptions for Mondays and Sundays, when – in case of Mondays – a maximum record of calls is usually registered (**313 calls**), and – in case of Sundays – min records (**74 calls**). These weekly statistical breakdowns show following logics: on weekends, whole family enjoys spending time with relatives/friends, more alcohol is being consumed, as a consequence, more conflicts are produced, and thus, violence is being manifested. Respectively, on the next day, i.e. on Monday, after violence has been produced, victims while alone at home are able to call the Trust Line service (see Fig. 27).

Fig. 27. Calls' classification by weekdays



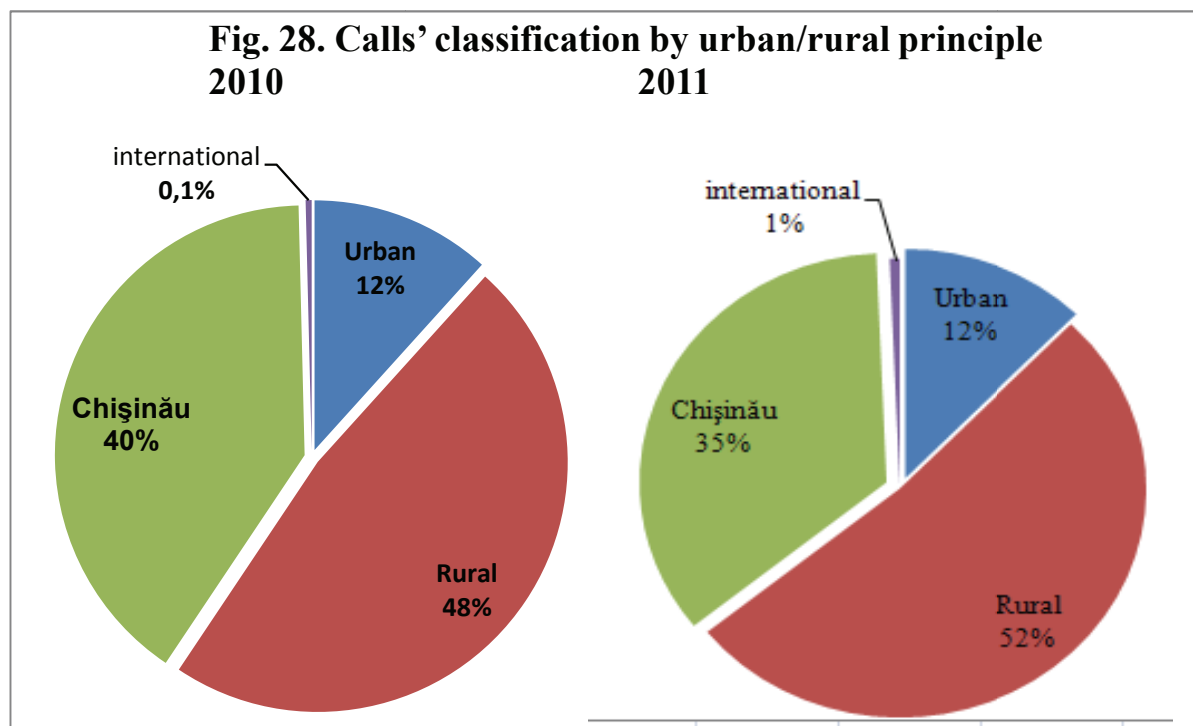
In 2010, same tendency was observed, a fact confirming the above-mentioned hypothesis observed during last year.

5.2. Geography of incoming calls at the Trust Line for Women

5.2.1. Calls' classification by urban/rural principle

Calls distribution by urban/rural principle is relatively homogeneous. During reporting period, **52%** are calls from rural areas, and the rest of **47%** - from urban areas. Out 47% urban calls, **35%** originate from municipality of Chisinau, and only **12%** - from other towns.

Anyway, most of calls come from the capital of the country. In parallel, for further details, a **5% decrease** is observed among calls from Chisinau, compare to last year; instead, a **4% increase** for calls of rural origin and from abroad is registered (*see Fig. 28*).

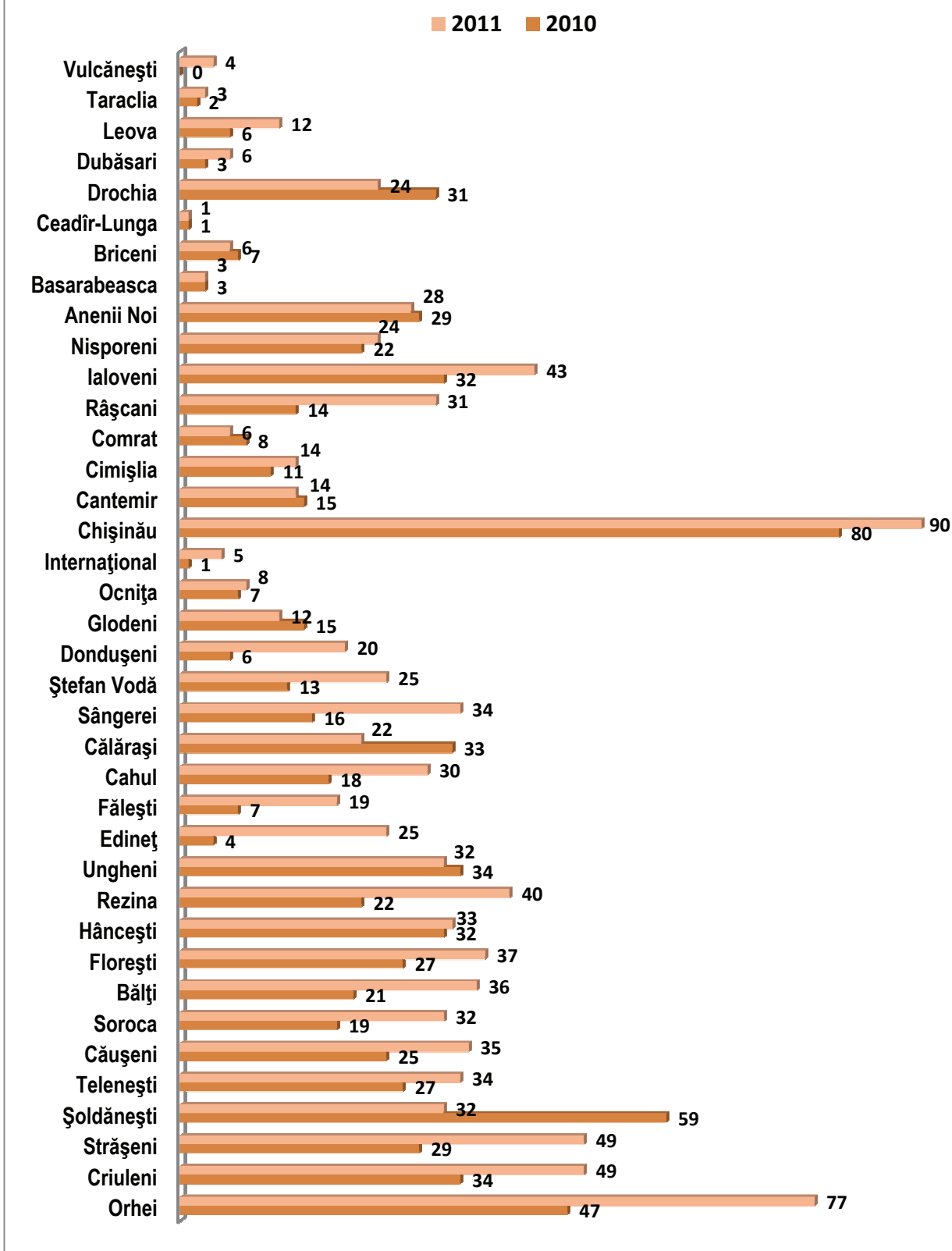


Calls from abroad have increased compare to 2010, being made by our citizens who contact in a victim's role or call to report on their victimized relatives from in country, especially this is the case of their children.

5.2.2. Calls' classification by municipality/district principle

In view of confirming the above-mentioned statements, next Table exhibits the distribution of calls per municipality and regions. Out of **1.491 calls**, **586 calls** originate from Chisinau municipality and its suburbs, which is **40%** from total caseload (not to confuse with those 35% originating solely from Chisinau). Otherwise, the geographical coverage is almost uniform; none of other towns has specific patterns, with the exception of Chisinau as a capital (*see Fig.29*).

Fig. 29. Calls' classification by municipality/district principle



Conclusions and recommendations

From the date of launch of the Trust Line for Women service (November 2009) until end of 2011 year, a total of **2.978 calls** were received from Republic of Moldova, as well as from abroad. Most of calls - **1.495 calls** – are received in 2011, a 17% increase compare to 2010.

These statistics underline the need and importance of such service at a national level. The increasing number of calls is due, primarily, to the raising awareness campaign during which following activities have been produced and implemented: a new video spot; distribution materials; information activities for youth aimed to cultivate non-violent relationship; workshops for service providers; raising awareness seminars for teachers, specialized media events.

A comparative analysis of the incoming calls during two reporting years made possible the application of a complex approach to describe the phenomenon at possible extent: profile of domestic violence actors (victim's aggressor); specifics of violence manifestation per gender, age, occupational background or marital status. At the same time, such analysis made possible the identification of needs and difficulties of a person, who tries to cope with domestic violence situations, comes across with.

Conclusions

1. The significant increase in the number of incoming calls to the Trust Line for Women service in 2011, compare to 2010, has been generated mostly by the impact of the new TV social advertising spot “It is not normal considering violence a norm”, with protagonists reflecting all social strata (diverse professions, social status), as well as defining all violence forms and types (not only physical), with emphasis on relationship aspects in a couple.
2. If in 2010, beneficiaries of the Trust Line have complained preponderantly on physical violence, then, in 2011, gratitude to the new advertising spot, the spectrum of violence forms has extended to economic, spiritual, and sexual components. Beneficiaries have been able to describe violence consequences, focusing on their own needs at the moment of calling the Trust Line service.
3. The TV spot wired during the 2nd phase of the raising awareness campaign for public at large resulted with an essential change in the contents of the incoming calls to the Trust Line service, quality and quantity wise. Social advertising had urged the population to condemn any form of domestic violence, and focus on the incoherent attitudes of the society towards violence has generated active reactions from population during 2nd phase of the campaign, resulting with significant increase in number of calls not only from victims, but also from community members and professional groups.
4. The TV social advertising spot “It is not normal considering violence a norm” had also resulted with a fact, at least, curious, from the considerations that, aggressors also started to contact the Trust Line service. This can be explained by the shock they experienced after watching the TV spot. In fact, in most of cases callers had shown aggressive disagreement with the TV spot message, interpreting this as an intrusion into private family life and a violation of the men's rights.
5. As a rule, decisions of having called the Trust Line belong to aggressors themselves in most of cases. Aggressors recognize they abuse their spouses, but they are not aware this is not normal, by insisting their spouses are the one to provoke conflict. They contact the Trust Line with the intention to seek help for their spouses, whom they consider generators of violence, without being conscious that THEY themselves are aggressors.
6. A 14% increase in the number of calls dialed by victims with higher educational background emphasizes that violence is a problem that can affect a person with any

- educational or social status. Violence happens in reach and poor families, in mono-parental families and in families where both parents are present.
7. If in situations of aggressors having good income, victims wish to keep the family from financial considerations, i.e. they are used with the financial and social status of the family to the extent they hardly accept changing it; then, in cases of aggressors with low or inexistent income, victims also choose not breaking the violence cycle since they are emotionally dependent on the aggressor. This is a matter of psychological dependency with thoughts behind not being able to manage in life without husband, but the paradox is that they themselves are the ones to support financially all family needs. Manipulation mechanisms applied by aggressor force victims to disregard their financial contribution to the family and consider themselves not capable of doing well alone.
 8. Although there is an evident correlation between violence manifestation and alcohol consumption, the significant number of violence cases when alcohol is not mentioned, in fact, underlines that alcohol is an important trigger factor for violence manifestation, but it is not a cause in itself. Moreover, the aggressor has already psychosocial characteristics that predetermine him for alcohol abuse and for a violent behavior at the same time; this is why frequent mixture of the two behavioral patterns occurs.
 9. A weak understanding of the legal framework from behalf of victims allows aggressors, members of extended family, as well as law enforcement officers, manipulate victims, and those who are supposed to protect victims, they act against them instead. Moreover, only a few organizations in Republic of Moldova offer free of charge legal service to victims (the existing organizations are located in municipalities and district towns), which are usually financially constrained to cover services for beneficiaries from wider geographical areas.
 10. Law enforcement representatives do not know the Law Nr. 45-XVI on combating and prevention of domestic violence as of March 1, 2007, at full extent, including knowledge on its implementation mechanisms. Even if law is available, a police intervention can include only a **reprimand** or a **penalty**, being charged to aggressor, but usually paid from the family budget, or even by the victim. Unfortunately, such sanctions do not change aggressors' behavior; on the contrary, these aggravate violence to a greater extent.
 11. Situations like **police cannot be located or police refuse making intervention**, because there is nothing to do anything about, are very frequent. Police would refuse documenting the complaint letters based on following reasons: it is a private family issue; there is no enough evidence of severe physical injuries. Sometimes, interventions come too late or are not undertaken at all because of a relative/friendship relationship between aggressor and police officer. A separate category is the cases when the aggressor is a former police officer or ex-staff member of the Ministry of Internal Affairs. In such situations, victims are reluctant to initiate any kind of action for seeking legal support, being afraid of her husband's position or relationship; on the contrary, any action taken can only aggravate the situation compare to the de facto status of her current life.
 12. Psychosocial assistance for victims, not to mention for aggressors, is practically unavailable compare to needs' extent. Based on stereotypes like – the myth of masculine superiority, perception of domestic violence as a legitimate phenomenon – none of social workers, doctors, teachers, being unable to go against this stereotypic mentality, cannot perform proper interventions mainly because they are prisoners themselves of the same prejudice, or even worse, they become victims of violence.
 13. A high level of reluctance for the application of Law on domestic violence combating and prevention among justice authorities to the extent the main goal of the law is totally denied – provision of security and well-being for victims of domestic violence. Each stage of court proceedings faces difficulties like: lack of trust towards victims' declarations; prevalence of granting an ownership right in favor of aggressor based on

compassion for the aggressor who might be left without a living space; violation of the rules providing presence of both parties at the court process of protection ordinance invalidation; putting burden on victims to provide evidence proofs, aimed to either obtain a protection order or to demonstrate order violation.

14. Procedural mechanism for the examination of applications for protection order as well as of testimonies on domestic violence situations is being performed based on a pre-conception that the woman lies about her violence experience and forces her children to discredit their father with the aim to get ownership over the house. Very often women confront an offensive attitude from social workers, police officers and prosecutors. On various occasions, these have embarrassed the victims and advised them to withdraw their complaints and reconcile with the aggressor; have underestimated victims' moral and mental integrity; have been insulted for calling the police hotline service 902 and submitting new complaints; consider victims guilty since they have tolerated violence for long time. Employed victims tell they have suffered hostilities from work colleagues, and from upper management staff, especially from females.
15. A new tendency, but illegal by its nature, is observed within the activity of justice authorities. When applications for protection ordinance issuance are examined, court sittings are organized with the presence of aggressor and his lawyer, although this is not obligatory as per procedural rules. Judges should be aware of the inopportune presence of the aggressor at the court sitting, at which the judge request the victim to confirm her decision in front of her aggressor on temporary evacuation of the aggressor from house. Such situation generates an increase in the anxiety level of the victim that a judge would rarely understand, and, as a result, the victim prefers to step back on her decision. The judge expects the victim comes up with a confirmation statement "Yes, I support this decision", which is a very difficult declaration to be made in front of aggressor.
16. Almost each case of domestic violence is justified by the excessive alcohol consumption. Justice authorities are reluctant to accept requests for "obligatory medical examination of aggressor on alcohol addiction disorders". Only one request of such type out of 33 cases has been accepted. However, execution of this decision was not secured by the local police officer, who explained that he could not force the aggressor undergo the medical examination.
17. Attempts undertaken by authorities to develop amendments to the Law 45-XVI on combating and prevention of domestic violence with the aim to make responsible, not only aggressors, but also victims, by including provisions on constraints measures and sanctions applied in case of protection ordinance violation can only aggravate the violence manifestation. All domestic violence victims have a well-defined psychosocial profile, which is being developed regardless of wish to make any kind of change; in fact it cannot be controlled. Low self-respect, emotional dependence on life-partner, feeling responsible for partner's behavior, somatic disorders – insomnia and nightmares, severe anxiety, permanent irascibility, incapacity to take decisions, lack of concentration ability, continuous feeling of stress and fear – all these persistent issues need a mental health specialist intervention, and not a law enforcement measure.
18. Increasing number of incoming calls from victims, from aggressors, from community members, is a solid response in favor of continued raising awareness campaigns for public at large on domestic violence phenomenon and its consequences. Raising awareness campaigns, seconded by prevention and information activities, generate significant impact to destroying prejudice and contributing to a non-violent way of life development.

Recommendations

1. Taking into consideration the impact of the raising awareness campaign, continued efforts on the national level would be extremely welcome (*i.e. social advertising spots, talk-shows, TV programs, documentaries, mass media publications*) together with training workshops on gender equality (de-briefings, seminars, round tables, surveys and sociological research studies) for professional groups, aimed to build upon and consolidate their professional capacities, share experience and facilitate a joint cooperation for an efficient assistance for beneficiaries.
2. It is of primary importance to raise efficiency in operational activity of the authorities and institutions empowered with competencies to combat and prevent domestic violence, including state authorities – ministries (Ministry of Internal Affairs, Ministry of Social Protection and Family, Ministry of Educations, Ministry of Health), Local Public Authorities (multidisciplinary teams including health workers, police officer, mayor, priest, social worker, school director), as well as NGOs and intergovernmental entities. The habit to make referrals from one structure to another, based on non-competence reason, is recommended to be avoided in favor of a laborious and reciprocally advantageous collaboration.
3. Central and local authorities are recommended to encourage and provide better political and financial support to organizations specializing in psychological and legal assistance, free of charge, for the benefit of victims of domestic violence who usually cannot financially afford their personal and children's protection and defend their dignity. Rural areas are in stringent need for such services.
4. Considering all deficiencies in the justice system, identified during phone conversations at Trust Line service for Women and during legal assistance service provided to beneficiaries of International Center "La Strada" by Lawyer's company „Panțiru și Străisteanu", it is of primary importance to consolidate the legal practices into a coherent approach (by the Supreme Court of Justice and National Institution of Justice), as well as to develop adequate recommendations and interpretations of the Law on combating and prevention of domestic violence phenomenon.
5. Aiming to support consolidation of the professional capacity and knowledge building, it is recommended to hold on-going trainings on domestic violence for law enforcement officials. Police officers, investigation officers need additional instruments to be equipped with, for example, questionnaires on risk evaluation at victims' locations that could substitute the written complaint letters from victims.
6. In view of enhanced protection of victims, to amend existing legislation with new provisions on different types of protection ordinances, i.e. restrictive ordinance with temporary evacuation of aggressor issued immediately by the local police officer for 10-days duration; or another type of ordinance, ultimately issued by court, with a 1-year duration.
7. Opening of specialized support service for aggressor, practically inexistent in Republic of Moldova, continue to be extremely needed. An adequate development of such service concept would definitely enhance the quality of interventions and decrease the aggravation of domestic violence phenomenon.
8. Ratification of the European Council's Convention on combating and prevention violence against women and domestic violence (Istanbul Convention) is needed since it explicitly explains the domestic violence phenomenon and its forms, roles of the state authorities (police, prosecutors, social workers, etc.) and intergovernmental cooperation. All these actions will support a correct understanding of the phenomenon and development of an efficient system to react promptly against domestic violence manifestations.

Free of charge distribution