TOOL: GUIDANCE NOTE ON THE REGIONAL SAFE SPACES NETWORK MAP

In the context of the Regional Safe Spaces Network, a map was created to be able to quickly and securely identify the different services that are offered in the region. This map provides the geographical location of those partner agencies and allied organizations that are part of the Network. This map is intended to be used exclusively among network members; therefore, its confidentiality must be maintained. The designated users of this map are ultimately the focal points from each organization member of the Network.

The online platform for the map contains several tabs, each dedicated to one of the service categories. To consult any particular category, the user needs to click on its respective tab to view the corresponding results on the map. The user can navigate the map by clicking and dragging the screen, or alternatively by using the zoom features located at the top left hand corner of the map to zoom in/out on a particular location. Once a location has been pinpointed, clicking on its icon will prompt: name of the organization, description of services provided, contact details, and the focal point contact details and address (if available).

The first tab, RSSN locations, displays all the cities where active members of the RSSN are established or provide services. Likewise, there are also tabs for the locations of *UNHCR Focal Points and Allies*, respectively.

There are six service categories identified: 1) Mental Health and Psychosocial Support; 2) Legal Assistance; 3) Medical or Health Services; 4) SGBV (Sexual and Gender Based Violence) and CP (Child Protection) Case Management; 5) General Protection Outreach Services and Referral, and 6) Safety. In the tab of each service category, the user can view all the available institutions that provide such service on the map. Moreover, under the profile of each institution, the user will be able to view the entire list of services offered by that institution, regardless of the tab the user has selected.

THE REGIONAL SAFE SPACES NETWORK

The Regional Safe Spaces Network (hereinafter RSSN "the Network") was established in the Americas region with the support of the UNHCR's Regional Legal Unit of the Americas Bureau, and particularly its Sexual and Gender-based Violence (SGBV) and Child Protection (CP) team (hereinafter "RLU SGBV/CP"). The Network coordinated by the RLU SGBV/CP led the development and implementation of a regional protection strategy to address the needs of the populations displaced by violence and persecution. In consultation with partners and communities the Network focused on improving access to services for survivors of SGBV, children and LGBTI people with protection needs. The Network developed common standards and tools to promote cross-border coordination in the region. At present, more than 50 organizations providing services in seven different countries (Costa Rica, Guatemala, Mexico, Colombia, Venezuela, Peru and Chile) are members of the Network and it is expected that new members and countries will join it in the coming months.

June 2018

Attention: Each focal point is asked to review the address in which the partners are being placed and if they are providing adequate service(s).

These **six categories** have been used to group the different activities carried out by the Network members and to simplify the search for services.

1. MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)[1]:

Mental health and psychosocial support (MHPSS) is a composite term used to describe any type of local or outside support that aims to protect or promote psychosocial well-being and/or prevent or treat mental disorder. This includes intervening to: i. Facilitate access to basic services; ii. Family and community support; iii. Focused, non-specialized support. For example, survivors of gender-based violence might need a mixture of emotional and livelihood support from community workers. It includes psychological first aid (PFA) and basic mental health care provided by primary health care workers; iv. Specialized service, including psychological or psychiatric supports for people with severe mental disorders whenever their needs exceed the capacity of existing primary/general health services.

2. MEDICAL OR HEALTH SERVICES:

All activities that require medical attention (particularly provision of clinical management of rape (CMR) and sexual and reproductive health (SRH)).

3. LEGAL ASSISTANCE:

Interventions related to legal protection of SGBV survivors, children at risks, and vulnerable population, as well as for refugee and migration procedures. This can include group and individual counselling, advocacy and legal representation.

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1. IASC Guidelines on MHPSS in Emergency Settings 2007

4. SEXUAL AND GENDER BASED VIOLENCE (SGBV) AND CHILD PROTECTION (CP) CASE MANAGEMENT:

It involves an organization taking the responsibility to ensure that the affected individuals are informed of all options to them and that protection risks and issues are identified and followed up in a coordinated manner by relevant actors and service providers. This category includes case recording, incident classification, case planning and implementation, monitoring and review, and case closure. Also, this service entails activities related to procedures that involve the Best Interests of the Child, for example, Best Interests Assessment (BIA) or Best Interests Determination (BID).

5. GENERAL PROTECTION OUTREACH SERVICES AND REFERRAL:

All services concerning the provision of basic protection information, guidance, and referrals to service providers matching the needs of refugees and other people on the move.

6. SAFETY:
These services are intended to ensure the physical safety of survivors, children at risk, and other persons affected by serious human rights violations. It includes safe shelters, community-based options, and relocation services.

Finally, the last layer, **allies**, refers to organizations that provide active support to the RSSN without participating in all its core activities.

N.B. Some members have decided not to share their exact location for security reasons. For these members, a geographical point relative to the city where they provide services was indicated on the map without disclosing any additional details.