GBV REFERRAL PATHWAYS

South West - Cameroon

Directory of service Providers

2nd Edition

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 not 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

**IMMEDIATE RESPONSE**
- Respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Obtain informed consent. When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child.
- Support survivors of rape to access medical care within 72 hours

**DO**
- DO believe the survivor. Reassure the survivor that this was not his/her fault.
- DO make sure that both the survivor and you are safe from immediate danger.
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgments.
- DO respect the right of the survivors to make their own decision.
- DO limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor)

**DON'TS**
- DO NOT force help on people, be intrusive or pushy.
- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice.
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor.
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

**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>
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</thead>
<tbody>
<tr>
<td>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)</td>
<td>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</td>
</tr>
</tbody>
</table>

**PRIORITIZE URGENT HEALTH CARE!**

**PRIORITIZE Safety and Security!**

**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

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

GFDLP
Buea, Limbe2
Phone: 675052010/676755912
Open: Tues-Frid  8:30-4:30pm

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

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

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

GFDLP
Buea, Limbe2
Phone: 675052010/676755912
Open: Tues-Frid 8:30-4:30pm

HUMAN IS RIGHT
Buea
Phone: 675 821 751
Open: Tues-Sun

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

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

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

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

IYEC
Buea, Limbe & II
Phone: 679764429

CHAMEG
Tiko
Phone: 677 727 276
671 854 438/671 465 037
Open: Mon-Fri 9am-4:30pm
Sat: 10am-2pm

BAWAC
FAKO
Phone: 675 991 005
Open: Tues-Fri 9am-4pm

CHAMEG
Tiko
Phone: 677 727 276
671 854 438/671 465 037
Open: Mon-Fri 9am-4:30pm
Sat: 10am-2pm

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

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

IYEC
LimbeI & II
Phone: 679764429
Limbe III
Phone: 651400566
Open: Tues-Frid 8am-5pm

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

IYEC
Limbe I & II
Phone: 679764429
Limbe III
Phone: 651400566
Open: Tues-Fri 8am-5pm

GRDLP
Buea, Limbe2
Phone: 675052010/676755912
Open: Tues-Frid 8am-5pm

CAMHELP
Limbe1,2,3, Tiko, West coast
Phone: 679 611 288/677 627 991/680 394 976
Open: Sund-Tues-Sat

CMCHS
Tiko (Mutengene)
Phone: 675 522 462/678 339 434
Open: Mon-Sund 7am-6pm
Psycho Social Support
(for children)

**CAMHELP**
Limbe1,2,3, West coast
Phone: 679 611 288
680 394 976
677 627 991
Open: Sund-Tues-Sat 7:30-5:00

**CBCHS**
Tiko (Mutengene)
Phone: 675 522 462
678 339 434
Open: Mon-Sun

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

**LUKMEF/UNFPA**
Buea
Phone: 673 213 807
Open: 24hours

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

**GFDLP**
Buea, Limbe2
Phone: 675 052 010/676 755 912
Open: Tues-Frid/8:30-4:30pm

**CMA Muea**
Buea
Phone: 651 422 191
Open: 24/7

**Community Health Association**
Buea
Phone: 675 103 795
Open: 24/7

**Military Hospital**
Buea
Phone: 663 947 942
Open: 24/7

**LUKMEF/UNFPA**
Buea
Phone: 674 737 355
Open: 24hours

**Police Health Centre**
Buea
Phone: 677 528 031
Open: 24/7

**Regional Hospital**
Buea
Phone: 660 276 315
Open: 24/7

**District Hospital**
Limbe
Phone: 694 329 927/
651 407 236
Open: 24/7

**CAMHELP**
Limbe1,2,3, West coast
Phone: 679 611 288
667 792 794
672 627 899
Open: Sund-Tues-Sat 7:30-4:30pm

**Presbyterian**
Limbe
Phone: 676 352 568
Open: 24/7

**Regional Hospital**
Limbe
Phone: 696 394 126/
650 669 508
Open: 24/7

**CMA Idenau**
Limbe
Phone: 699 130 002
Open: 24/7

**PCC**
Limbe
Phone: 679 749 340/ Open: 24/7
<table>
<thead>
<tr>
<th>Health care</th>
<th>Mental Health</th>
<th>Safe Shelter</th>
<th>Legal assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CMA Ekona Muyuka</strong>&lt;br&gt;Phone: 651 570 250 Open: 24/7</td>
<td><strong>TCC</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 677 297 145&lt;br&gt;Open: 24/7</td>
<td><strong>ST. AMARA THE GREAT</strong>&lt;br&gt;Limbe&lt;br&gt;Phone: 696 415 638&lt;br&gt;Open: 24/7</td>
<td><strong>CAMHELP</strong>&lt;br&gt;Cam help&lt;br&gt;Limbe&lt;br&gt;Phone: 679 611 288 680 394 976&lt;br&gt;Open: Sun-Tues-Sat 7:30-5:00</td>
</tr>
<tr>
<td><strong>Baptist Hospital/UNFPA</strong>&lt;br&gt;Tiko (Mutengene)&lt;br&gt;Phone: 975 549 943 Open: 24/7</td>
<td><strong>District Hospital</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 676 051 212 Open: 24/7</td>
<td><strong>Districk Hospital</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 699 906 245&lt;br&gt;Open: Mon-Sun 7am-6pm</td>
<td><strong>FIDA</strong>&lt;br&gt;Buea Limbe&lt;br&gt;Phone: 677 682 191&lt;br&gt;Open: Tues-Frid 8:30-4:30pm</td>
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<tr>
<td><strong>CBCHS/UNFPA</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 699 906 245&lt;br&gt;Open: Mon-Sund 7am-6pm</td>
<td><strong>PCC</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 679 803 138&lt;br&gt;Open: Tues-Frid 8am-5pm&lt;br&gt;Sat-8am-12pm</td>
<td><strong>CBCHS/UNFPA</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 677 727 276/671 854 438/671 465 037&lt;br&gt;Open: Mon-Frid/9am-4:30pm/ Sat-10am-2pm</td>
<td><strong>FOWEC - CAM</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 677 652 614&lt;br&gt;Open: Mon-Frid 8:30-4pm</td>
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<tr>
<td><strong>Regional Hospital/ WHO</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 679 264 285:</td>
<td><strong>TeenAlive</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 675 485 090</td>
<td><strong>CBCHS</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 675 522 462/678 339 434&lt;br&gt;Open: Mon-Sund</td>
<td><strong>CAMHELP</strong>&lt;br&gt;Cam help&lt;br&gt;Limbe, 2, 3, West Coast&lt;br&gt;Phone: 679 611 288 680 394 976&lt;br&gt;Open: Sun-Tues-Sat.</td>
</tr>
<tr>
<td><strong>LUKMEF/UNFPA</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 654 704 338&lt;br&gt;Open: 24hours</td>
<td><strong>RWSDA</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 665 108 699/699 343 423&lt;br&gt;Open: Mon-Sund</td>
<td><strong>Safe Shelter</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 677 733 783&lt;br&gt;Open: Mon-Frid</td>
<td><strong>Legal assistance</strong>&lt;br&gt;CAMBHELP&lt;br&gt;Limbe&lt;br&gt;Phone: 677 682 191&lt;br&gt;Open: Tues-Frid 8:30-4:30pm</td>
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<td><strong>GFDLP</strong>&lt;br&gt;Limbe&lt;br&gt;Phone: 696 415 638&lt;br&gt;Open: 24/7</td>
<td><strong>CBCHS</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 672 994 558&lt;br&gt;Open: Mon-Sun</td>
<td><strong>Human Is Right</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>GFDLP</strong>&lt;br&gt;Buea, Limbe&lt;br&gt;Phone: 677 579 529&lt;br&gt;Open: Tues-Frid 8:30-4:30pm&lt;br&gt;Not free. Cost determined on a case by case basis.</td>
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<td><strong>CBCHS</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 672 994 558&lt;br&gt;Open: Mon-Sun</td>
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<td><strong>CAMHELP</strong>&lt;br&gt;Cam help&lt;br&gt;Buea&lt;br&gt;Phone: 677 682 191&lt;br&gt;Open: Tues-Frid 8:30-4:30pm</td>
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<td><strong>BAWAC</strong>&lt;br&gt;FAKO&lt;br&gt;Phone: 675 991 005&lt;br&gt;Open: Tue-Fri 9am-4pm</td>
<td><strong>FOWEC - CAM</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 677 652 614&lt;br&gt;Open: Mon-Frid 8:30-4pm</td>
<td><strong>Human Is Right</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>BAWAC</strong>&lt;br&gt;FAKO&lt;br&gt;Phone: 675 991 005&lt;br&gt;Open: Tue-Fri 9am-4pm</td>
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<td><strong>Human Is Right</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>BAWAC</strong>&lt;br&gt;FAKO&lt;br&gt;Phone: 675 991 005&lt;br&gt;Open: Tue-Fri 9am-4pm</td>
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<td><strong>CBCHS</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 672 994 558&lt;br&gt;Open: Mon-Sun</td>
<td><strong>FIDA</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>Human Is Right</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>BAWAC</strong>&lt;br&gt;FAKO&lt;br&gt;Phone: 675 991 005&lt;br&gt;Open: Tue-Fri 9am-4pm</td>
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<td><strong>CBCHS</strong>&lt;br&gt;Tiko&lt;br&gt;Phone: 672 994 558&lt;br&gt;Open: Mon-Sun</td>
<td><strong>FIDA</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>Human Is Right</strong>&lt;br&gt;Buea&lt;br&gt;Phone: 697 385 932&lt;br&gt;Open: Tues-Sund 8:30-4:30pm</td>
<td><strong>BAWAC</strong>&lt;br&gt;FAKO&lt;br&gt;Phone: 675 991 005&lt;br&gt;Open: Tue-Fri 9am-4pm</td>
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</tbody>
</table>
ECONOMIC EMPOWERMENT

Christian Youth Fellowship
Buea
Phone: 671 904 049
Open: Mon-Sat
10am-6pm

LUKMEF
Buea
Phone: 676 835 465
Open: 8am-5p.m

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

ECOCAM
Buea, Ekona
Phone: 676 715 749/ 651 257 208
Mamu
Phone: 676 950 667
Open: Wed- Fridays

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

RWDSA
Tiko
Phone: 665 108 699
Open: Tues-Fri

REACH OUT
MUYUKA
Phone: 674-081-818
Open: Tues-Frid

GFDLP
Buea, Limbe2
Phone: 675 052 010/ 676 755 912
Open: Tues-Frid

BAWAC
FAKO
Phone: 678674242
Open: Tue-Sat

LUKMEF/UNFPA
Buea
Phone: 654 704 338
Open: 8am-5p.m

PCC
Buea
Phone: 671 811 633
Open: Tues-Frid
8am-5pm
Sat 8am-12pm

RWSDA
Muyuka
Phone: 66 75 39 418/ 676 283 112
Open: Sat 4- 6pm
Buea
Phone: 65108699/ 699 3434 23
Open: Mon /3-5pm
Tiko
Phone: 651 08 61 99/ 651086199
Open: Fri / 3-5pm

PEP Africa
Buea: 677 179 743
Limbe1
Phone: 677 791 340
Limbe2
Phone: 672 542 733
Limbe3:
Phone: 671 542 682
Tiko
Phone: 679 599 651
Muyuka
Phone: 665 653 195
Idenua:
Phone: 671 155 141
Open: 8:30am-4:30pm

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

Safe spaces
For Women & Girls

GFDLP
Buea, Limbe2
Phone: 675 052 010/ 676 755 912
Open: Tues-Frid
8:am-5pm

BAWAC
FAKO
Phone: 678674242
Open: Tue-Sat

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: Tues-Frid 8am-5pm

Emergency Basic Need Support

REWSDA
Muyuka
Phone: 66 75 39 418/ 676 283 112
Open: Sat 4- 6pm
Buea
Phone: 65108699/ 699 3434 23
Open: Mon /3-5pm
Tiko
Phone: 651 08 61 99/ 651086199
Open: Fri / 3-5pm

PEP Africa
Buea: 677 179 743
Limbe1
Phone: 677 791 340
Limbe2
Phone: 672 542 733
Limbe3:
Phone: 671 542 682
Tiko
Phone: 679 599 651
Muyuka
Phone: 665 653 195
Idenua:
Phone: 671 155 141
Open: 8:30am-4:30pm

Division: Fako
### Legal assistance
Service provider not available

### Economic Empowerment

<table>
<thead>
<tr>
<th>Type of Services</th>
<th>Details of Organizations/facilities referral focal point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psycho Social Support</td>
<td>AMEF Kumba Phone: 675 763 303 674 339 856 Open: Mon-Sat 6am-7pm</td>
</tr>
<tr>
<td></td>
<td>CAPEC Kumba2 Phone: 669 391 344 Open: Tue-Fri 8am-4pm</td>
</tr>
<tr>
<td></td>
<td>IRC Kumba1 Phone: 685 135 064 685 135 063 685 161 398 Open: Tues-Frid 8am-6pm Sat: 8am-12pm</td>
</tr>
<tr>
<td></td>
<td>INTERSOS/UNHCR Kumba 1, 2, 3, Mbonge, Konye Phone: 685 133 293 Open: Tues–Frid 8am – 6pm Sat: 8am – 12pm</td>
</tr>
<tr>
<td></td>
<td>ECOCAM Mbonge Phone: 676 950 667 Open: Wed- Fridays</td>
</tr>
</tbody>
</table>

### Safe spaces for Women & girls
Service provider not available

### Emergency Basic Need Support

<table>
<thead>
<tr>
<th>Division: Kupe Manenguba</th>
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<th>Division: Meme</th>
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<tr>
<th>Psycho Social Support (for adults)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFRINET Tombel, Nguti Phone: 675 04 65 60 Open: Mon-Frid</td>
</tr>
<tr>
<td>PEP Africa Tombel, Bangem Phone: 674 400 461 Open: 8:30am-4:30pm</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Psycho Social Support (for children)</th>
</tr>
</thead>
<tbody>
<tr>
<td>REACH OUT Kumba2, 3, Mbonge, Konye Phone: 676-306-075 Open: Tues-Frid- 8:30am-4pm</td>
</tr>
<tr>
<td>Caritas Diocese Kumba1, 2, 3, Konye Phone: 653 669 679 Open: Tues-Frid- 8:30am-5pm</td>
</tr>
<tr>
<td>INTERSOS/UNHCR Kumba 1, 2, 3, Mbonge, Konye Phone: 685 133 293 (support Cost for health care) Open: Tues–Frid 8am – 6pm Sat: 8am – 12pm</td>
</tr>
</tbody>
</table>
**Division: Meme**

**Health care**

- **CAPEC**
  - Kumba 1
  - Phone: 677 562 383
  - Open: Tue-Fri 8am-4pm

- **Baptist Hospital /UNFPA Kumba**
  - Phone: 672 095 224
  - Open: 24/7

- **Presbyterian General Hospital Kumba**
  - Phone: 670 532 716
  - Open: 24/7

- **District Hospital Kumba**
  - Phone: 677 815 164
  - 675 608 372
  - Open: 24/7

- **IRC Kumba 1**
  - Phone: 685 135 065
  - 685 135 064
  - Open: Tues-Sun/8:30-

- **Matondo Konye**
  - Phone: 674 854 041
  - Open: 24/7

**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 Kumba 3**
  - Phone: 677 562 383
  - Open: Tue-Fri 8am-4pm

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

**Economic Empowerment**

- **Reach Out Kumba I, II, III, Mbang and Konye**
  - Phone: 676-306-075
  - Open: Tue-Fri 8:30am-4pm

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

- **ECOCAM Mbang**
  - Phone: 676 950 667
  - Open: Wed-Frid

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

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

**Safe Shelter**

- Service provider not available
### Emergency Basic Need Support

<table>
<thead>
<tr>
<th>Organization</th>
<th>Details</th>
<th>Phone Numbers</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safe spaces</strong> For Women &amp; Girls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CARE International</strong></td>
<td>Ekombe, Mbonge</td>
<td>673 380 261</td>
<td>Tue-Fri 8am-5pm</td>
</tr>
<tr>
<td><strong>IRC</strong></td>
<td>Kumba</td>
<td>685 135 065; 685 135 064</td>
<td>Tue-Sun 8:30am-4:30 pm</td>
</tr>
<tr>
<td><strong>NRC</strong></td>
<td>Mbonge</td>
<td>685 135 251; 685 135 315; 685 135 337</td>
<td>Tues-Fri 8am-5pm</td>
</tr>
<tr>
<td><strong>PEP Africa</strong></td>
<td>Kumba</td>
<td>674 400 461</td>
<td>8:30am-4:30pm</td>
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</table>

### Division: Manyu

<table>
<thead>
<tr>
<th>Organization</th>
<th>Details</th>
<th>Phone Numbers</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INTERSOs/UNHCR</strong></td>
<td>Mamfe Central, Eyumbojock, Upper Bayang</td>
<td>685 132 051</td>
<td>Tues-Fri 8am-6pm; Sat 8am-12pm</td>
</tr>
<tr>
<td><strong>CMA Eyumbojock</strong></td>
<td>Eyumbojock</td>
<td>674 107 603</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>CMA Ossing</strong></td>
<td>Eyumbojock</td>
<td>653 491 125</td>
<td>Open: 24/7</td>
</tr>
</tbody>
</table>

### Division: Meme

<table>
<thead>
<tr>
<th>Organization</th>
<th>Details</th>
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<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Living Green</strong></td>
<td>Kumba</td>
<td>676 884 010; 673 936 006</td>
<td>Tue-Sun 8am-4pm</td>
</tr>
<tr>
<td><strong>ECOCAM</strong></td>
<td>Mbonge</td>
<td>676 950 667</td>
<td>Wed-Fri</td>
</tr>
<tr>
<td><strong>CHAMEG</strong></td>
<td>Mamfe central</td>
<td>675 079 250</td>
<td>Tues-Fri 9:30-4:30pm</td>
</tr>
<tr>
<td><strong>Lukmef/UNFPA</strong></td>
<td></td>
<td>678 446 644</td>
<td>Mon-Fri/Sat 8am-5pm</td>
</tr>
</tbody>
</table>

### Psycho Social Support

**Psycho Social Support for adults**

<table>
<thead>
<tr>
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<tr>
<td><strong>Lukmef/UNFPA</strong></td>
<td></td>
<td>678 446 644</td>
<td>Mon-Fri/Sat 8am-5pm</td>
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**Psycho Social Support for children**

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<tr>
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<th>Phone Numbers</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>INTERSOs/UNHCR</strong></td>
<td>Mamfe Central, Eyumbojock, Upper Bayang</td>
<td>685 132 051</td>
<td>Tues-Fri 8am-6pm; Sat 8am-12pm</td>
</tr>
</tbody>
</table>

### Health Care

<table>
<thead>
<tr>
<th>Facility</th>
<th>Details</th>
<th>Phone Numbers</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>District Hospital</strong></td>
<td>Mamfe</td>
<td>679 222 324</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>Kembong HC</strong></td>
<td>Eyumbojock</td>
<td>675 189 001</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>Tinto HC</strong></td>
<td>Eyumbojock</td>
<td>675 550 222</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>CMA Eyumbojock</strong></td>
<td>Eyumbojock</td>
<td>674 107 603</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>CMA Ossing</strong></td>
<td>Eyumbojock</td>
<td>653 491 125</td>
<td>Open: 24/7</td>
</tr>
<tr>
<td><strong>CMA</strong></td>
<td>Tinto</td>
<td>675 550 222</td>
<td>Open: 24/7</td>
</tr>
</tbody>
</table>


**Mental Health**

- Service provider not available

**Safe Shelter**

- Service provider not available

**Safe Spaces for women and girls**

- Service provider not available

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**Legal assistance**

- CHAMEG
  - Mamfe Central, Akwaya, Eyumojock
  - Phone: 674817437
  - Open: Tues-Fri 8:30am-5pm

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**Economic Empowerment**

- CHAMEG
  - Mamfe Central
  - Phone: 675 079 250
  - Open: Tues-Fri 9:30am-4:30pm

- IRC
  - Ekondi Titi
  - Phone: 685 135 065, 685 161 398
  - Open: Mon-Sat 8am-4pm

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**Emergency Basic Need Support**

- NRC
  - Mamfe central
  - Phone: 685 135 251, 685 135 315
  - Open: Tues-Fri 8-5pm

- INTERSOS
  - Mamfe, Upper Bayang
  - Phone: 685 132 051
  - Open: Tue-Fri 8am-5pm

- Lukme/UNFPA
  - Phone: 678 446 644
  - Open: Mon-Fri 8am-5pm

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**Division: Manyu**

**Mental Health**

- Service provider not available

**Safe Shelter**

- Service provider not available

**Safe Spaces for women and girls**

- Service provider not available

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**Division: Ndian**

**Psycho Social Support**

- IRC
  - Ekondo Titi
  - Phone: 685 135 065, 685 161 398
  - Open: Mon-Sat 8am-4pm

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**Psycho Social Support (for Children)**

- Service provider not available

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**Health care**

- **District Hospital**
  - Mundemba
  - Phone: 669 960 749, 675306623
  - Open: 24/7

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

- **Ekondo Titi HC**
  - Mundemba
  - Phone: 679 823 010
  - Open: 24/7

- **Pamol**
  - Mundemba
  - Phone: 679 286 621
  - Open: 8am-5pm

---

**Health care**

- **Baptist Health Center**
  - Mamfe
  - Phone: 653 350 017
  - Open: 7am-3pm
## Mental health
- Service provider not available

## Safe Shelter
- Service provider not available

## Legal assistance services
- Service provider not available

## ECONOMIC EMPOWERMENT
- Service provider not available

## Safe spaces for Women & girls
- Service provider not available

### Division: Ndian

<table>
<thead>
<tr>
<th>Service</th>
<th>Provider Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRC</td>
<td>Mamfe central, Ekondo-Titi Phone: 685 135 251/685 135 315 Open: Tues-Frid – 8am-5pm</td>
</tr>
<tr>
<td>CARE International</td>
<td>Ekondo Titi Phone: 673 380 261 Open: Tue-Frid / 8am-5pm</td>
</tr>
<tr>
<td>IRC</td>
<td>Kumba1 Phone: 685 135 065 / 685 161 398 Open: Tues-Fri / 8:am-5pm</td>
</tr>
</tbody>
</table>

## Psycho Social Support (adults)
- Service provider not available

## Psycho Social Support (children)
- Service provider not available

## Medical/health care SERVICES
- Service provider not available

## Mental health
- Service provider not available

## Safe Shelter
- Service provider not available

## Legal assistance services
- Service provider not available

## ECONOMIC EMPOWERMENT
- Service provider not available

## Safe spaces for Women and girls
- Service provider not available

## Emergency Basic need support
- Service provider not available

### Division: Lebialem

<table>
<thead>
<tr>
<th>Service</th>
<th>Provider Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psycho Social Support (adults)</td>
<td>- Service provider not available</td>
</tr>
<tr>
<td>Psycho Social Support (children)</td>
<td>- Service provider not available</td>
</tr>
<tr>
<td>Medical/health care SERVICES</td>
<td>- Service provider not available</td>
</tr>
<tr>
<td>Mental health</td>
<td>- Service provider not available</td>
</tr>
<tr>
<td>Safe Shelter</td>
<td>- Service provider not available</td>
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<tr>
<td>Legal assistance services</td>
<td>- Service provider not available</td>
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<tr>
<td>ECONOMIC EMPOWERMENT</td>
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<tr>
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<tr>
<td>Emergency Basic need support</td>
<td>- Service provider not available</td>
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</table>

### Key Contacts

#### GBV Sub Cluster Coordination – NWSW Cameroon
- Aliou MAIGA, GBV SC Coordinator Email: amaiga@unfpa.org
- Julita Kongnyuy, GBV Expert Email: julita@unfpa.org

#### GBV Sub Sector Lead
- Angelique Dikoume Email: adikoume@unfpa.org
ANNEX: GBV Key messages

1. Multiple factors including their expected role as caregivers, their representation in the health workforce 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. Do not feel ashamed to ask for help. If you feel like talking about what you have experienced 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.