



ANNUAL REPORT 2023



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ABOUT A.O. RCTV MEMORIA

Public Association Rehabilitation Center for torture victims "Memoria" (A.O. RCTV Memoria) is an apolitical and non-profit organization, located in Chisinau, Republic of Moldova. Officially registered with the Ministry of Justice on December 7, 1999, A.O. RCTV Memoria became an active member of the International Network, coordinated by the International Rehabilitation Council for Torture Victims (IRCT). The organization operates on a Statutory basis based on the Constitution of the Republic of Moldova and the legislation in force.

At the national level, RCTV Memoria is an active participant in various initiatives dedicated to the promotion of Human Rights: The National Coalition "Life without Violence", the Platform for Gender Equality, the Platform for Active Ageing and the Platform for the Promotion of Sponsorship and Philanthropy. These entities aim to promote rights, provide services and support vulnerable groups as well as victims of various forms of abuse and interhuman violence. RCTV Memoria is the only NGO in the Republic of Moldova dedicated to the rehabilitation of victims of torture and cruel, inhuman and degrading treatment. The organization has also developed expertise in case documentation, advocacy and prevention programs.

Vision: A prosperous society in which human rights, especially the right not to be tortured, are respected and upheld, in which every person, especially victims of crime, benefit from quality services, including medical care, will feel like a useful member of society and contribute to social progress. As a representative of civil society, RCTV "Memoria" will be an active and important actor in the reform, development and prosperity of our society.

Mission: Comprehensive rehabilitation through medical, psychological, social and legal assistance for victims of torture, gender-based violence and other cruel, inhuman and degrading treatment, and the promotion of a society free from torture and violence.

The values of A.O. RCTV Memoria underpin all our actions. We pledge to respect:

The universality, indivisibility and interdependence of human rights, according to the standards of international law.

- 1) We promote professionalism and impartiality, democracy, transparency, accountability and the values of the rule of law.
- 2) We uphold the right of every person to be free and protected from torture and other forms of violence, as well as the right to health as a fundamental human right.
- 3) We abide by internationally recognized principles of medical and professional ethics, in particular about the role of medical personnel in the prevention of torture and other forms of violence.
- 4) We promote cultural diversity and mutual respect, maintaining a high standard of professionalism and dedication to the groups concerned by providing quality and efficient services.
- 5) We assume high individual and group responsibility, morality, team spirit, effective partnerships, and mutual support in implementing activities.

Our beneficiaries are people who receive rehabilitation services, which include medical, social, psychological and legal assistance. These services are offered to all, irrespective of nationality, age, gender, political opinion or place of residence, to those who are considered victims of torture according to Article 1 of the UN Convention against Torture (UN CAT) and/or victims of interhuman violence, according to national and international law.

TARGET GROUPS OF BENEFICIARIES:

Victims of political repression, who were arrested, persecuted and subjected to various forms of physical and psychological torture, were profoundly affected during the Soviet period. This group of beneficiaries is essential for researching and analyzing the medical and psycho-social consequences of torture, as well as for understanding the evolution of these consequences and their impact on the personal, family, social and political lives of the victims. The information and experience gained enable more effective and appropriate care planning for recent victims of torture while contributing to the prevention of conditions and the management of delayed consequences related to post-traumatic stress and trauma.

Recent victims of torture and other cruel, inhuman and degrading treatment, including persons in detention, require special attention. This group also includes people who suffered during the brutal persecution and terror against students or young people following the anti-communist protests in April 2009. Local NGOs have collected data and testimonies of over 600 victims, including through their lawyers and families. Survivors of torture need support to improve their physical and mental health and to prevent the delayed consequences of trauma.

Survivors of torture among refugees and asylum seekers in Moldova provide the opportunity to analyze torture as a global phenomenon and its impact on political, religious, cultural, cultural, medical, social and psychological aspects (epidemiology of torture) at regional and international levels. Beneficiaries' countries of origin include Ukraine, Turkey, Georgia, Congo, etc.

Victims of interhuman violence (including gender-based violence, and sexual and domestic violence) face an alarming situation in Moldova. The number of victims has increased significantly in recent years, especially during the pandemic period, and their access to justice is hampered by the lack of proper documentation of cases and difficulties in collecting medical, psychological, social and legal evidence related to the different forms of violence.

Our partners:

We currently collaborate with various NGOs, both locally and internationally.

LOCAL PARTNERS:

[Amnesty International Moldova](#)
[National Coalition Secretariat „Life without violence" and member organizations](#)
[Platform for Gender Equality from Republic of Moldova](#)
[Charitable Foundation "Caritas Moldova"](#)
[ACTED Moldova](#)
[UN Women Moldova](#)
[UNFPA Moldova](#)
[National Administration of Penitentiaries Lawyers](#)

INTERNATIONAL PARTNERS:

[United Nations Voluntary Fund for Victims of Torture](#)
[Foundation ICAR Romania/ICAR Foundation \(România\)](#)
[CARE/SERA Romania through FONCPC](#)
[The Center for Victims of Torture](#)
[International Rehabilitation Council for Torture Victims](#)
[OMCT - World Organization Against Torture](#)
[Dignity Danish Institute Against Torture](#)
[SALTO-YOUTH](#)

ANNUAL REHABILITATION AND PREVENTION PROGRAM, 2023

REHABILITATION ACTIVITIES.

RCTV Memoria provides victims with comprehensive rehabilitation through medical, psychological, legal and social assistance, under the provisions of General Comment No. 3 to Article 14 of the UN Convention against Torture. Our rehabilitation programs include: trauma assessment, screening, acute trauma healing interventions, therapy, monitoring of the health status of the beneficiaries, as well as medical documentation of cases. To support victims and help them to continue or rebuild their lives with dignity, A.O. RCTV Memoria has developed a comprehensive model of care, offering the following:

- 1) **MEDICAL SERVICES**, which include: consultations by general practitioners and psychotherapists in the office, as well as additional medical consultations, diagnostic investigations and specialized treatment through external referrals, which are paid for by the implemented projects. Within the limits of the budget, beneficiaries are also provided with the necessary medicines free of charge.
- 2) **PSYCHOLOGICAL ASSISTANCE**: post-traumatic problems and needs are assessed through psychological interviews and tests. In addition to psychological counselling, individual and group therapy sessions are carried out to improve their psycho-emotional state and to facilitate trauma healing.
- 3) **SOCIAL ASSISTANCE** aims to support beneficiaries in identifying problems and developing problem-solving skills, providing information on available opportunities and services, helping them to find a job or develop a hobby or other income-generating activities, and organizing social/cultural events (visits to museums, theatre, excursions, etc.).
- 4) **DOCUMENTATION / CERTIFICATION**: RCTV Memoria is the only non-governmental organization in the Republic of Moldova authorized to conduct medical documentation and certification in accordance with the Istanbul Protocol. Our team thoroughly documents all cases of torture, degrading or inhuman treatment, and gender-based violence. This documentation serves as a foundation for access to justice and reparations for our beneficiaries, as well as supporting our ongoing advocacy campaigns and activities.

REHABILITATION IN FIGURES, 2023:

During the year 2023, RCTV Memoria provided comprehensive support services to a total of 3720 people, including: a) 3598 victims of torture (VoT), including 3458 refugees from Ukraine and 7 detainees; b) 129 survivors of gender-based violence; c) 54 refugees and asylum seekers from other countries.

Medical care: medical staff, consisting of 2 general practitioners/therapists and a psychotherapist, carried out 10,375 consultations (1,702 primary visits and 8,673). 3,426 persons received outpatient referrals for further medical consultations, diagnostic investigations, specialized treatment and other necessary services, all covered by a project totaling \$43,203.00. Also, 33,309 prescriptions for medications were funded from implemented projects amounting to a total of \$43,203.00.

Social Assistance and Psychosocial Programs:

The Social assistant conducted 4,910 visits (1,100 primary and 3,810 ongoing), administering 1,537 beneficiary needs assessment questionnaires and 921 case assessments for cash and nominal voucher assistance.

The psycho-social programs included: 1) 3 organized trips for 285 adults and children; 2) "Back to school" support campaign for 140 children (99 from Ukraine and 45 from Moldova); 3) 10 vulnerable or special needs children received tablet PCs; 4) 2 information sessions in Costești for 20 women from Ukr. and 26 children; 5) Economic Empowerment Program for 19 women; 6) "Candles for Ukraine" activity organized with 56 adults and children from Ukraine.

Legal assistance was provided to 134 beneficiaries through 524 consultations, facilitating access to asylum, justice and health care.

Case Documentation/Certification: 6 Assessment and Finding Reports (based on the Medical File) were issued: 2 for VoT (1 VoGBV/VT for asylum procedure in France and 1 refugee from another country); 4 for VoGBV; 11 other reports were in the process of being finalized at the end of 2023.

OTHER SERVICES AND ACTIVITIES FOR BENEFICIARIES:

Financial support was provided for (a) reimbursement of travel costs for 106 persons, totaling approximately \$1,140.00; (b) Multi-Purpose Cash Assistance (MPCA) for 334 refugees from Ukraine, totaling approximately \$47,787.00; (c) Voucher assistance for 587 persons (515 + 72 donated by UN WOMEN), totaling \$34,803.00 (\$29,597.00 + \$5,206.00).

The support has been essential for the beneficiaries in the context of the humanitarian crisis when poverty levels have increased. Our team worked hard to find donors to respond quickly and efficiently to the needs of the victims and to facilitate their access to rehabilitation services. Cash assistance was provided to cover the costs of apartment rental, maintenance, local transportation and medical issues. Despite financial constraints, we continued to encourage beneficiaries from outside Chisinau to come and receive assistance.

Financial support included: (a) reimbursement of travel costs for 42 individuals, totaling \$424.00; (b) multi-purpose cash assistance (MPCA) for 667 refugees from Ukraine, totaling \$31,621.00; (c) voucher assistance for 223 individuals, totaling approximately \$9,892.00.

Humanitarian assistance: 534 beneficiaries (including Ukrainian refugees) received clothing, footwear and other items from donations collected in the "Social Cupboard", created with the support of various private donors and our team. 473 people (of which 440 victims of torture, including 386 refugees from Ukraine

and 33 victims of gender-based violence) benefited from food and hygiene packages from donors, mainly UN WOMEN and OHCHR. Also, 265 women and girls in Ukraine received Dignity Kits donated by UNFPA. ADVOCACY, PREVENTING TORTURE AND OTHER FORMS OF VIOLENCE, RAISING PUBLIC AWARENESS Throughout 2023, RCTV Memoria team members organized or were involved in various events to increase the visibility of the institution's activities as well as donor contributions for rehabilitation, and prevention and Advocacy.

These include:

- 1) Campaign dedicated to the International Day against June 26. RCTV Memoria, organized together with Amnesty International Moldova and other human rights defender organizations, launched a Public Appeal regarding the public that the authorities are obliged to implement all recommendations of all international instruments to prevent and combat torture, including the standard "ZERO TOLERANCE FOR ANY ACT OF TORTURE";
- 2) Appeals and Declarations to the authorities to raise public awareness of the destructive consequences of interhuman violence and transgenerational trauma;

CAPACITY BUILDING OF SPECIALISTS/PROFESSIONALS:

In 2023, members of RCTV Memoria were actively involved in capacity building activities for professionals ranging from team level mentoring to Training of Trainers (ToT) For each activity, a session methodology was developed, which included the preparation of all necessary information materials, exercises and presentations (PPT).

PROFESSIONALS FROM ABROAD:

- 1) 28 - 30.06.2023. Bucharest. Romania. Training and supervision sessions for intercultural health mediators assisting forcibly displaced persons from Ukraine. The session aimed to train at least 15 health mediators to facilitate the provision of medical and mental health services to forcibly displaced persons from Ukraine by public or private providers. [https://www.facebook.com/ludmila.popovici.1/posts/pfbid02dSk1hfwUo8cz1XKcg7rqMjEakGGi7DELoZS6qnGv6X626k63bvejL5unRNq9D9rwl](https://www.facebook.com/ludmila.popovici.1/posts/pfbid02dSk1hfwUo8cz1XKcg7rqMjEakGGi7DELoZS6qnGv6X626k63bvejL5unRNq9D9rwl;);
- 2) 09-11.10.2023. Romania - 2nd training and supervision session for intercultural health mediators involved in assisting forcibly displaced persons from Ukraine. The aim of the session was to train health mediators in facilitating the provision of medical and mental health services to forcibly displaced persons from Ukraine by public or private providers. <https://www.facebook.com/icarfoundation/posts/pfbid09cBVDtUf3sCqF9YH12zMSDq3YVf8gL8NQNBdE5mfF1KJzxt7AmUE7BJnc2iiAtnJl>.

Both activities were organized in the framework of the project "RAZOM (COMUN) - Network of physical and mental health services tailored to the needs of refugees in Ukraine", carried out by ICAR Foundation in partnership with RCTV Memoria with the financial support of Active Citizens Fund - Romania, a program funded by Iceland, Liechtenstein and Norway through EEA Grants 2014 - 2021.

PROFESSIONALS IN THE FIELD OF PREVENTION OF GENDER-BASED VIOLENCE:

20-21, 2023 Workshop ~`Preventing Gender Based Violence and Supporting Victims of War in Ukraine" for 50 members of MDTs from Cahul and Ungheni";

- 1) 20.09.2023 - Workshop "Preventing GBV and sexual harassment for 30 representatives of the Maternal Center and representatives of the child protection system in Chisinau - RCTV Memoria";
- 2) October 20-21, 2023 - Workshop "Preventing GBV and supporting victims of war in Ukraine -

challenges and solutions". The workshop was organized for all RCTV Memoria team members and other professionals working with traumatized victims. The main goal: to strengthen the knowledge and skills of members of different non-governmental organizations from Moldova, part of the National Coalition "Life without Violence" in communication, cooperation and management of different cases of GBV and traumatized victims of war or other forms of violence.

PROFESSIONALS FROM PRISON SYSTEM:

- 1) 8 trainers-experts from the penitentiary system (6 women and 2 men) improved their skills and knowledge on gender equality and GBV prevention.
- 2) The training module "Gender equality and GBV prevention" was tested in 2 sessions. On August 18-24, 2023, 46 representatives of all penitentiary institutions (administrative staff of penitentiaries and gender units) were trained. The topics included in the agenda were a) conceptual approaches to the gender dimension; b) discrimination and sexism in the workplace; c) gender stereotyping, harassment, violence and hate speech in the workplace; d) tools and resources for HR managers in combating discrimination and e) ensuring gender equality in the workplace, etc.

FINANCIAL REPORT 2023

| DONORS AND PROJECT NAME | PERIOD OF IMPLEMENTATION | COSTS 2023, EUR | COSTS 2023, MLD |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------|----------------------|
| UNVFVT, „Rehabilitation of torture victims from Moldova” | 01.01.2023 - 31.12.2023 | 35428.00 | 696000.00 |
| Finland Embassy at Bucharest „For a life with dignity, without discrimination and gender-based violence” | 01.10.2021 - 31.09.2023 | 23537.00 | 462391.00 |
| Local ONG, Privat donations | | 228.00 | 4481.00 |
| UN Women, Moldova. „A stronger Rehabilitation Center, with better services to victims, survivors and people at risk, in context of war in Ukraine” | 31.01.2023 -31.10.2023 | 103703.00 | 2037292.00 |
| Church World Services „Acute Humanitarian Assistance for Ukrainian refugees in Moldova” | 01.02.2023 – 29.02.2024 | 146645.00 | 2880907.00 |
| CARE/ SERA, FONC Romania. “Humanitarian Assistance and rehabilitation programs for Ukrainian refugees” | 01.08.2022 - 31.03.2023 | 23094.00 | 453686.00 |
| CARE 2 “Humanitarian Assistance and rehabilitation programs for Ukrainian refugees” | 01.04.2023 - 31.07.2023 | 86710.00 | 1703460.00 |
| DIGNITY – Danish Institute against torture „Acute Humanitarian Assistance for Ukrainian refugees in Moldova” | 23.05.2022 - 30.09.2023 | 152267.00 | 2991359.00 |
| ICAR Foundation Romania RAZOM (TOGETHER) – Network of physical and mental health services adapted to the needs of Ukrainian refugees Working together for an inclusive Europe. | 10.04.2023 - 09.04.2024 | 7664.00 | 150562.00 |
| TOTAL | | 579.276.00 | 11.380.138.00 |