

Appendix 8

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**Republic of Moldova
Government**

**DECISION No. 270 of 08.04.2014
on approving the Instructions
on the inter-agency cooperation
mechanism for the identification, assessment,
referral, assistance and monitoring of
children victims and potential victims of abuse,
neglect, exploitation and trafficking**

Published : 18.04.2014 in the Monitorul Oficial no. 92-98 art no.: 297

In order to enforce art. 20 of the Law no.140 as of June 14, 2013 on the Special Protection of Children at Risk and Children Separated From Parents (Monitorul Oficial of the Republic of Moldova, 2013, no.167-172, art.534), the Government DECIDES:

1. To approve the Instructions on the inter-agency cooperation mechanism for the identification, assessment, referral, assistance and monitoring of children victims and potential victims of abuse, neglect, exploitation and trafficking (attached).

2. The Ministry of Labor, Social Protection and Family, the Ministry of Internal Affairs, the Ministry of Education and the Ministry of Health shall take the necessary actions to implement the Instructions on the inter-agency cooperation mechanism for the identification, assessment, referral, assistance and monitoring of children victims and potential victims of abuse, neglect, exploitation and trafficking.

3. The local public administration authorities are advised to take the necessary actions to ensure the introduction of the Instructions on the inter-agency cooperation mechanism for the identification, assessment, referral, assistance and monitoring of children victims and potential victims of abuse, neglect, exploitation and trafficking in their internal work procedures.

4. The Ministries with responsibilities in this field shall ensure, within the scope of their powers, the coordination of implementation and monitoring of the enforcement of the approved Instructions.

5. The Ministry of Internal Affairs, the Ministry of Education and the Ministry of Health shall present every year, by March 15, to the Ministry of Labor, Social Protection and Family reports on the results of implementation of the Instructions on the inter-agency cooperation mechanism for the identification, assessment, referral, assistance and monitoring of children victims and potential victims of abuse, neglect, exploitation and trafficking.

PRIME-MINISTER

Iurie LEANCĂ

Counter-signed by:

Minister of Labor, Social
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Valentina Buliga

Minister of Internal Affairs

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No. 270. Chişinău, April 8, 2014.

Approved through Government Decision no. 270 of April 8, 2014

Instructions
on the inter-agency cooperation mechanism for the identification,
assessment, referral, assistance and monitoring of children victims
and potential victims of abuse, neglect, exploitation and trafficking

Chapter I

GENERAL PROVISIONS¹

1. The present Instructions set forth the inter-agency cooperation mechanism for the identification, assessment, referral, assistance and monitoring of children victims and potential victims of abuse, neglect, exploitation and trafficking (hereinafter – inter-agency cooperation mechanism). The Instructions are developed in line with the family, civil, labor and social welfare, criminal and administrative legislation.

2. The Instructions are addressed to the central and local public authorities, structures, institutions and services that are subordinated to them and operate in social welfare, education, healthcare, law enforcement and must cooperate to prevent and fight child abuse, neglect, exploitation and trafficking through social welfare, educational, public order and healthcare services.

3. The authorities, structures, institutions and professionals with child protection duties are required to apply these Instructions following the Guide for Practical Application of the Inter-Agency Cooperation Mechanism endorsed by the relevant central authorities.

4. The Ministry of Labor, Social Protection and Family, Ministry of Education, Ministry of Health and the Ministry of Internal Affairs shall develop and approve the Form of Notification of the suspected case of child abuse, neglect, exploitation and trafficking on the basis of an inter-ministerial order.

5. The key notions used in the Instructions shall have the following meaning:

- 1) *child* – individual who is under 18 and does not have legal capacity;
- 2) *child at risk* – child who falls in one or several situations set forth in art. 8 of the Law no.140 of June 14, 2013 on Special Protection of Children at Risk and Children Separated from Parents;
- 3) *best interest of the child* – provision of appropriate conditions for the child's smooth growth and development, taking into consideration the child's individual features and his/her specific situation;
- 4) *child-victim* – child who suffered, through actions or inaction, from moral, physical or material harm as a result of abuse, neglect, exploitation, including via the information technologies, and trafficking;
- 5) *re-victimization* – repeated victimization caused by the inappropriate intervention of institutions or professionals with regard to children victims of abuse, neglect, exploitation and trafficking;
- 6) *child abuse* – forms of maltreatment inflicted by parents/legal representatives/carers or any other individuals, which cause actual or potential harm to the child's health and jeopardize his/her life, development, dignity or morality, and include the following types of abuse:
 - a) *physical abuse* – deliberate infliction of harm to corporal integrity or health through hitting, pushing, shoving, hair-pulling, pinching, stabbing, burning, strangling, biting, in any form and with any intensity, poisoning, intoxicating and other actions with similar effect;

¹ Annex 1. *Development of the general notions: child protection system in the Republic of Moldova; signs and consequences of the types of violence; the child's needs.*

b) *sexual abuse* – any abuse of a sexual nature or any illegal sexual behavior, sexual harassment; any unwanted, imposed sexual conduct; forced prostitution; any illegal sexual behavior in relation to the child, including hugging, kissing, forcing the child to pose and any touching in a sexual manner without consent; other actions with similar effect;

c) *psychological abuse* – imposing one's will or personal control, causing tension and psychological pain through offenses, mocking, cursing, nicknaming, blackmailing, demonstratively destroying objects, verbal threats, ostentatious display of weapons or hitting of pets; isolating the person through detention, including at home; isolating from the family, community and friends; prohibiting professional achievements, prohibiting the attendance of education institutions; dispossessing of identity documents; deliberately depriving of the access to information; other actions with similar effect;;

d) *spiritual abuse* – underestimating or diminishing the importance of meeting the moral-spiritual needs by prohibiting, limiting, mocking or penalizing the family members' aspirations; prohibiting, limiting, mocking or penalizing the access to cultural, ethnical, linguistic or religious values; imposing a personally unacceptable system of values; other actions with similar effects or similar consequences;

e) *economical abuse* – depriving of economic assets, including of primary resources, such as food, medicines, primary necessity goods; abusing power to take goods from the child; prohibiting the right to possess, use and dispose of common goods; denying financial support to the child; forcing the child to perform heavy and harmful works that damage the child's health; other actions with similar effect;

7) *child trafficking* – recruitment, transportation, transfer, harboring and/or receipt of a child for the purpose of exploitation, even if this is done without the use of any constraint methods, through kidnapping, fraud, deception, abuse of power or of vulnerability, by giving or receiving money or benefits of any kind in exchange to the consent of a person in control on another person, for the purpose of exploitation;

8) *child neglect* – voluntary or involuntary omission or ignorance of responsibilities regarding the child's growth and upbringing, which jeopardizes the child's physical, mental, spiritual, moral or social development, his/her corporal integrity, physical or psychological health. The neglect can take the following forms:

a) *food neglect* – deprivation of food or malnutrition of the child;

b) *clothing neglect* – lack of clothing and/or footwear, especially, the one that is necessary in winter;

c) *hygiene neglect* – ignorance of the general personal hygiene rules, insanitary living conditions that threaten the child's life or health;

d) *medical neglect* – lack or denial of healthcare needed for the protection of child's life, corporal integrity and health, failure to go to doctors in emergency cases;

e) *educational neglect* – refusal to enroll the child in an education institution, failure to enroll the child in school;

f) *emotional neglect* – ignorance of the child's psycho-emotional problems;

g) *supervision neglect* – placing or leaving the child in conditions or circumstances when the lack of supervision can lead to the child's illness, trauma, exploitation or death;

9) *child labor* – work that, through its nature or conditions, can be harmful for the child's health, security or morality;

10) *imminent danger* – circumstances that indicate with certainty at the existence of the elements of an offence against the child's life and/or health and that have or can have a severe impact on

his/her physical and/or psychical integrity;

11) *removal of the child from the family* – procedure of separating the child from his/her parents or carers, conducted in line with the Law no. 140 of June 14, 2013 on the Special Protection of Children at Risk and Children Separated From Parents and the present Instructions;

12) *restraining order* – court order enforcing protection measures for the victim;

13) *protection interview* – the first discussion with the child carried out by the case manager or by any other professional who is present at the child's place of stay during the initial assessment, in case when the performance of the protection interview by the professional meets the specific needs and best interest of the child, with a view to establish the degree of the child's security and inform the child about his/her rights, assistance services and protection measures;

14) *psychological assessment report* – the end result of the psychologist's activity aimed at describing and assessing the individual psychological particularities of the child that is conducted with a view to establish the actual state, foresee the further development and develop recommendations that are determined by the goal of assessment;

15) *trusted individual* – adult from the child's environment he/she trusts, is willing to communicate with and can confess to when he/she feels threatened or in danger;

16) *primary prevention of child abuse, neglect, exploitation and trafficking* – awareness raising of the general public about the reduction of tolerance to abuse, neglect, exploitation and trafficking;

17) *secondary prevention of child abuse, neglect, exploitation and trafficking* – actions addressed to groups at increased risk of violent behavior or groups at risk of victimization: children and adolescents who live in families affected by abuse, children at risk of school abandonment and truancy for family-related reasons;

18) *tertiary prevention of child abuse, exploitation, neglect and trafficking* – actions addressed to groups already affected by abuse, neglect, exploitation and trafficking in order to prevent recurrences, sanction or recover the aggressors, provide security of victims, recover or treat the effects and consequences;

19) *local guardianship authority* – mayors of villages (**communes**) and cities;

20) *territorial guardianship authority* – Social Assistance and Family Protection Directorates / Municipal Child Protection Directorate of Chişinău. In Bălţi and Chişinău metropolitan areas, the territorial guardianship authorities also exercise the duties of local guardianship authorities, except for the autonomous administrative-territorial units that are part of their structure, where the duties of local guardianship authorities are fulfilled by the mayors of these administrative-territorial units;

21) *multidisciplinary team* – group convened by the specialist in child rights protection or, in the absence of such specialist, by the community social assistant that comprises professionals in different areas with child protection duties, who cooperate in preventing and solving cases of abuse, neglect, exploitation and trafficking;

22) *individual care plan* – document whereby services, cash benefits and child protection activities are planned on the basis of the child and family complex assessment;

23) *placement* – protection measure applied to the child separated from parents, which provides conditions for the child's growth and care in placement services;²

24) *emergency placement* – placement of the child whose life or health is in imminent danger, irrespective of the environment he/she is in, for up to 72 hours;

25) *planned placement* – placement of the child in a social service, for a determined period of time, in line with the individual care plan;

² Annex 2. Social services. Classification of social services

26) *case manager* – child protection specialist employed by the Mayor’s Office or, in the absence of such specialist, the community social assistant.

Chapter II
INTER-AGENCY PROCEDURES³
Section 1

**Identification, registration and initial assessment
of suspected cases of child abuse, neglect, exploitation and trafficking**

6. The representatives of education, healthcare and social welfare institutions, irrespective of their legal form of organization, as well as cultural and law enforcement institutions, State Labor Inspectorate, other public authorities and institutions with child protection duties are required to:

1) register people’s notifications about suspected cases of child abuse, neglect, exploitation and trafficking and/or take actions when they identify cases of child abuse, neglect, exploitation and trafficking (hereinafter – suspected case) following the sector procedures;

2) immediately inform the local guardianship authority by telephone and send the Notification Form for the suspected case of abuse, neglect, exploitation and trafficking (hereinafter – Notification Form) to it within 24 hours. The Notification Form is filled in with data held at the moment of identification of the suspected case, especially, based on the information received from the source reporting the suspected case. The missing information will be collected by the case manager during the initial assessment;

3) immediately inform:

a) the territorial Police Inspectorate / Prosecutor’s Office – when they know or suspect that a child is the victim of a crime/violation;

b) the emergency healthcare service – when the Notification Form contains information about the existence of imminent danger for the child’s life or health, suicide attempts of children;

c) the State Labor Inspectorate – when the Notification Form contains information regarding the use of child labor in heavy, harmful and/or dangerous works and in works that can harm the child’s health or moral integrity.

7. After receipt of the telephone notification on the suspected case, the local guardianship authority must immediately request the initial assessment of the child from the case manager indicating in the ordinance, where necessary, professionals in healthcare, education, law enforcement, etc. who must participate in the initial assessment.

8. The case manager carries out the initial assessment to examine the notification:

1) immediately, in case when the notification shows an imminent danger for the child;

2) within 24 hours in the other cases.

9. The initial assessment includes the protection interview with the child, taking into account the child’s age and maturity, to identify and solve the child’s immediate needs, involving other professionals, where necessary, to solve health, emotional and other major problems, and restrict, where necessary, the access of the suspected abuser to other children. The protection interview is conducted by one of the professionals appointed by the multidisciplinary team who inspires more trust to the child.⁴

10. If the medical or police employee in the community where the child resides receives a notification indicating imminent danger for the child and the local guardianship authority and the

³ Annex 3. Scheme of implementation of the inter-agency cooperation mechanism.

⁴ Annex 4 Protection interview. Principles of conducting a protection interview.

case manager are temporarily missing, the initial assessment, including the protection interview, shall be conducted by the professional who received the notification in the terms set in item 8 of these Instructions. The information collected during the initial assessment shall be transmitted to the case manager within 48 hours.

11. If the initial assessment confirms that the child is subject to abuse, neglect, exploitation and trafficking, the local guardianship authority shall immediately order that the child is included in the records, a case file for the child is opened and the case management procedure approved by the Ministry of Labor, Social Protection and Family is carried out, indicating, where necessary, the professionals in healthcare, education and law enforcement who must participate in the complex assessment.

12. If the reported information is not confirmed by the initial assessment, but other social problems are identified, the community social assistant shall work on the case depending on the identified problem.

13. If the communicated information is not confirmed and no other social problems are identified, the notification is closed and the results of the initial assessment are recorded in the beneficiary database.

Section 2

Ensuring emergency child protection measures⁵ in case of imminent danger for the child's life and health

14. If the initial assessment shows imminent danger for the child's health or life, the local guardianship authority must take the following emergency child protection measures:

1) solicits the emergency healthcare service and/or consultation from the family doctor within 24 hours who will then act following the procedure of intervention for healthcare workers in cases of child abuse, neglect, exploitation and trafficking;

2) informs the Dispatcher of the territorial Police Inspectorate so that the criminal investigation task force and the sector police officer, where applicable, get in the field to register the case, provide security to the child and to other professionals involved, in the case of forced separation of the child from his/her parents or carers.

15. If the imminent danger for the child's life and health is caused by his/her parents or carers, the local guardianship authority shall take the following protection measures:

1) In case it is found that the actions of both parents/one parent or carer of the child represent an imminent danger for the child's life and health:

a) orders the removal of the child from his/her parents/carer and communicates this to the judge within 24 hours;

b) orders the emergency placement of the child in the family of relatives or other people the child has close relations with (neighbors, family friends) and who are willing to accept the child in their family for growth and upbringing, based on their written request, starting from the need to provide stability and continuity in the child's care, growth and upbringing, taking into account his/her ethnical, religious, cultural and linguistic identity, as well as family-type or residential placement services. The emergency placement is applied for up to 72 hours, with the possibility of extending the term to 45 days, while the complex assessment is carried out;

c) files, within three working days, a request with the court regarding the removal of the child from his/her parents without depriving them of parental rights or regarding the deprivation of parental

⁵ Annex 5. Risk levels for the child's safety.

rights.

2) In case when only one parent has abusive behavior that represents an imminent danger for the child's life and health and there are other adult family members who have protective behavior, the local guardianship authority shall file a request with the court soliciting a restraining order for the child victim within 24 hours. The consent of the parent with protective behavior is not a compulsory condition for requesting this protection measure. The request for issuing the restraining order is filed with the court at the place of residence of the child or of the abuser, at the place where the legal representatives of the child requested assistance or at the place where the child abuse took place.

3) In case when the parent/guardian with protective behavior does not have solutions for providing a safe place to the child until the restraining order comes into effect, the local guardianship authority, in cooperation with the territorial guardianship authority, must arrange the placement of the child and adult.

4) In case when the child is found on the street and it is not known where his/her parents/guardian is, the local guardianship authority shall order the emergency placement of the child.

16. If the initial assessment identifies imminent danger for the child's life and health from the employees of family-type or residential services, healthcare institutions, the local and territorial guardianship authority shall jointly take the decision to apply the protection measures for the child.

17. The local guardianship authority shall take emergency child protection measures in case of imminent danger for the child's life and health, including beyond the working hours.

Section 3

Requesting specialized examinations in cases of child abuse, neglect, exploitation and trafficking

18. In order to detect and/or assess the severity of injuries and signs of physical and/or sexual abuse, the police officer or the child's legal representative shall ask the Forensic Examination Center to carry out the forensic examination of the child.

19. At the request of the criminal investigation structure, the local guardianship authority shall participate in the forensic examination and in the first hearings of the child in case when the child does not have a legal representative or the latter loses his/her capacity of legal representative from the beginning.

20. At the request of the criminal investigation structure to urgently hear the child as a victim or witness regarding the circumstances of abuse, the local guardianship authority shall contribute to providing conditions for the child's hearing, including the preparation of the child to participate in this procedural action, so that the child re-victimization is prevented.

21. In case when the child subject to abuse, neglect, exploitation and trafficking suffered from psychical traumas, the police officer or the child's legal representative shall solicit a psychiatric-legal examination from the healthcare institutions of the Ministry of Health.

22. In case when it is suspected or confirmed that the child is subject to abuse, neglect, exploitation and trafficking, the local guardianship authority may request the psychological assessment report to check the existence of signs/consequences of abuse, neglect, exploitation and trafficking by qualified and experienced psychologists. The report shall support the multidisciplinary team in identifying the optimal solutions for the child. It can also be presented

during the criminal investigation or judicial investigation.

23. The psychological assessment report shall follow the Methodology for conducting psychological assessment and developing the Report on the Psychological Assessment of children victims, approved by the Ministry of Labor, Social Protection and family, Ministry of Education and Ministry of Health.

24. The forensic and psychiatric-legal examination of the child, the report on the child's psychological assessment, at the request of the guardianship authorities, police employees and the child's legal representatives or advocates, where appropriate, shall be conducted using the funds planned in the corresponding budgets on an annual basis.

Section 4⁶

Complex assessment and assistance in cases of child abuse, neglect, exploitation and trafficking

25. Within 10 days from the opening of a case file in line with item 11 of the present Instructions, the case manager is required to carry out the complex assessment of the case in cooperation with the multidisciplinary team. (*Annex 3.1*)

26. After the complex assessment of the case, the case manager in cooperation with the professionals who take part in the assessment devise the individualized care plan that:

- 1) determines and prioritizes the necessary actions;
- 2) distributes the tasks among the multidisciplinary team members and social service providers;
- 3) sets reasonable terms for the achievement of every action.

27. After the complex assessment of the case, the local guardianship authority shall take the following actions to provide a protective environment to the child:

- 1) keeping the child in the family;
- 2) reintegrating the child in the family;
- 3) conducting the planned placement of the child or maintaining the child in the planned placement, where appropriate.

28. The case manager shall accompany the child to the social service where the latter is to be placed.

29. The social service provider shall receive the personal documents and the excerpt from the child's file that will be maintained in strict confidentiality.

30. The case manager shall coordinate and monitor the interventions based on the individualized care plan with the participation of the multidisciplinary team, the child's legal representatives and the territorial guardianship authority, where appropriate.

31. The individual care plan shall be revised whenever necessary, but not less than once in six months and shall be consulted with the child, where appropriate.

32. If an imminent danger for the child's life or health is identified during the complex assessment / implementation of the individualized care plan, the local guardianship authority shall start the procedure of providing emergency child protection measures according to the provisions of these Instructions.

33. When there are sustainable progresses in the evolution of the case, the case manager shall close the case and remove the child from the records on the basis of the local guardianship authority's order.

⁶ Annex 6. Complex assessment, milestones in conducting the complex assessment.

Section 5
Documenting and keeping the record of cases of
child abuse, neglect, exploitation and trafficking

34. The suspected cases of child abuse, neglect, exploitation and trafficking are recorded in the Notification Form by professionals from education, healthcare, culture, law enforcement and social welfare institutions, irrespective of their form of legal organization, the State Labor Inspectorate, other public authorities or institutions with child protection duties.

35. Every authority or institution mentioned in item 34 of the present Instructions keeps the record of Notification Forms, indicating the date and time of the record, the date and time of the referral, the professional who made the referral and the professional who received the referral.

36. The local guardianship authority shall record the notifications of suspected cases (received by telephone) in the special sections of the Register of Children at Risk, the received notification forms and the data on the case management for children victims and potential victims of abuse, neglect, exploitation and trafficking.

37. The file of the child victim of abuse, neglect, exploitation and trafficking shall be created by the case manager and shall be maintained in the records by the local guardianship authority.

38. The child's file includes:

- 1) the Notification Form;
- 2) the initial assessment form;
- 3) the complex assessment form;
- 4) the individualized care plan;
- 5) the orders and recommendations of the local guardianship authority;
- 6) the documents concerning the social-legal situation of the child and his/her family (medical papers, court decisions, forensic examination reports, psychological assessment reports, procedural documents of restraining measures in relation to the abuser, statements of the child, his/her parents and other people who can provide relevant information, as well as school references);
- 7) minutes of the meetings reviewing the individualized care plan;
- 8) the case closure minutes;
- 9) the case closure form.

Section 6
Institutional organization procedure for preventing cases
of child abuse, neglect, exploitation and trafficking

39. The managers of healthcare, education, culture, law enforcement, child rights protection and social welfare institutions, irrespectively of their form of legal organization, State Labor Inspectorate, other public authorities and institutions with child protection duties are required to:

- 1) include the requirement to report cases of child abuse, neglect, exploitation and trafficking in the regulations of the institutions they represent, work contracts and job descriptions of the employees;
- 2) inform the personnel about the provisions of these Instructions on an annual basis;
- 3) make available forms and registers to the personnel and ensure the implementation of these Instructions in every institution;
- 4) support the delivery of awareness raising activities among children, parents, carers and community members regarding the procedure of reporting cases of child abuse, neglect, exploitation and trafficking and the legislation in this field;
- 5) provide children with information, resources and tools, including those that ensure anonymity,

are specific for their age and maturity for reporting cases of abuse, neglect, exploitation and trafficking cases by their peers or adults.

40. The local and territorial guardianship authorities shall carry out prevention and early identification of children at risk of abuse, neglect, exploitation and trafficking by:

1) conducting activities of primary prevention of child abuse, neglect, exploitation and trafficking, taking into consideration children's age particularities and development capacities, among children and their parents/carers;

2) conducting activities of secondary prevention of child abuse, neglect, exploitation and trafficking addressed to groups with high risk of violent behavior or groups at risk of becoming victims, such as: children and adolescents living in families with abuse, children at risk of school abandonment and truancy for family-related reasons;

3) conducting activities of tertiary prevention of abuse, neglect, exploitation and trafficking addressed to groups that are already affected to prevent recurrences, penalize or recover the abusers, provide security to the victims, recover or treat the effects and consequences;

4) monitoring the disadvantaged families where family conflicts take place in order to track the evolution of interpersonal relationships and the psycho-emotional state within the family;

5) monitoring children placed in different social services;

6) informing children at risk and their families about the social welfare they are entitled to.

41. The healthcare institutions carry out activities of early detection of children at risk of abuse, neglect, exploitation and trafficking, as well as of risk prevention by:

1) conducting activities of primary prevention of child abuse, neglect, exploitation and trafficking, taking into consideration children's age particularities and development capacities, among children and their parents/carers;

2) monitoring and assessing children at risk by family doctors/nurses through home visits;

3) consulting the parents/carers and future parents in the identification of the appropriate children's care needs and in the prevention of abuse, neglect, exploitation and trafficking.

42. The managers of healthcare institutions are in charge for the prevention, identification, reporting, referral and assistance in cases of abuse, neglect, exploitation and trafficking.

43. The preschool, primary, secondary, arts and sports, secondary professional and residential education institutions carry out activities of early prevention and identification of children exposed to the risk of abuse, neglect, exploitation and trafficking by:

1) supporting activities of primary prevention of child abuse, neglect, exploitation and trafficking, taking into consideration children's age particularities and development capacities, among children and their parents/carers;

2) providing the safety of premises, playgrounds and places adjacent to education institutions.

44. The directors/managers of mainstream and residential education institutions shall appoint a person from the administrative team as the coordinator of prevention, identification, reporting, referral and assistance activities in cases of child abuse (hereinafter – coordinator).

45. For the early prevention and identification of children at risk of abuse, neglect, exploitation and trafficking, the police, in cooperation with the multidisciplinary team, shall monitor the families that present different risks for children and inform them about the legislation on child protection.

Chapter III
SECTOR PROCEDURES⁷
Section 1

**Investigation procedure followed by the police employees for cases of
child abuse, neglect, exploitation and trafficking**

46. The police employees identify cases of child abuse, neglect, exploitation and trafficking on the basis of notifications received from parents/carers, professionals working with children (child rights protection, social assistants, teachers, psychologists, doctors/nurses, legal experts, labor inspectors, etc.), any other community members, by telephone, fax, media, Internet and other sources of information.

47. The notifications, complaints, reports and self-disclosure regarding cases of child abuse, neglect, exploitation and trafficking shall be immediately recorded in line with the current legal provisions and regulatory acts. At the same time, the information shall be referred in compliance with items 6(1) and 6(2) of these Instructions.

48. In cooperation with other members of the multidisciplinary team, the police employee shall participate in the initial assessment of the case by examining the circumstances and drafting the investigation protocol. In case:

1) of imminent danger for the child's life and health:

a) provides security to the victims by eliminating the factor of danger (retention of the aggressor, evacuation of victims);

b) immediately reports the information to the territorial Police Inspectorate, which is recorded in line with the current legal provisions and regulatory acts.

2) of abuse or neglect that does not present imminent threat for the child's life and health, but the situation is of risk and needs additional investigation, shall report to the territorial police dispatcher, which is recorded in line with the current legal provisions and regulatory acts.

49. In cooperation with other members of the multidisciplinary team, the police employees shall participate in the complex assessment of the case, collect the necessary materials and present the protocol for applying constraining measures in relation to the suspected abusers to the territorial Police Inspectorate/court.

50. The police employees shall, within the limits of their duties, participate in the development and implementation of the individualized care plan in line with item 26 of these Instructions, assuming the following responsibilities:

1) to monitor, in cooperation with the multidisciplinary team, the child and his/her family to prevent recurrence of abuse, neglect, exploitation and trafficking until the final settlement of the case;

2) to monitor the abuser's compliance with the restraining order and the house arrest;

3) to keep the nominal record of the abusers;

4) to cooperate with the multidisciplinary team in order to make sure that a teacher / psychologist / expert in psycho-pedagogy participates in the legal hearing and examination procedures the child is involved in;

5) to provide protection to the victims of domestic violence and monitor the enforcement of the restraining order.

⁷ Annex 7. Scheme: Scheme of public authorities' responsibilities by levels, indicated in the inter-agency cooperation mechanism

Section 2
Intervention of healthcare institution employees in
cases of child abuse, neglect, exploitation and trafficking

51. Every employee of healthcare institutions is required to report any suspected or confirmed case of child abuse, neglect, exploitation and trafficking to the manager of the healthcare institution he/she works in.

52. The manager of the healthcare institution:

1) reports the suspected and confirmed cases of child sexual abuse, bodily harm, neglect, severe forms of child exploitation by the institution's personnel, parents and other people, in line with the procedures set forth in these Instructions;

2) solves the cases of physical and psychological abuse among children within the institution;

3) convenes a group of professionals employed in the institution (doctors, psychologists, social assistants) depending on the form of abuse, to examine/solve the case. This group shall decide who will communicate with the child separately and develop an intervention plan (without the child) within the institution for all the stakeholders involved in the case of abuse, including for the child's parents/carers and consult the planned actions with the child. Other professionals outside the healthcare institution and other primary or specialized social services can also be involved in the development and implementation of the planned actions, where appropriate;

4) ensures the consultation of the child victim within 24 hours to detect symptoms of abuse, neglect, exploitation and trafficking;

5) provides emergency healthcare to the child victim in compliance with the detected symptoms and pathology, according to the National Clinic Protocols and medical standards approved by the Ministry of Health;

6) delegates, upon request of the guardianship authority, a doctor to participate in the assessment of the notification, development and/or implementation of the individualized care plan;

7) allows other people to communicate with the hospitalized child victim, only with the consent of the child's legal representative;

8) ensures the accurate maintenance of medical documentation.

53. In case of child abuse committed by medical workers or other workers of the healthcare institution, the manager of the institution shall inform the Ministry of Health in addition to the actions taken in line with item 6 of these Instructions. For Chişinău metropolitan area, the Health Department of the Municipal Council is informed, which, in its turn, shall inform the Ministry of Health.

54. The workers of the healthcare institution who are aware that the manager reported the suspected case of abuse, neglect, exploitation and trafficking to the child protection institutions, shall not disclose/communicate this to the child's parents/carers who are suspected of committing the abuse, neglect, exploitation and trafficking until the child's safety is guaranteed.

55. Children at risk who need healthcare/assistance shall not be left in the custody of the person suspected of committing the abuse, neglect, exploitation and trafficking. To this end:

1) if the child needs complex healthcare, he/she shall be hospitalized and the doctor shall act in line with item 6 of these Instructions;

2) if the child does not need hospitalization, the doctor shall immediately inform the guardianship authority.

56. The manager of the healthcare institution shall inform the child's parents/carers about the case of abuse the child is involved in and about the clinical management plan.

57. The medical documentation approved by the Ministry of Health shall be filled in for records

and monitoring. The original medical documentation is stored in the healthcare institution and is not offered to the child's parents/carers.

58. The manager of the healthcare institution shall monitor the general health condition of the child and the procedure of receiving the case by the guardianship authority and/or the community social assistant.

Section 3

Intervention of education institution employees in cases of child abuse, neglect, exploitation and trafficking

59. Every employee of education institutions who holds information regarding a case of abuse, neglect, exploitation and trafficking is required to intervene to stop it or to seek help if he/she cannot intervene alone.

60. Every employee of education institutions is required to fill in the notification form for the suspected case of abuse, neglect, exploitation and trafficking and to transmit the information to the institution's manager or to the coordinator.

61. The education institution's manager or the coordinator:

1) shall report the suspected or confirmed case of child sexual abuse, bodily harm, neglect, severe forms of exploitation by the employees of the institution, parents and other people according to the procedures stipulated in these Instructions;

2) shall solve the cases of physical and psychological abuse among children within the institution.

62. In cases of child abuse, exploitation and trafficking committed by teachers or other employees of the education institution, the director/coordinator, in addition to the actions taken in line with item 61(1), shall inform the General Education, Youth and Sports Department, which, in its turn, shall inform the Ministry of Education.

63. In cases stipulated in item 61(1) of these Instructions, the director of the institution:

1) upon the verbal or written request of the guardianship authority, shall appoint an employee of the institution to participate in the assessment of the notification and development and/or implementation of the individualized care plan;

2) upon request of criminal investigation and law enforcement authorities, shall delegate a trusted person for the child to assist him/her during the legal procedures;

3) upon request of the guardianship authority, shall provide the child's documents so that he/she is temporarily transferred to another education institution, in case of enforcement of a protection form/emergency child protection measures, in line with item 15 of this Instruction, which involves changing the child's place of residence.

64. In the cases described in item 61(1) of these Instructions, the coordinator:

1) shall convene a group of professionals within the institution, depending on the form of abuse, to examine the case. The group members shall decide who will communicate separately with the child and shall develop an intervention plan (without the child) within the institution for all the stakeholders involved in the case of abuse, including the child's parents. The intervention plan shall be consulted with the child, where appropriate. Other professionals outside the education institution and other primary or specialized social services can also be involved in the development and implementation of the intervention plan, where appropriate;

2) shall inform the child's parents/carers about the case of abuse that involves the child and about the developed intervention plan;

3) shall keep the record of cases examined within the institution in separated registers;

4) shall monitor the effects of prevention and protection actions taken by the institution and by

other services in line with the intervention plans.

65. The employees of the education institution who are aware that the manager/coordinator reported the suspected case of abuse, neglect, exploitation and trafficking to the child protection institutions, shall not disclose/communicate this to the child's parents/carers who are suspected of committing the abuse, neglect, exploitation and trafficking until the child's safety.

