Special thanks to all the GBV Sub Cluster members for their contribution to the review of the GBV referral pathways.

Printed in April, 2020
Type of services

1. **Medical/health care SERVICES:** Medical Interventions to address physical and reproductive health consequences and injuries resulting from GBV incidents. This includes Clinical Management of Rape (CMR) within 72hrs with post rape kit, including Post Exposure Prophylaxis (PEP) and Emergency Contraception (EC) within 120hrs.

2. **Mental Health:** Clinical treatment for mental disorders resulting from GBV incidents. This response requires specialized services delivered by qualified mental health professionals.

3. **Psycho Social Support including Case management:** are services or support to GBV survivors to recover from emotional, psychosocial and social effects of GBV including limited to crisis care, longer term emotional and practical support and information. This includes psychological First Aid to gain necessary stability for rational decision-making, psychological counselling from trained persons or professional to overcome stress, trauma and depression and Case Management. CM process involve social workers/case workers supporting survivors to assess their multi sector needs (health, mental health, legal, safety and security, livelihood etc) and accompanying them to other services through referral pathways with the consent of survivors. Case management process involves follow up actions.

4. **Psycho Social Support including Case management to GBV Child survivors:** services or support offered to GBV child survivors to recover from the harmful emotional and psychosocial effects of GBV. This include psychological First Aid (PFA) to gain necessary stability for rational decision-making, psychological counselling from trained persons or professionals to provide care to child survivors to overcome stress, trauma and depression and link survivors to child friendly spaces or activities. It also includes case Management involving the childcare givers in assessing the child survivors’ needs (health, mental health, psychosocial support, reunification, legal, Education, safety and security, livelihood etc.) and referral pathways with the assent of the child and consent from caregivers in line with the best interest of the child principle.

5. **Legal assistance services:** Provision of Legal Assistance services that can promote or help survivors to know their rights, claim their legal rights and make informed decisions with respect to seeking justice.

6. **Safe Shelter:** Safe houses/shelters are places that provide immediate security, temporary refuge, and support to survivors and their families in imminent danger who are escaping violent or abusive situations or are at risk of further violence and who wish to be protected through safe shelters, police or community security and relocation. This Shelter should be staffed by professionals and their location should be confidential.

7. **ECONOMIC EMPOWERMENT/livelihood SERVICES:** Skill Development, capacity building or provision of cash, resources to enable survivors and vulnerable persons to gain knowledge and skills to seek employment or begin an activity that will provide them with income and empowered them. These activities aim at reinforcing survivors and vulnerable persons’ access to resources and economic opportunities to reduce their dependence for their basic needs, protect their dignity, and reduce risks of exploitation.

8. **Emergency Basic need support:** include provision of any food or nonfood items (NFIs) including dignity kits, provision of cash for basic needs to help restore survivors’ dignity. This support include one or several of the following: provision of food, spices for daily cooking materials, water and latrines supplies, supplies for shelter, firewood, recycling products, solar lanterns, thamis/clothing, baby items and emergency cash assistance.

9. **Safe Spaces:** Safe Space where women and girls can go and feel physically, emotionally safe and comfortable during the day and enjoy the freedom to express themselves without the fear of judgment or harm.
1. A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

<table>
<thead>
<tr>
<th>IMMEDIATE RESPONSE</th>
<th>DO</th>
<th>DONTs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Respect the confidentiality and wishes of the survivor</td>
<td>• DO believe the survivor. Reassure the</td>
<td>• DO NOT force help on people, be intrusive or pushy.</td>
</tr>
<tr>
<td>• Provide reliable and comprehensive information on the</td>
<td>• DO make sure that both the survivor and you</td>
<td>• DO NOT pressure the survivor into providing</td>
</tr>
<tr>
<td>available services and support to survivors of GBV</td>
<td>• DO provide practical care and support (e.g.</td>
<td>information or further details.</td>
</tr>
<tr>
<td>• Obtain informed consent. When family/guardians make decision</td>
<td>offer water, somewhere to sit, etc.)</td>
<td>• DO NOT doubt or contradict the survivor.</td>
</tr>
<tr>
<td>on behalf of the child, ensure the best interest of the child</td>
<td>• DO listen to the person without asking</td>
<td>• DO NOT investigate the situation or provide</td>
</tr>
<tr>
<td>is given priority. Preferably, the accompanying adult should be</td>
<td>questions.</td>
<td>advice.</td>
</tr>
<tr>
<td>selected by the child.</td>
<td>• DO be aware of and set aside your own</td>
<td>• DO NOT mediate between the survivor and</td>
</tr>
<tr>
<td>• Support survivors of rape to access medical care within 72</td>
<td>judgments.</td>
<td>the perpetrator or a third person (e.g. family).</td>
</tr>
<tr>
<td>hours</td>
<td>• DO respect the right of the survivors to make</td>
<td>• DO NOT write down or share details of the</td>
</tr>
<tr>
<td></td>
<td>their own decision.</td>
<td>incident or personal details of the survivor</td>
</tr>
<tr>
<td></td>
<td>• Inform, do not give advice.</td>
<td>• DO NOT assume you know what a survivor</td>
</tr>
<tr>
<td></td>
<td>• DO limit the number of people informed</td>
<td>wants or needs. Some actions may put the</td>
</tr>
<tr>
<td></td>
<td>about the case (refer the case confidentially</td>
<td>survivor at further risk of stigma, retaliation,</td>
</tr>
<tr>
<td></td>
<td>to appropriate GBV focal point, and only with</td>
<td>or harm.</td>
</tr>
<tr>
<td></td>
<td>the informed consent of the survivor)</td>
<td>• Once a GBV referral has been made, DO NOT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ask for extra information or contact the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>survivor directly.</td>
</tr>
</tbody>
</table>

ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

• PRIORITIZE the needs, wishes, and decisions of the survivor
• ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding her case
• DO NOT PROVIDE ADVICE
• NEVER blame the survivor
• Be patient, be a GOOD LISTENER, and be non-judgmental

2. IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE RESPONSE SHOULD BE

<table>
<thead>
<tr>
<th>SEXUAL VIOLENCE</th>
<th>PHYSICAL VIOLENCE</th>
<th>PRIORITYze Safety and Security!</th>
</tr>
</thead>
</table>
| **If the survivor needs it** - ensure immediate access to available medical care (within 3 days/72 hours for emergency HIV treatment; within 5 days for emergency contraceptives and prevention of sexually transmitted infection) | **If the survivor needs it** - seek medical care if she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries | **IF THERE IS AN IMMEDIATE RISK OF SAFETY OF THE SURVIVOR / IT IS A LIFE-THREATENING CONCERN**
Contact competent authorities (police, security actors, safe shelters), or other appropriate emergency support |

3. IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice
Psycho Social Support
(for adults)

Christian Youth Fellowship
Buea
Phone: 671904049
Open: Mon-Sat – 10am-6pm

DRC
Buea, Muyuka
Phone: 658 676 757/
677 186 159
(support cost for health care)
Open: 8am-5pm

ECOCAM
Buea
Phone: 676 715 749/
651 257 208
Open: Mon-Fri

FOWE-CAM
Buea
Phone: 677652614
Open: Mon-Fri 8-4PM
Sat: 9am - 3pm

GFDLP
Buea
Phone: 670 200 596
Limbe
Phone: 696415638
Open: Tues-Fri
8:30-4:30pm

HRC
Buea
Phone: 685 135 064
685 135 063
685 161 398
Open: Tues-Fri
8am-5pm

IRC
Buea
Phone: 675 485 090
Open: Tues-Fri
8am-5pm

IYEC
Buea
Phone: 679 611 288/
677 627 991/ 680 394
976
Open: Mon-Sat

IYEC Limbe
Phone: 651400566
Open: Tues-Fri –
8am-5 pm

LUKMEF/UNFPA
Buea
Phone: 654 704 338
Open: 24hours

PCC
Buea
Phone: 671 811 633
Open: Tues-Fri
8am-5pm

REACH OUT
MUYUKA, Tiko
Phone: 674-081-818
Open: Tues-Fri-
8:30am-4pm
Sat: 9-12pm

TeenAlive
Buea
Phone: 675 485 090
Open: 24hours

INTEROS/UNHCR
Buea, Muyuka, Limbe
1, 2, 3, Tiko, West Coast
Phone: 664 122 471
(support Cost for health care)
Open: Tues– Fri
8am – 6pm
Sat: 8am – 12pm

CBCHS
Tiko
Phone: 675 522 462/
678 339 434
Open: Mond-Sund
7am-6pm

Division: Fako
## Psycho Social Support
(For children)

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Numbers</th>
<th>Open Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMHELP</td>
<td>Limbe 1, 2, 3, West Coast</td>
<td>679 611 288, 680 394 976, 677 627 991</td>
<td>Sund-Tuesd-Sat: 7:30-5:00</td>
</tr>
<tr>
<td>CBCHS</td>
<td>Tiko</td>
<td>675 522 462, 678 339 434</td>
<td>Mon-Sund: 24/7</td>
</tr>
<tr>
<td>LUKMEF/UNFPA</td>
<td>Buea</td>
<td>673 213 807</td>
<td>24/7</td>
</tr>
<tr>
<td>REACH OUT</td>
<td>MUYUKA, Tiko</td>
<td>674-081-818</td>
<td>Tues-Frid-8:30am-4pm</td>
</tr>
<tr>
<td>INTERSOS/UNHCR</td>
<td>Buea, Muyuka, Limbe 1, 2, 3, Tiko, West Coast</td>
<td>664 122 471</td>
<td>24/7</td>
</tr>
<tr>
<td>Christian Youth Fellowship</td>
<td>Buea</td>
<td>671 904 049</td>
<td>24/7</td>
</tr>
<tr>
<td>RWSDA</td>
<td>Buea</td>
<td>665 108 699 / 699 3434 23</td>
<td>Mon-10am – 12pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tiko: 665 108 699 / 699 3434 23</td>
</tr>
<tr>
<td>Community Health Association</td>
<td>Buea</td>
<td>675 103 795</td>
<td>24/7</td>
</tr>
<tr>
<td>IRC</td>
<td>Buea</td>
<td>685 135 065 / 685 135 063</td>
<td>Tues-Sat: 8:30am-4:30pm</td>
</tr>
<tr>
<td>Military Hospital</td>
<td>Buea</td>
<td>663 947 942</td>
<td>24/7</td>
</tr>
<tr>
<td>LUKMEF/UNFPA</td>
<td>Buea</td>
<td>674 737 355</td>
<td>24/7</td>
</tr>
<tr>
<td>Police Health Centre</td>
<td>Buea</td>
<td>677 528 031</td>
<td>24/7</td>
</tr>
<tr>
<td>Regional Hospital</td>
<td>Buea</td>
<td>660 276 315</td>
<td>24/7</td>
</tr>
<tr>
<td>CAMHELP</td>
<td>Limbe 1, 2, 3, West Coast</td>
<td>679 611 288, 667 792 794, 672 627 899</td>
<td>Sund-Tuesd-Sat: 7:30-4:30pm</td>
</tr>
<tr>
<td>LUKMEF/UNFPA</td>
<td>Buea</td>
<td>673 213 807</td>
<td>24/7</td>
</tr>
<tr>
<td>Regional Hospital</td>
<td>Limbe</td>
<td>694 329 927 / 651 407 236</td>
<td>24/7</td>
</tr>
<tr>
<td>Districk Hospital</td>
<td>Limbe</td>
<td>696 394 126 / 650 669 508</td>
<td>24/7</td>
</tr>
<tr>
<td>PCC</td>
<td>Limbe</td>
<td>679 749 340/</td>
<td>24/7</td>
</tr>
</tbody>
</table>

## Health care
(inc CMR)

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Numbers</th>
<th>Open Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMA Muea</td>
<td>Buea</td>
<td>651 422 191</td>
<td>24/7</td>
</tr>
<tr>
<td>Military Hospital</td>
<td>Buea</td>
<td>663 947 942</td>
<td>24/7</td>
</tr>
<tr>
<td>Regional Hospital</td>
<td>Buea</td>
<td>660 276 315</td>
<td>24/7</td>
</tr>
<tr>
<td>Presbyterian</td>
<td>Limbe</td>
<td>676 352 568</td>
<td>24/7</td>
</tr>
<tr>
<td>CMA Idenau</td>
<td>Limbe</td>
<td>699 130 002</td>
<td>24/7</td>
</tr>
<tr>
<td>Community Health Association</td>
<td>Buea</td>
<td>675 103 795</td>
<td>24/7</td>
</tr>
<tr>
<td>IRC</td>
<td>Buea</td>
<td>685 135 065 / 685 135 063</td>
<td>24/7</td>
</tr>
<tr>
<td>Community Health Association</td>
<td>Buea</td>
<td>675 103 795</td>
<td>24/7</td>
</tr>
<tr>
<td>IRC</td>
<td>Buea</td>
<td>685 135 065 / 685 135 063</td>
<td>24/7</td>
</tr>
<tr>
<td>Police Health Centre</td>
<td>Buea</td>
<td>677 528 031</td>
<td>24/7</td>
</tr>
<tr>
<td>Regional Hospital</td>
<td>Buea</td>
<td>660 276 315</td>
<td>24/7</td>
</tr>
<tr>
<td>Camhelp</td>
<td>Limbe 1, 2, 3, West Coast</td>
<td>679 611 288, 667 792 794, 672 627 899</td>
<td>Sund-Tuesd-Sat: 7:30-4:30pm</td>
</tr>
<tr>
<td>LUKMEF/UNFPA</td>
<td>Buea</td>
<td>673 213 807</td>
<td>24/7</td>
</tr>
<tr>
<td>REACH OUT</td>
<td>MUYUKA, Tiko</td>
<td>674-081-818</td>
<td>Tues-Frid-8:30am-4pm</td>
</tr>
<tr>
<td>Regional Hospital</td>
<td>Limbe</td>
<td>694 329 927 / 651 407 236</td>
<td>24/7</td>
</tr>
<tr>
<td>Districk Hospital</td>
<td>Limbe</td>
<td>696 394 126 / 650 669 508</td>
<td>24/7</td>
</tr>
<tr>
<td>PCC</td>
<td>Limbe</td>
<td>679 749 340/</td>
<td>24/7</td>
</tr>
</tbody>
</table>
### Health Care

**ST. AMARA THE GREAT**  
Limbe  
Phone: 696 415 638  
Open: 24/7

**CMA Ekona**  
Muyuka  
Phone: 651 570 250  
Open: 24/7

**Baptist Mutengene**  
Tiko  
Phone: 975 549 943  
Open: 24/7

**Districk Hospital**  
Tiko  
Phone: 676 051 212  
Open: 24/7

**CBCHS/UNFPA**  
Tiko  
Phone: 699 906 245  
Open: Mon-Sund  
7am-6pm

**TCC**  
Tiko  
Phone: 677 297 145  
Open: 24/7

**Baptist Mutengene**  
Tiko  
Phone: 975 549 943  
Open: 24/7

**Regional Hospital/ WHO**  
Buea  
Phone: 679 264 285  
Open: 24/7

**CBCHS**  
Tiko  
Phone: 672 994 558  
Open: Mon-Sun

**PCC**  
Buea  
Phone: 679 803 138  
Open: Tues-Frid  
8am-5pm  
Sat- 8am-

**FIDA**  
Buea, Limbe  
Phone: 677 682 191  
Open: Tues-Frid

**CAMHELP**  
Limbe1  
Phone: 679 611 288  
680 394 976  
Open: Sun-Tues-Sat  
7:30-5:00

**GFDLP**  
Buea, Limbe  
Phone: 677 579 529  
Open: Tues-Frid  
8:30-4:30pm  
Not free. Cost determined on a case by case basis.

### Mental Health

**CBCHS**  
Tiko  
Phone: 675 522 462/  
678 339 434  
Open: Mon-Sund

**LUKMEF/UNFPA**  
Buea  
Phone: 654 704 338  
Open: 24hours

**RWSDA**  
Buea  
Phone: 665 108 699/  
699 343 423  
Open: Mond-Sund

**CBCHS**  
Tiko  
Phone: 672 994 558  
Open: Mon-Sun

### Safe Shelter

**GFDLP**  
Limbe  
Phone: 696 415 638  
Open: 24/7

**CBCHS**  
Tiko  
Phone: 672 994 558  
Open: Mon-Sun

**GFDLP**  
Buea, Limbe  
Phone: 677 579 529  
Open: Tues-Frid  
8:30-4:30pm  
Not free. Cost determined on a case by case basis.

**CAMHELP**  
Limbe 1, 2,3 West  
Coast  
Phone: 679 611 288  
680 394 976  
Open: Sun-Tues-Sat  
7:30-5:00

**Human Is Right**  
Buea  
Phone: 697 385 932  
Open: Tues-Sun  
8:30-4:30pm

**Human Is Right**  
Buea  
Phone: 697 385 932  
Open: Tues-Sun  
8:30-4:30pm

**FOWEC- CAM**  
Buea  
Phone: 677 652 614  
Open: Mond-Frid  
8:30-4pm

**FIDA**  
Buea, Limbe  
Phone: 677 733 783  
Open: Tues-Frid  
8:30-4:30pm
ECONOMIC EMPOWERMENT / Livelihood

- **Safe spaces for Women and girls**
- **Emergency Basic need support**

---

**Economic Empowerment**

- **CAMHELP**
  - Limbe 1, 2, 3, West Coast
  - Phone: 679 611 288
  - 680 394 976
  - Open: Sund-Tuesd-Sat. 7:30-5:00

- **Christian Youth Fellowship**
  - Buea
  - Phone: 671 904 049
  - 10am-6pm

- **CHAMEG**
  - Buea
  - Phone: 674 817 437
  - Open: Mon-Fri
  - Open: 8:30-4:30pm

- **FOWEC-CAM**
  - Buea
  - Phone: 677 652 614
  - Open: Mond-Frid
  - 8-4pm

- **Safe spaces**
  - **LUKMEF**
    - Buea
    - Phone: 676 835 465
    - Open: 8am-5pm

  - **TeenAlive**
    - Buea
    - Phone: 674 681 286
    - Open: Tue-Sat

  - **REACH OUT MUYUKA**
    - Muyuka
    - Phone: 674-081-818
    - Open: Tues-Frid 8:30-4pm

  - **ECOCAM**
    - Buea, Ekona
    - Phone: 676 715 749/651 257 208

  - **PCC**
    - Buea
    - Phone: 671 811 633
    - Open: 8am-5pm

  - **RWSDA**
    - Muyuka
    - Phone: 66 75 39 418/676 283 112
    - Open: 4-6pm

  - **DRC**
    - Buea, Muyuka
    - Phone: 658 676 757/677 186 159
    - Open: 8am-5pm

  - **NRC**
    - Buea, Muyuka, Mutengene, Tiko
    - Phone: 685 135 251/685 135 315/685 135 337
    - Open: 8am-5pm

  - **CARE International**
    - Buea, Limbe, Muyuka
    - Phone: 673 380 261
    - Open: 8am-5pm

  - **CAMHELP**
    - Limbe 1, 2, 3, West Coast
    - Phone: 679611288
    - 680394976
    - Open: Sund-Tuesd-Sat/7:30-5pm

  - **IRGC**
    - Buea
    - Phone: 685 135 065/685 135 063
    - Open: Tues-Sat – 8am-5pm

---

**Safe spaces**

- **For Women & Girls**
  - **LUKMEF/UNFPA**
    - Buea
    - Phone: 654 704 338
    - Open: 8am-5pm

  - **PCC**
    - Buea
    - Phone: 671 811 633
    - Open: Tues-Frid
    - 8am-5pm
    - Sat-8am-

  - **CAMHELP**
    - Limbe 1
    - Phone: 679 611 288
    - 680 394 976
    - Open: 8am-5pm

  - **RWSDA**
    - Muyuka
    - Phone: 66 75 39 418/676 283 112
    - Open: 4-6pm

  - **DRC**
    - Buea, Muyuka
    - Phone: 658 676 757/677 186 159
    - Open: 8am-5pm

  - **NRC**
    - Buea, Muyuka, Mutengene, Tiko
    - Phone: 685 135 251/685 135 315/685 135 337
    - Open: 8am-5pm

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**Emergency Basic Need Support**

- **CAMHELP**
  - Limbe 1, 2,3, West Coast
  - Phone: 679611288
  - 680394976
  - Open: Sund-Tuesd-Sat/7:30-5pm

- **IRGC**
  - Buea
  - Phone: 685 135 065/685 135 063
  - Open: Tues-Sat – 8am-5pm

- **Christian Youth Fellowship**
  - Buea
  - Phone: 671 904 049
  - Open: Mon-Sat
  - 10am-6pm
**Psycho Social Support**
(for adults)

**Health care**
/inc CMR/

**Mental health**

**Safe Shelter**

**Legal assistance**

**Economic Empowerment**

---

**Division: Kupe Muanenguba**

**AFRINET**
Tombel, Nguti
Phone: 679 67 49 51
Open: Mon-Frid
8:am-5pm

**Bangem**
Phone: 674 67 92 12

---

**Muambong HC**
Bangem
Phone: 662 868 584
Open: 24/7

**District Hospital**
Banghem
Phone: 679 213 709
Open: 24/7

**Manyemen HC**
Nguti
Phone: 676 751 684
Open: 24/7

**Amazing Grace**
Tombel
Phone: 674 229 965
Open: 24/7

**PCC**
Tombel
Phone: 673 216 409
Open: 24/7
Fees: 15,000 F

**District Hospital**
Tombel
Phone: 676 563 181
Open: 24/7

**Presbyterian Nyasoso**
Tombel
Phone: 666 707 081
Open: 24/7

**AFRINET**
Tombel, Nguti
Phone: 675 04 65 60
Open: Mon-Frid
8:am-5pm

**Economic Empowerment**

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**Safe spaces for Women and girls**

**Emergency Basic need support**

---

**Psycho Social Support for children**
### Psycho Social Support (for adults)

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Numbers</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMEF</td>
<td>Kumba</td>
<td>675 763 303/674 339</td>
<td>Mon-Sat 8am-6pm, Sat 8am-12pm</td>
</tr>
<tr>
<td>CAPEC</td>
<td>Kumba2</td>
<td>669 391 344</td>
<td>Tues-Fri 8am-4pm</td>
</tr>
<tr>
<td>IRC</td>
<td>Kumba1</td>
<td>685 135 064/685 135 063/685 161 398</td>
<td>Tues-Fri 8am-5pm/10am-3pm</td>
</tr>
<tr>
<td>INTERSOS/UNHCR</td>
<td>Kumba 1,2,3, Mbonge, Konye</td>
<td>685 133 293</td>
<td>Tues-Fri 8:30am-4pm/9am-12pm</td>
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<td>673 523 380</td>
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**Mental Health**

- **PCC**
  - Kumba
  - Phone: 699 711 606
  - Open: Tues-Fri 8-5pm

- **Baptist Hosp/WHO**
  - Kumba
  - Phone: 670 14 01 23
  - Open: 24/7

**Legal assistance**

- **CAPEC**
  - Kumba3
  - Phone: 677 562 383
  - Open: Tue-Fri 8am-4pm

- **GFDLP**
  - Kumba
  - Phone: 677 615 813
  - Open: Tue-Fri 8:30am-4:30pm

**Economic Empowerment**

- **Reach Out**
  - Kumba I, II, III, Mbonge and Konye
  - Phone: 676-306-075
  - Open: Tues-Frid 8:30am-4pm

- **CAPEC**
  - Konye
  - Phone: 677 562 383
  - Open: Tue-Fri 8am-4pm

- **ECOCAM**
  - Mbonge
  - Phone: 676 950 667
  - Open: Wed-Fri

- **Survivors’ Network**
  - Kumba I,II, III
  - Phone: 680 41 85 40
  - Open: 9am-3pm

**Safe Shelter**

- **Living Green**
  - Kumba
  - Phone: 676 884 010/673 936 006
  - Open: Tue-Sun /8am-4pm

**Safe spaces**

- **For Women & Girls**

**Economic Empowerment**

- **CARE International**
  - Ekombe, Mbonge
  - Phone: 673380261
  - Open: Tue-Fri 8am-5pm

- **Living Green**
  - Kumba
  - Phone: 676 884 010/673 936 006
  - Open: Tue-Sun /8am-4pm

- **IRC**
  - Kumba1
  - Phone: 685 135 065
  - 685 135 064
  - Open: Tues-Sun 8:30am-4:30pm

- **ECOCAM**
  - Mbonge
  - Phone: 676 950 667
  - Open: Wed-Fri

**Emergency Basic Need Support**

- **NRC**
  - Mbonge
  - Phone: 685 135 251/685 135 315/685 135 337
  - Open: Tues-Frid - 8am-5pm

- **DRC**
  - Mbonge
  - Phone: 658 676 757/677 186 159
  - Open: 8am-5pm
### Emergency Basic Need Support

#### CHAMEG
- **Mamfe central**
- Phone: 675 079 250
- Open: Tues–Frid 9:30–4:30

#### INTERSOS/UNHCR
- **Mamfe Central, Eyumojock, Upper Bayang**
- Phone: 685 132 051
  *(support Cost for health care)*
- Open: Tues–Frid / 8am – 6pm
  Sat: 8am – 12pm

#### Health care (inc CMR)

- **Tinto HC**
  - **Eyumojock**
  - Phone: 675 550 222
  - Open: 24/7

- **District Hospital**
  - **Mamfe**
  - Phone: 679 222 324
  - Open: 24/7

- **Kembong HC**
  - **Eyumojock**
  - Phone: 675 189 001
  - Open: 24/7

- **CMA Eyumojock**
  - **Eyumojock**
  - Phone: 674 107 603
  - Open: 24/7

- **CMA Ossing**
  - **Eyumojock**
  - Phone: 653 491 125
  - Open: 24/7

- **CMA Tinto**
  - Phone: 675 550 222
  - Open: 24/7

### Mental Health
- ?

### Safe Shelter
- ?

### Safe Spaces for women and girls
- ?

### Legal assistance
- **GFDLP**
  - **Mamfe**
  - Phone: 673 318 159
  - Open: 8:30–4:30pm

### Economic Empowerment
- **CHAMEG**
  - **Mamfe central**
  - Phone: 675 079 250
  - Open: Tues–Frid 9:30–4:30

### Emergency Basic Need Support
- **NRC**
  - **Mamfe central**
  - Phone: 685 135 251/
    - 685 135 315
    - 685 135 337
  - Open: Tues–Frid/ 8-5pm

- **CHAMEG**
  - **Mamfe central**
  - Phone: 675 079 250
  - Open: Tues–Frid 9:30–4:30
### Psycho Social Support

#### (for Children)
- **IRC**
  - Location: Ekondo Titi
  - Phone: 685 135 065, 685 161 398
  - Open: Mon-Sun 8am-4pm

#### (for adults)
- **IRC**
  - Location: Ekondo Titi
  - Phone: 685 135 065, 685 161 398
  - Open: Mon-Sun 8am-4pm

### Emergency Basic Need Support
- **NRC**
  - Location: Mamfe central, Ekondo-Titi
  - Phone: 685 135 251/685 135 315, 685 135 337
  - Open: Tues-Frid - 8am-5pm

- **CARE International**
  - Location: Ekondo Titi
  - Phone: 673 380 261
  - Open: 8am-5pm

### Health care (inc CMR)
- **District Hospital Mundemba**
  - Phone: 669 960 749, 675306623
  - Open: 24/7

- **Ekondo Titi HC Mundemba**
  - Phone: 679 286 621
  - Open: 24/7

- **IHC Mundemba**
  - Phone: 685 235 139
  - Open: 24/7

- **Pamol Mundemba**
  - Phone: 679 823 010
  - Open: 24/7
## Division: Lebialem

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<tr>
<td>Psycho Social Support for children</td>
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<tr>
<td>Medical/health care SERVICES</td>
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<td>ECONOMIC EMPOWERMENT/livelihood SERVICES</td>
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### Key Contacts

**GBV Sub Cluster Coordination – NWSW Cameroon**

<table>
<thead>
<tr>
<th>Aliou MAIGA, GBV SC Coordinator</th>
<th>Julita Kongnyuy, GBV Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:amaiga@unfpa.org">amaiga@unfpa.org</a></td>
<td>Email: <a href="mailto:julita@unfpa.org">julita@unfpa.org</a></td>
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**GBV Sub Sector Lead**

<table>
<thead>
<tr>
<th>Angelique Dikoume</th>
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<tbody>
<tr>
<td>Email: <a href="mailto:adikoume@unfpa.org">adikoume@unfpa.org</a></td>
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ANNEX: GBV Key messages

1. Multiple factors including their expected role as caregivers, their representation in the health work force put women and girls at greater risk of the virus and violence.

2. With the COVID-19 measures, your wives, daughters, sisters and mothers might have more domestic duties: let’s help them!

3. COVID-19 lockdowns are bringing a rise in domestic violence, and homes cannot be assumed as safe zones for many women and girls.

4. Women and girls in conflict-affected areas face increased risks of psychological trauma due to the effects of GBV, conflict and COVID-19. They must have access to quality mental health and psychosocial support services.

5. Adolescent girls are among the most vulnerable to various forms of violence, exploitation and abuse. Services must be available to support them.

6. Ensure credible information to the communities, making sure all women, adolescents, and people with disabilities get preventative information in an accessible format.

7. If you are harmed or feel threatened, intimidated or harassed, do not stay silent. Seek confidential support using this GBV referral pathway.

8. You have the right to get help and don’t have to manage this on your own;

9. The COVID-19 confinement measures are not an excuse for GBV, say no to GBV!

10. Listen and Link”: If someone experiences gender-based violence and asks for help, you can be a source of support: “listen” to their problem and “link” them to information about available support services in your area using the GBV referral pathways. Remember, it’s not the survivor’s fault.

11. Donotfeelashamedtoaskforhelp.Ifyoufeelliketalkingaboutwhatyouhaveexperienced and things that bother you, this can be helpful, too. GBV referral pathways have trusted listeners for girls, boys, women and men of all ages.

12. If you or someone you know is facing difficulties because of a disability or an injury, use the GBV referral pathways to access adapted devices.

13. If you are having difficulty concentrating or sleeping, if you are having physical reactions such as headaches, or feeling anxious without a specific reason, these are actually very common responses to a difficult situation.

14. If you are feeling sick and show symptoms of COVID-19, consult a doctor immediately. Do not hide it; there is nothing to be ashamed of.

15. Remember that support and assistance are free. No one should ever ask for money, favors, or sex in exchange for assistance. You have the right to report anyone who attempts to exploit or abuse you using the GBV referral pathways.