



ANNUAL REPORT 2024



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Content

About A.O. RCTV Memoria	1
Target groups.....	2
Annual rehabilitation and revention program, 2024	2
The provided rehabilitation, in details and photos.....	3
Advocacy, preventing torture and other forms of violence	7
Public awarness building	7
Capacity buildong and training of service providers/professionals.....	8
Our Donors.....	9
Financial resources for 2024	10
How You can Help us:	10

ABOUT A.O. RCTV MEMORIA

The 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 under the Statute, Constitution of the Republic of Moldova and the legislation in force.

At the national level, RCTV Memoria is an active member and contributor in various Human Rights initiatives and platforms, such as: the National Coalition "Life without Violence", the Platform for Gender Equality, the Platform for Active Ageing, the Platform for the Promotion of Sponsorship and Philanthropy and others.

These entities aim to promote the rights, provide services and support vulnerable victims of various forms of abuses and of interhuman violence.

A.O. 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 civil society representative, RCTV "Memoria" will be an active and important contributor in our society's reforms, development and prosperity.

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 and promote:

- 1) The universality, indivisibility and interdependence of human rights, according to the standards of international law.
- 2) The professionalism and impartiality, democracy, transparency, accountability and the values of the rule of law.

- 3) 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.
- 4) The 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.
- 5) Cultural diversity and mutual respect, maintaining a high standard of professionalism and dedication to the groups concerned by providing quality and efficient services.
- 6) Individual and group responsibility, morality, team spirit, effective partnerships, and mutual support in implementing activities.

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

TARGET GROUPS

During 2024, we assisted the following beneficiaries:

- 1) **Survivors of torture and other cruel, inhuman and degrading treatment among citizen from Moldova or among asylum seekers, refugees from other countries.** These are people who suffered in various years, under various regimes, being persecuted, arrested, and subjected to various forms of physical and psychological torture.
- 2) **Survivors of gender-based violence** (including victims of sexual and domestic violence) among citizen from Moldova or among asylum seekers, refugees from other countries.
- 3) **Victims of war atrocities in Ukraine** –the major group assisted by RCTV Memoria staff during 2024.

Working with various target groups, helps us 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. The countries of origin of our beneficiaries include: Ukraine, Tajikistan, Uzbekistan, Kirgizstan, Russian Federation, Turkey, India, Somaly, Cote D' Ivory, Iraq, Sudan, etc.

ANNUAL REHABILITATION AND PREVENTION PROGRAM, 2024

Survivors of torture and of other forms of interhuman violence need support to cope with PTSD, to improve their physical and mental health and to prevent the delayed consequences of trauma.

A.O. 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.

To support victims and help them to continue or to rebuild their lives with dignity, A.O. RCTV Memoria has developed a comprehensive model of rehabilitation, which include: trauma screening and assessment, trauma healing and therapy, health care and monitoring of their status, psychosocial and legal support, as well as documentation of cases, for access to Justice or asylum. The resilience-based, Participatory, Victims- and Trauma-centered approaches were used and promoted during 2024.

With support of various donors, we managed to offer free of charge the following services:

- 1) TRAUMA RELATED MEDICAL CARE, which included:
 - a) in-house consultations, screening and monitoring, provided by medical staff;

- b) additional medical consultations, diagnostic investigations and specialized treatment, through external referrals, covered from the implemented projects;
 - c) medication treatment, covered as well from the implemented projects, within the limits of the budget.
- 2) MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS), based on pyramidal model (multi-layered system of complementary support), were provided at individual, family, group levels. This kind of services included:
- a) basic psychological interventions, counselling, psycho-education, etc.;
 - b) adapted alternative therapy: art-therapy, creative activities, etc.)
 - c) specialized clinical care and treatment, psychotherapy; Documentation of the mental after-effects: evaluation, measuring trauma through clinical interviews and psychological tests - Harvard Trauma Questionnaire (HTQ); Hopkins symptom checklist (HSCL-25; Taylor's Anxiety Scale, etc.
 - d) information support, prevention activities and promotion of the mental health and psychosocial wellbeing;
 - e) protection measures, psycho-social support and referring to other service providers;
- 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) LEGAL ASSISTANCE: aims to support beneficiaries and their lawyers in bringing their cases before national courts as well as before the European Court of Human Rights, in accordance with article 3, and assisting them in building their legal strategy, in cooperation with specialized HR NGOs. The legal counseling, legal analyses of the documentation, preparation of the specific petitions and claims, and securing appropriate legal representatives, was among provided services.
- 5) DOCUMENTATION / CERTIFICATION: A.O. RCTV Memoria is the only non-governmental organization in the Republic of Moldova, able to perform medical documentation and certification, under the provision of the Istanbul Protocol. Our team perform comprehensive documentation of all cases of torture, degrading or inhuman treatment, and of gender-based violence. This documentation provides a solid foundation for access to justice, asylum and reparations for our beneficiaries, as well for ongoing advocacy campaigns and activities.

THE PROVIDED REHABILITATION, IN DETAILS AND PHOTOS

During the year 2024, RCTV Memoria provided the needed support and services to a total number of 1493 persons, including: a) victims of torture (VoT)-193, b) 93 survivors of gender-based violence c) 1202 victims of War in Ukraine.

MEDICAL SERVICES. Two medical staff members, provided services through 5438 in-house visits (104 primary and 5334). They also coordinated 1967 External Referrals, for additional medical consultations, diagnostic investigations, and specialized treatment for 567 persons. In 20 severe cases, for much needed diagnosis, the sophisticated methods as Computer tomography (CT) and Magnetic resonance imaging (MRI) scans, were performed at the German Diagnostic Center. The total amount spent for External Referrals, was 16536 US\$, paid from various projects. The needed and essential medication was prescribed and delivered through a pharmacy on a Contract basis and also paid from various projects, in a total amount of 84150 US\$.

MENTAL HEALTH services were provided by our Psychiatrist/Psychotherapist, within 3,514 in-house visits (67 primary and 3,447 ongoing). It included: 3,252 counselling sessions; 262 individual therapeutic sessions; 449 testimony therapy sessions for storytelling and trauma documentation. For trauma assessments have been filled also 101 diagnostic tests (HTQ, HCL-25, Taylor).

SOCIAL ASSISTANCE: were performed 1677 in-house visits (116 primary and 1561 ongoing) for counselling (498 sessions), registration of new beneficiaries, needs' assessment, etc. In this way, were filled 581 Case Evaluation forms, for Multipurpose Cash Assistance and voucher assistance. External referrals: in January and June 2024, with the support of RCTV Memoria, 11 vulnerable families (5 from Ukraine and 6 GBV' victims from Moldova, women with 2-4 children), benefitted from financial support from ACTED (Moldova office), for renting apartments + utilities, for period of 6 months.

LEGAL ASSISTANCE: For clients – a) Case Evaluation and counselling: To all clients: 247 persons through 539 legal counselling sessions; b) preparations of documents and petitions in 39 cases, to facilitate their access to justice in the national Courts; At the organizational level: c) Drafting and updating legal agreements (with national authorities and/or service providers).

DOCUMENTATION AND CERTIFICATION: 13 Evaluation and findings reports were issued for 8 Victims of Torture and 5 for Victims of GBV. **The other seven Evaluation and Finding reports were in progress and expected to be issued in the first trimester of 2025.**

FINANCIAL SUPPORT was provided to the most vulnerable victims, among asylum seekers, Ukrainian refugees, and nationals, facing extreme poverty, to facilitate their access to rehabilitation and to solve the critical/essential issues. It included: 1) Trip reimbursement- to 85 clients outside Chisinau, incl 16 VoT, in total amount of 651,00 \$ (385,00 \$ - from UNVFVT grant; 2) Multipurpose Cash assistance (MPCA) for emergency needs: housing, wintering, specialized diets (for infants, patients with diabetes, cancer) provided to 181 persons, in total amount of 8187,00 \$; 3) Multipurpose Voucher Assistance, to cover costs for food, hygiene, and basic needs was provided to 400 persons in total amount of 20326,00 \$. Both covered from Church World Services grant. 4) Emergency packages (baby food, baby care) – 236,00 \$ covered from UNVFVT grant. Since 2022, we developed Protocols, with clear criteria and modes for cash distribution and monitoring. For identification the vulnerability of individuals in need, were applied the Case Evaluation Form.

HUMANITARIAN AID. In Moldova's challenging socio-economic conditions, we strive to help our clients to rebuild their lives with dignity, free from poverty and fears. Our focus remained on the most vulnerable: children, women (including pregnant, sick, elderly women, war widows etc.), persons with disabilities, with severe or chronic illnesses. Additionally, through the "Social Wardrobe" were distributed from private donations - clothes, shoes and other essential items, to 241 persons. In one particularly challenging case, we successfully helped a victim to apply for an Emergency Grant of \$1,000, received from the National Coalition "Life Without Violence" for housing and wintering. Additionally, we provided 3 food/ hygienic parcels in one difficult case, facing immediate challenges.

As a client-oriented organization, we have expanded our fundraising efforts to secure diverse support from private donors, philanthropic organizations, and community initiatives. This allowed us to ensure sustainable assistance.

PSYCHOSOCIAL SUPPORT was provided to 296 the most vulnerable cases (adults and children, women with 2 and more children, children with special needs, husbands on the front, and war widows). Among other selection criteria were: the psycho-emotional status of mothers and/or children; resilience degree and children's age for certain activities.

The main psycho-social support activities were: a) Excursion; b) Informative sessions for beneficiaries; c) support groups; d) creative and art-therapy sessions.



Intercultural trip and tour in the medieval village of Carbuna



Activity performed within the project "Crisis support and rehabilitation services for Ukrainian refugees and victims of GBV from Moldova", with financial support of Church World Services. Period of implementation 01.03.2023-30.06.2024.

A) One Excursion was organized for 45 persons; the purpose of this trip was to create a support group and interaction between beneficiaries from Ukraine and Moldova. The main goal was to contribute to the psycho-emotional improvement of both children and adults, after two years of the war. The activity was organized with a participatory approach, involving 6 volunteers in all the stages: from selection of participants, contacting them for the lists to the organization process and details of the trip. In this activity we focused on exploring beautiful places to overcome post-traumatic stress and to increase their resilience, by strengthening the mother-child relationship. For more details, please follow the link: <https://bit.ly/4kqDUaA>.

B) **Informative sessions.** Two Informative sessions about essential topics, such as: psychological trauma in the context of war, post-traumatic symptoms in adults and children, resilience were organized for 76 women (60% of them identified as VoGBV). The events were held on February 8 and 14, 2024.

These sessions were focused on the lasting effects of trauma in the context of war and aimed to:

- 1) Help Ukrainian mothers gain self-awareness, recognize their own reactions to traumatic stress, and better understand their children;
- 2) Equip them with knowledge and practical skills to effectively manage post-traumatic symptoms and to cope with other challenges faced during crisis periods;
- 3) Develop appropriate coping strategies together with their children;
- 4) Strengthen their ability to adapt, communicate, and build



Informative-educational session for women from Ukraine.



Activity performed within the project "Crisis support and rehabilitation services for Ukrainian refugees and victims of GBV from Moldova", with financial support of Church World Services. Period of implementation 01.03.2023-30.06.2024.



Informative-educational session for women from Ukraine.



Activity performed within the project "Crisis support and rehabilitation services for Ukrainian refugees and victims of GBV from Moldova", with financial support of Church World Services. Period of implementation 01.03.2023–30.06.2024.

Ukrainian refugees and victims of gender-based violence from Moldova", with financial support of Church World Services, in the period 01.03.2023-30.06.2024

C) Support Groups were focused on increasing of resilience, through cognitive-behavioral techniques, mindfulness, and stress management and involved 114 beneficiaries (mainly victims of War in Ukraine);

On 28 October and on 02 November 2024, two Support group sessions with the theme „Investing in women, investing in future” were organized. The main strong point of these support groups, was the invitation of writing of a chapter of the “Book of Life”, a powerful exercise in writing and storytelling. They reflected not only on the traumas they endured and the war they fled, but also on the moments of strength, care, support and resilience that enabled them to move forward with dignity.

For more details, please follow the link: <https://bit.ly/3D45lm>.



Interactive workshops focused on cognitive-behavioral techniques, mindfulness, and stress management



Activity performed within the project "The role of economic empowerment in the process of rehabilitation of Ukrainian refugee women and victims of GBV in the community" A.O. RCTV Memoria under the aegis of the Platform for Gender Equality, with the support of Gender-Center and funded by UK in Moldova - British Embassy Chisinau.

harmonious relationships. For more details, please follow the link: <https://bit.ly/3XoJtcx>

Participants actively engaged in group discussions, sharing not only personal experiences, but also a collective determination to heal, grow, and navigate this difficult chapter of their lives with dignity and increasing resilience. For more details, please follow the link: <https://bit.ly/43iPbQU>

These activities were performed within the project "Crisis support and rehabilitation services for



During these sessions the participants were encouraged to reflect, to heal, and to find inspiration through connection with nature and storytelling. For more details, please follow the link: <https://bit.ly/3QFI3qr>.

These activities were organized within the project *"The role of economic empowerment in the rehabilitation of Ukrainian refugees and victims of GBV"*, implemented by A.O. RCTV Memoria under the aegis of the Platform for Gender Equality (<https://egalitadedegen.md/>), with the kind support of the Gender-Centre, NGO and funded by UK in Moldova - British Embassy Chisinau, and co-financed from the grant received from Church World Services.

ADVOCACY, PREVENTING TORTURE AND OTHER FORMS OF VIOLENCE, PUBLIC AWARENESS BUILDING

During 2024, A.O. RCTV Memoria team members organized or were involved in various events, to increase the own activities visibility as well as to put in evidence the donors' contributions for rehabilitation, prevention and Advocacy.

Among the most relevant actions, can be listed:

- 1) [Campaign dedicated to the UN International Day in support of torture victims - June 26. RCTV Memoria](#), together with Amnesty International Moldova and other human rights defenders and organizations, launched a Public Appeal to the public authorities, with an urge to implement all the international engagements and recommendations of the international instruments, to help victims and to prevent and combat torture, including the standard "ZERO TOLERANCE FOR ANY ACT OF TORTURE";
- 2) Campaign dedicated to 16 Days against violence against women and girls, organized in the period November 25, 2025 -December 10, 2025. As part of the #16Days Campaign, the RCTV Memoria team organized three informational sessions aimed at raising awareness about violence against women and girls:
 - a) for a group of 11 detainees and prison staff from Penitentiary no.9, on 25.11.2024 <https://www.facebook.com/share/p/1ALPdQKPM1/>. This session was focused on violence definitions and prevention, on victims' rights. These topics have been discussed with inmates who had previously committed acts of aggression. The event was challenging, but impactful. By the end of the session, we observed a noticeable shift in participants' perspectives—from initial reluctance to

greater openness, fostering meaningful communication and reflection on their own beliefs and assumptions.

b) For 65 students from Medical Center of Excellence. Awareness Session with Students- 27.11.2024 - Sesiune de informare cu studenții Centrului de Excelență în Medicină în cadrul Campaniei „16 zile de activism împotriva violenței de gen”. This session aimed to educate future medical professionals in identifying various forms of violence, understanding post-traumatic consequences, and effectively support victims. We emphasized the crucial role of young people (students) in the early identification of gender-based violence (GBV) victims and encouraged students to seek solutions, including by referring cases to service providers such as A.O. RCTV Memoria.

c) For 15 women refugees from Ukraine: 28.11.2024 - sesiune informativă „Prevenirea violenței față de femei. Rădăcinile sociale ale violenței interumane”. This session explored the prevention of violence against women and was focusing on the social roots of interpersonal violence. Participants showed particular interest in topics as toxic masculinity and toxic femininity—issues that can persist in post-war societies. The session also highlighted the shared responsibility of the state, civil society, and citizens in prioritizing the prevention of violence and response to victims' needs and problems.

CAPACITY BUILDING AND TRAINING OF SERVICE PROVIDERS/PROFESSIONALS:

Capacity building and training of specialists/professionals from abroad: March 29, 2024 - The closing conference of the “RAZOM (TOGETHER) – Network of Physical and Mental Health Services Adapted to the Needs of Ukrainian Refugees” was held to share the project's achievements and its contributions to improving the health and well-being of forcibly displaced individuals. During the event, the practical guideline “Good Practice

Guideline for Health and Social Care Professionals on Preventing the Onset and Exacerbation of Post-Traumatic Stress Disorders Among Forcibly Displaced Persons from Ukraine” was officially launched.



The guideline, developed by experts from Moldova, Romania and Switzerland, serves as a valuable resource for professionals working with refugees. Key outcomes of the project included: 1) Psycho-social activities for mothers and children in Ukraine, implemented with the support of the General Directorates of Social Work and Child Protection in Bucharest; 2) The creation of a network of intercultural health mediators to bridge communication gaps in healthcare; 3) The development of an online map of available health services for forcibly displaced persons in Bucharest.

This conference marked an important milestone in strengthening health and social support systems for Ukrainian refugees. For more details, please follow the link: Latest news – Razom (https://razom.icarfoundation.ro/?page_id=8618&lang=en)

The event was organized within the project "RAZOM (TOGETHER) - Network of physical and mental health services tailored to the needs of refugees in Ukraine", performed by ICAR Foundation in

partnership with A.O. RCTV Memoria with the financial support of Active Citizens Fund - Romania, a program funded by Iceland, Liechtenstein and Norway through EEA Grants 2014 - 2021.

In September 2024, were organized two in-house sessions for training of team members in using of the new instrument for re-registration of our beneficiaries. The multispectral Questionnaire was created for identification of trauma, needs' assessments, resilience degree, vulnerability degree and other relevant data. All this information was collected and included in the adapted database "Clients' Monitoring tools", to used Clients' Monitoring program, M&E of activities and reporting.

OUR DONORS

The year 2024, was a difficult and crucial for RCTV Memoria. Thanks to our donors and support, we survived as NGO, we continued to help victims of various forms of inter-human violence, in a very difficult context with limited funds, as well as to solve the stringent issue – secured and adequate premises for our rehabilitation programs.

Dear donors and partners,

Thanks to your trust and generosity, we managed to provide comprehensive rehabilitation services to 1493 persons!

*Thanks to our joint efforts, many survivors managed to overcome their trauma,
to understand what means a healing journey when they are supported,
to increase their resilience and the spirit of the humanity.*

We are very grateful for your valuable support! Thank you for helping us to help victims!



FINANCIAL RESOURCES FOR 2024

We are committed to transparency and accountability in our financial management. This section provides an overview of our income and expenses.

Donors and project name	Period of implementation	Costs 2024, USD
Church World Services. „Crisis Support and rehabilitation services for Ukrainian refugees and victims of GBV from Moldova”	01.03.2023-30.06.2024	213 949,00
Church World Services. “No one left behind”. New steps for better services in the emergency response.”	15.09.2024-14.09.2025	32 434,00
UNVFVT, „Rehabilitation of torture victims from Moldova” P.322 DA 2024	01.01.2024-31.12.2024	39 000,00
Ro Aid (In-Kind contribution) through National Coalition	01.05.2024-30.11.2024)	22 804,00
National Coalition “Life without violence”, Capacity Building	06.09.2025-31.12.2025	8 469,00
IRCT, International Rehabilitation Council for Torture victims. Capacity building	15.05.2024-30.08.2024	5 369,00
ICAR Foundation Romania RAZOM (TOGETHER) – “RAZOM (COMUN) - Network of physical and mental health services tailored to the needs of refugees in Ukraine”	15.05.2024-30.08.2024	6 270,00
Gender-Centre and funded by UK in Moldova - British Embassy Chisinau “The role of economic empowerment in the rehabilitation of Ukrainian refugees and victims of GBV”	01.08.2024-30.11.2024	5 008,00
Urgent Action Fund (Security Grant no. 4061-24), Capacity Building	15.04.2024-31.04.2024	1 477,00
Local ONG (private donations)	01.01.2024-31.12.2024	7 884,00
Total		360 885,00

HOW YOU CAN HELP US:

If you're an emphatic, experienced, enthusiastic, and committed to help others, you can join us. These are several ways you can contribute to the work of the Rehabilitation Centre for Torture Victims “Memoria” (A.O. RCTV Memoria) and help us to make a real difference in the lives of our beneficiaries:

- 1) **Redirect 2%** of Your Income Tax to A.O. RCTV Memoria, to support our mission. Fiscal Code: **1010620006734**. It could be a small amount from you, but it could be a significant help to someone in need.
- 2) **Become a Corporate Partner**. If you represent a company, you can support us by donating: cash, various goods, supplies or providing some services.
- 3) **Volunteer with us**. If you are a student or a young professional eager to make a difference, to learn, to gain experience and skills, you can apply for a short-term or long-term volunteering. As well, A.O. RCTV Memoria could be a right place for a internship, if eligible.
- 4) **Join us as a staff member**. Sometimes we are looking for dedicated and compassionate professionals to join our staff. Please keep an eye on our announcements about available job opportunities.