



MANUAL FOR GOOD PRACTICES IN ASSISTANCE TO APM, UXO AND IED VICTIMS

COLOMBIA 2007-2009



Presidential Program
for Mine Action



UNIÓN EUROPEA



Vice Presidency
of the Republic

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The opinion and comments expressed by the organizations that postulated the projects hereby presented do not represent the position of the National Government of Colombia, the office of the Vice-president or the Presidential Program for Mine Action.

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CONTENT

4 VICTIMS' ASSISTANCE: A SHARED COMMITMENT VICE-PRESIDENT FRANCISCO SANTOS CALDERÓN

5 5 NEW CHALLENGES OF COMPREHENSIVE ASSISTANCE TO VICTIMS ANDRÉS DÁVILA LADRÓN DE GUEVARA PAICMA DIRECTOR

6 INTRODUCTION: "GUARANTEEING EFFECTIVE ENJOYMENT OF ANTIPERSONNEL MINE VICTIMS' RIGHTS IN COLOMBIA"

GOOD PRACTICES

- 8 COLOMBIAN CAMPAIGN AGAINST MINES** "VICTIMS ASSISTANCE AVCO 2008"
- 10 CARDIO-NEURO-MUSCULAR REHABILITATION CENTRE OF NORTE DE SANTANDER**
"FUNCTIONAL AND PROFESSIONAL REHABILITATION AND PROSTHESIS PROVISION
FOR THE SOCIAL AND LABOUR INTEGRATION OF APM, UXO AND IED VICTIMS."
- 12 FUNDACIÓN MI SANGRE** "PLAN HERMANO PILOT"
- 14 FUNDACIÓN TIERRA DE PAZ** "SUPPORT TO VICTIMS OF ANTIPERSONNEL MINES (APM),
UNEXPLODED ORDNANCE (UXO) AND IMPROVISED
EXPLOSIVE DEVICES (IED) AND THEIR FAMILIES - AVM"
- 16 ANTIOQUIA GOVERNOR'S OFFICE** "INSTITUTIONALIZATION AND SUSTAINABILITY
IN MINE RISK EDUCATION AND BIO-PSYCHOSOCIAL ASSISTANCE TO APM
AND UXO VICTIMS THROUGH EDUCATORS AND HEALTH CARE STAFF IN
PRIORITY MUNICIPALITIES IN THE DEPARTMENT OF ANTIOQUIA"
- 18 ANTIOQUIA GOVERNOR'S OFFICE - GOVERNMENT SECRETARIAT** "IMPLEMENTATION OF THE MUNICIPAL
MINE ACTION PLAN IN ANTIOQUIA'S MUNICIPALITIES"
- 20 HANDICAP INTERNATIONAL** "ASSISTANCE TO CIVILIAN VICTIMS OF ANTIPERSONNEL MINES (APM)
AND UNEXPLODED ORDNANCE (UXO) IN COLOMBIA"
- 22 SAN VICENTE DE PAUL UNIVERSITY HOSPITAL** "HEALTH ASSISTANCE TO APM, UXO AND IED VICTIMS:
A MATTER OF RIGHTS IN THE SAN VICENTE DE PAUL
UNIVERSITY HOSPITAL."
- 24 PENSAR INSTITUTE - JAVERIANA UNIVERSITY** "SPECIAL PROGRAM OF LEGAL AND PSYCHOLOGICAL
SUPPORT TO CIVILIANS AND RETIRED MILITARY MEN,
SURVIVORS OF ACCIDENTS CAUSED BY APM,
UXO AND OTHER EXPLOSIVE DEVICES.
- 26 JICA JAPANESE INTERNATIONAL COOPERATION AGENCY** "STRENGTHENING OF THE COMPREHENSIVE
REHABILITATION SYSTEM FOR PERSONS WITH DISABILITIES,
ESPECIALLY ANTIPERSONNEL MINE VICTIMS"
- 28 MERCY CORPS** "COMPREHENSIVE ASSISTANCE TO ANTIPERSONNEL MINE
VICTIMS OF THE COLOMBIAN CONFLICT".
- 30 COMPREHENSIVE MINE ACTION PROGRAM OF THE ORGANIZATION OF AMERICAN
STATES IN COLOMBIA** "PARTICIPATION OF ANTIPERSONNEL MINES SURVIVORS
IN THE III IBEROAMERICAN FIDES-COMPENSAR
SPECIAL OLYMPICS"
- 32 PROGRAM FOR THE ASSISTANCE TO VICTIMS OF THE ARMED CONFLICT - MEDELLIN MAYOR'S OFFICE**
"PROGRAM FOR THE ASSISTANCE TO VICTIMS OF THE ARMED CONFLICT"
- 34 SEEDS OF HOPE NATIONAL NETWORK - CIREC FOUNDATION**
"SEEDS OF HOPE NATIONAL NETWORK"
- 36 NATIONAL SECRETARIAT PASTORAL SOCIAL** "EDUCATION ON RISK AND ASSISTANCE TO APM-UXO
VICTIMS IN SOUTHWEST COLOMBIA"
- 38 COLOMBIAN RED CROSS SOCIETY** "STRENGTHENING THE CIVIL POPULATION'S RESPONSE CAPACITY
TO FACE ANTIPERSONNEL MINES AND UNEXPLODED ORDNANCE
(APM/UXO) IN COLOMBIA".
- 40 ANTIOQUIA UNIVERSITY - SCHOOL OF MEDICINE** "TELEMAP"



VICTIMS' ASSISTANCE: A SHARED COMMITMENT

Today, ten years after the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction entered into force, we face a new challenge: guaranteeing the reestablishment of the Rights of victims and communities affected by these artefacts, as well as favouring the recovery of the economic and social development in these, the most affected areas, from the presence or suspicion of existence of antipersonnel mines.

The thousands of men, women and children that are still at risk from the presence of these artefacts, as well as the communities that have had their rights for free mobility, development and enjoyment of the minimum conditions of wellbeing limited, are at the centre of this complex reality and the priority of the Colombian Government's actions. In this order of ideas, we have been working to improve the population's living conditions, even though we are aware that there is still a long way to go before we can achieve the full social inclusion of these Colombians.

Actions in victims' assistance have not been exclusive to the Government. On the contrary, civil society organizations and the international community have played a fundamental role in Colombia during the assistance, rehabilitation and inclusion processes of this section of the population. Therefore, we want to use the Cartagena Summit to show the entire world how the coordinated work between the Government, civil society, the private sector and the international community has led to decisive progress in Mine Action.

This manual is proof of an entire country's commitment to containing the devastating effect of this burden. Therefore, I proudly present this selection of projects that will show you the details of the efforts made by social organizations, Governmental and non-governmental organizations, international organizations and international cooperation, with the decisive support and coordination of the Presidential Program for Mine Action (PAICMA), with the sole purpose of achieving the shared goal of a mine-free world.

Francisco Santos Calderón
Vice-President of Colombia

NEW CHALLENGES OF THE COMPREHENSIVE VICTIMS ASSISTANCE



2009 has represented an experience and an opportunity for comprehensive mine action in Colombia, as has been pointed out on numerous occasions and in different stages, not only because of the Second Review Conference, but also because of the convergence of processes, projects and events developed throughout the year. In 2009, the management and execution capacity of the entire mine action community has been challenged in its strength, capacity, knowledge and, above all, in its ability to adapt to new demands and conditions.

Comprehensive victims' assistance is one of the cornerstones of integrated mine action, but it also raises great concern for being one of the issues with greater deficiencies and difficulties, despite the great possibilities granted by the existing health system in this context.

Progressively, and fuelled by several events that have modified integrated mine action, from an improvement and qualification perspective, comprehensive assistance to victims has risen as an immediate and urgent challenge, with mid and long term implications. A new space of action has been opened by the reparation through the administrative channel, the writs of the Constitutional Court answering to Ruling T-025 of 2004, the culmination of several projects from organizations and the search for continuities and synergies among organizations and programs, supported by the articulation and coordination perspective of the Presidential Program for Mine Action.

In the International Seminar on Comprehensive Victims Assistance, held this past August in Medellín, the proposal was to target the effective enjoyment of rights and the differential assistance approach. This, without a doubt, forces us to revise the strengths and weaknesses of what we have today. Comprehensive Victims' Assistance is probably one of the weakest areas of Mine Action, despite the fact that there are excellent experiences, great efforts and a will to learn, correct and improve.

The existence of experiences aimed at the reestablishment and effective enjoyment of victims' rights has led to this summons on Good Practices. The projects proposed for this Handbook, plentiful despite the brief summons period, were submitted to a complex assessment and selection process, with the result that we present to you in this document. We do not consider this publication exempt from errors or omissions in selection, but we do consider it a first structured point of reference, subject to be consulted, questioned and improved, in such a way that it contributes to the massive task of effectively and efficiently solving comprehensive victims' assistance.

INTRODUCTION

GUARANTEEING EFFECTIVE ENJOYMENT OF ANTIPERSONNEL MINE VICTIMS' RIGHTS IN COLOMBIA

67

¹ Assistance to victims of violence in Colombia is mainly regulated by Law 418 of 1997, which contemplates assistance measures such as humanitarian aid and preferential access to health, credit, housing and education programs. This legislation has been complemented with the rules established in Decrees 3990 of 2007 and 1290 of 2008, in terms of health care assistance and other aids from the Government to the victims of violence and the Reparation Program through administrative way, respectively.

² Available at http://www.accioncontraminas.gov.co/documentos/ruta_atencion.pdf. on-line on November 9th, 2009.

³ Available at http://www.accioncontraminas.gov.co/documentos/Politica_Nacional_Accion_Integral_contra_Minas_Antipersonal.pdf. on-line on November 9th, 2009.

⁴ These categories are: Human Development Index (includes health, wellbeing and income measures), mental wellbeing, and empowerment in the face of deprivation situations, political freedom, social relationships, communities' wellbeing and leisure, inequality, work conditions, training conditions, political safety, economical safety, environmental conditions.

⁵ Rights at risk from the presence and/or suspected presence of APM, UXO and/or IED include: food, mental and psychological health, access to favourable and safe education and work conditions, appropriate housing and safe return processes, freedom of movement and association, political participation, equitable access to public utilities and participation in religious and cultural life.

⁶ Rights at risk from the presence and/or suspected presence of APM, UXO and/or IED include: food, mental and psychological health, access to favourable and safe education and work conditions, appropriate housing and safe return processes, freedom of movement and association, political participation, equitable access to public utilities and participation in religious and cultural life.

⁷ Law 1346 of July, 2009.

Traditionally, Comprehensive Victims' Assistance (VA) to Antipersonnel Mines (APM), Unexploded Ordnance (UXO) and/or Improvised Explosive Devices (IED) victims in Colombia has been understood in terms of the State's foreseen coverage, generated from different legal processes, to which the population is entitled in virtue of their status as victims of violence¹. For operational effects only, this offer has been compiled in the "Assistance Route to APM, UXO and/or IED victims"², a tool that lists the State programs to which APM/UXO/IED victims are entitled, as well as the proceedings and requirements for each one of the cases.

Recent developments have demanded a redefinition and extension of this approach. Firstly, through the Nairobi 2004 – 2009 Plan, approved within the Framework of the First Review Conference of the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction, the State Parties committed themselves to generating and strengthening national programs for comprehensive assistance to antipersonnel mines. In virtue of this mandate, aside from the functions attributed to the Inter-Ministerial Commission for Mine Action (CINAMAP) as National Authority and the Presidential Program for Mine Action (PAICMA) as its technical secretary, a policy framework for the 2009-2019 period was adopted and approved by the National Economic and Social Policy Council (CONPES), through document 3567 of 2009³.

In reference to VA, the policy framework: (i) recognized that these artefacts hinder the fulfilment of Human Development⁴ in the communities and individuals directly and indirectly affected; and (ii) established, as a principle for Mine Action in Colombia (AICMA), the reestablishment and Effective Enjoyment of Rights of communities affected by the presence or suspected existence of antipersonnel mines⁵, taking into account the precise needs and realities of specific groups under particularly vulnerable conditions.

Secondly, with the ratification of the Convention on the Rights of People with Disabilities, on July 2009⁶, Colombia made a commitment to an ambitious agenda, aimed at guaranteeing the population's Effective Enjoyment of their Rights (GED), considering that virtually all survivors of accidents with APM, UXO or IED acquire some sort of physical or mental limitation that makes their participation in society more difficult. The implementation of strategies to guarantee the fulfilment of these commitments represents an additional challenge of great importance for all AICMA actors in Colombia.

Thirdly, the development of what was established in Ruling T-025 of 2004, with regards to the protection and assistance of forced displacement victims, the Honourable Constitutional Court has pointed out the need to incorporate into the AICMA some special measures to guarantee the protection and GED of specific populations (boys and girls, people with disabilities and ethnic groups) which are particularly vulnerable to APM/UXO/IED.

Within this context, the weaknesses of the victims' assistance approach from the service offer's perspective are evident. This approach assumes that the offer of programs included in the "Assistance Route" is enough to guarantee the full reestablishment of the victims' rights, and that the efforts must focus on complementing the offer's gaps and on eliminating the barriers that stop the victims from effectively accessing them.

Even though ambitious, necessary and yet to be fulfilled, this objective is not in itself enough. The "Assistance Route" is not aimed at the reestablishment of rights because: (i) it focuses on the institutions' sector offer and not on its impact over the victims' GED; (ii) it does not include specific actions for populations particularly vulnerable to direct or indirect affectations by APM/UXO/IED, such as boys, girls and ethnic groups; (iii) it does not cover special measures to guarantee the exercise of key rights such as participation, truth, justice and reparation; and, (iv) it limits the concept of reintegration to income generation, ignoring the ample meaning of the concept of social and economic inclusion contemplated in the Convention on the Rights of People with Disabilities, which includes issues such as accessibility in public spaces, inclusive schools and participation in public life, among other issues.

From this perspective, the need to have and to implement a new approach that expands the definition and scope of Comprehensive Assistance to Victims of antipersonnel mines has been foreseen, so that effective and sustainable actions are implemented, facilitating the reestablishment and effective Enjoyment of Rights by the victims, considering their specific needs in terms of age, gender, ethnicity and disability.

With this in mind, the Government and other AICMA participants must agree on the content and reach of the rights, and they must concentrate their efforts on their reestablishment, respect, protection and guarantee. This concentration, in the process of which victims' active participation must be guaranteed, should include: (i) the definition of measurable and quantifiable criteria that allow the added impact of the efforts to guarantee the victims' GED to be established; and (ii) the definition of the necessary actions and synergies for its implementation and appropriation in the AICMA community.

The AICMA in Colombia should focus on moving towards the generation of conditions that make the victims' GED possible. The PAICMA calls on all the humanitarian and civil society organizations to join this purpose. This move will not solve the current problems of assistance to APM/UXO/IED victims per se. On the contrary, the incorporation of the GED as the main principle will generate more and greater challenges in areas that have not yet been much explored by AICMA actors in Colombia.

This Manual gathers a representative and non-exhaustive sample of seventeen projects pointing in this direction. These projects, executed between 2007 and 2009, were suggested by several civil society organizations, Government institutions, as well as national and international agencies and private companies involved in assistance to APM/UXO/IED victims within the framework of a wide summons to AICMA actors in Colombia. The selection of the sample included in this publication was based on specific criteria related to each project's input for the reestablishment and effective enjoyment of the victims' rights; their proposal in terms of differential assistance approaches; their feasibility, efficiency and sustainability; their degree of integration with local governments and base organizations; and their possibility of replication.

The PAICMA expects this Manual to be a useful tool through which these significant efforts are highlighted, with the final purpose of favouring their continuity, reproducibility and articulation with other interventions aimed at assisting APM/UXO/IED victims in Colombia.

COLOMBIAN CAMPAIGN AGAINST MINES

www.colombiasinminas.org

VICTIMS ASSISTANCE AVCO 2008



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Non Governmental	TYPE OF INSTITUTION	LOCATION
Operator	INSTITUTION'S ROLE WITHIN THIS PROJECT	<ul style="list-style-type: none">•Antioquia•Chocó•Cesar•Cauca•Nariño•Valle del Cauca,•Cundinamarca,•Santander. 
Moviment Per La Pau y Spanish Agency for International Development Cooperation (AECID)	OTHER INSTITUTIONS INVOLVED IN THE PROJECT	
02/01/2008	PROJECT'S START DATE	
08/01/2009	PROJECT'S END DATE	
154 direct victims of APM/UXO.		
BENEFICIARIES		

89

Initially, the project's actions were aimed at working for the guarantee of rights, covering gaps such as the lack of economic resources so that the survivor and their companion, if necessary, can travel to the health centers and access to hospital and rehabilitation assistance. Likewise, the project looked to promote the right to life and health by promoting the best assistance in processes, through dialogue with the health staff and the representatives' offices.

Also, assessment and support was contemplated within the project so that the survivors could know their rights and how to make them effective, as well as the proceedings to access humanitarian aids and indemnities. The project also looked to improve the effective enjoyment of the right of work, a life with dignity and socioeconomic reintegration after the rehabilitation process, taking into account that it implies long term actions in which many actors intervene and that this project is framed into a continuous training and support process that looks for survivors and civil society to recognize that they are subjects of rights.

The project contributed to the restitution of the victims' rights through:

- Proceedings to achieve an effective access in comprehensive assistance, location and on site identification of the survivors and their families.

- Guidance to the survivors and their families regarding their rights and support when claiming them.
- Work emphasized on comprehensive assistance, through the generation of alliances and strategies so that the survivors duly receive hospital assistance, physical, psychological and social rehabilitation. To achieve this objective, it is indispensable to provide financial support to the survivor, and if necessary, to his companion, for transport, accommodation and food expenses.
- Assessment in the proceedings to obtain humanitarian aid through Acción Social and indemnities from Fidufosyga, with the support of departmental coordinators.
- Strengthening of civil, social and political structures to improve comprehensive action to survivors, as well as the diffusion of the legislative content related to APM/UXO and with the participation of the different victims associations: in Antioquia, Segovia AMAPMAS; in Nariño, Cumbitara ASODI-SAC, in Chocó, Itsmina ASOVISAM and in Santander, ASONUVI.
- Discussion spaces with volunteer students from the Nuestra Señora de la Consolación School in Cundinamarca on the Convention on the Prohibition of the Use of antipersonnel mines, the use of APM and UXO in Colombia and the consequences for civilian population.
- Awareness, prevention and assistance route workshops with the Municipal Youth Network (RJM Spanish initials), and with the social projection group of the Universidad Mariana



in Nariño.

- Visits to the health institutions and the representative's offices to generate awareness on the laws and competences of the actors that intervene in the comprehensive assistance of APM/UXO victims.

In terms of the alliances or the articulation with the municipal or departmental government promoted by the project it is important to highlight the following:

- There was positive dialogue between the departmental coordinators and the managers of health provider institutions, representatives, mayors, government secretaries and other employees from competent organisms in assisting APM/UXO at a municipal and departmental level.

- An articulation and coordination process has started with governmental and non governmental institutions that assist victims, through the exchange and revision of lists of assisted victims and actions executed at a national, departmental and local level, including the International Committee of the Red Cross (ICRC), Handicap International, Pastoral social, Colombian Red Cross and the Colombian Centre for Integrated Rehabilitation (CIREC).

- The coordinators, and in some cases, the survivors, participated in the Municipal or Departmental AICMA Committee meetings in subjects such as socialization of the national public policy, the design of departmental action plans and other actions generated in the work tables.

The most important results of the project have been the following:

- Support was rendered to 154 APM/UXO victims who received assistance in different health processes and guidance in their rights as APM/UXO victims.

- A database to systematize the beneficiaries' complete information was created, validated and standardized with the Information Management System for Mine Action (IMSMA), managed by the PAICMA.

- Associations and volunteer groups that worked on rights and legislation issues, awareness of the APM/UXO problematic in Colombia and assistance route were created and strengthened.

- There was participation in Local and Departmental Multi-sectoral Committees, aiming to start articulation, coordination and visualization processes for the APM/UXO situation.

- Weaknesses such as a lack of knowledge by victims and their families of their rights; fear to report the event and negligence from mayors and representatives to inform about the victims' and their families' rights, as well as difficulties to issue the certification of the event were identified. In order to counteract this situation, dialogue was established with all the actors on the rights and competence issues so as to make them aware of the issue's magnitude.

- Difficulties were identified in the assistance route to answer the needs of the victims and their families, since the mechanisms and procedures do not operate with the required opportunity and efficiency.

- The deficiencies identified among the actors that intervene in AICMA were socialized with the objective of adapting the assistance route to the context of each region.

The principal lessons learnt from the project are:

1. It is necessary to continue providing economic support for transportation, accommodation and food expenses required by the survivors and their companions so they have access to comprehensive assistance, but without substituting the State's obligations.

2. It is important to work in an articulated and coordinated manner with the different governmental and non governmental institutions that provide assistance to victims in the national, departmental and local levels so as to strengthen processes, generate installed capacity, increase sustainability and rationalize resources that allow a greater benefit to the affected population.

3. Continuous work with the survivors on their rights and the correct way to exercise them is required. Likewise, it is important to create alliances with the institutions to assume competencies and generate an answer to the vital needs of the affected population, which allows the progressive development of a degree of sustainability of actions that improve the comprehensive action.

4. The performed actions must be systematized with a minimum amount of relevant, strict and quality information that considers the differential approach, allows generating diagnosis of the situation and progressing in the monitoring and follow-up of the population victim of APM/UXO accidents as an input to generate more efficient actions, projects and programs in the intervention of the affected population.

This project was implemented to fulfil needs that the State does not cover, such as transportation, accommodation and food expenses for the survivor, so that these aids allow them to access the health assistance processes covered by the law.

The project included activities for the diffusion and guidance in rights were performed, looking for all population groups affected by APM/UXO to be recognized as subjects of rights, in addition to define them as collectiveness worthy of more participation with greater influence in the guarantee of their rights. In addition, agreements were established with entities that provide accommodation and food services with dignity and with an environment that offers favourable conditions that facilitate the health assistance processes for the survivor.

Lastly, it is important to add that the execution of this type of projects is relevant and necessary for any type of population affected by APM/UXO accidents.

CARDIO-NEURO MUSCULAR REHABILITATION CENTRE OF NORTE DE SANTANDER

www.crns.gov.co

FUNCTIONAL AND PROFESSIONAL REHABILITATION AND PROSTHESIS PROVISION FOR THE SOCIAL AND LABOUR INTEGRATIONS OF APM, UXO AND IED VICTIMS.



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TYPE OF INSTITUTION	LOCATION
Governmental	
INSTITUTION'S ROLE WITHIN THIS PROJECT	
Operator	
OTHER INSTITUTIONS INVOLVED IN THE PROJECT	
Colombian Campaign Against Mines (CCCM), International Committee of the Red Cross (ICRC), World Food Programme (WFP), Universidad Libre, Departmental Committee for Handicap Assistance (Allies).	• Norte de Santander
PROJECT'S START DATE	
8/4/2008	
PROJECT'S END DATE	
8/2/2010	
BENEFICIARIES	
71 APM victims and 2 UXO victims.	MUNICIPALITIES Cúcuta, Tibú, Teorama, Hacarí, San Calixto, Convención, El Tarra, Sardinata, Cáchira, Abrego, Ocaña y El Carmen.



The current model for assisting people with disabilities adopted by the Health Social Security General System in Colombia (SGSSS) is a non comprehensive model that does not appropriately difference between illness and disability. Therefore, the users are assisted in a fragmented way, with incomplete processes that do not include their families, limiting the functional and professional rehabilitation process and in consequence their access to health, dignity and equality and an adequate life quality level for themselves and their families.

This project is based on the principle that victims of Antipersonnel mines (APM), unexploded ordnance (UXO) and Improvised explosive devices (IED) require a continuous and comprehensive functional and professional rehabilitation process that allows them to have a normal role within the community and the labour market, overcoming their roles as victims and promoting their social and work integration.

Functional and professional rehabilitation looks to develop, improve or restore the functional physical, psychological, mental or social capacities; achieve an improvement in the life quality and the full reintegration of the people with disabilities to the familiar, social and occupational means, through therapeutic, educational, training and social processes. This, to guarantee

the full exercise of the rights to life, health, income generation and equality in participation and opportunities within the social environment of APM, UXO and IED victims.

The project understands the family's participation as very important within the rehabilitation, social and occupational process of the individual in situation of disability.

The Project includes the following alliances and mechanisms of articulation:

-The Rehabilitation Centre is an active member of the Departmental Committee for APM/UXO victims assistance and is responsible for the comprehensive rehabilitation process and the provision of prosthesis in Norte de Santander.

-The Rehabilitation Centre has an agreement with the International Committee of the Red Cross (ICRC) to strengthen the prosthesis and technical assistance workshop.

- An agreement was executed with the World food Program (WFP) to deliver groceries.

-The Colombian Campaign Against Mines (CCCM)

develops a support process with mine victims.

- The Universidad Libre provides support with a Legal Counselling Office service that includes a consultant lawyer.

The project's most important results have been the following:

- The implementation of the functional and professional rehabilitation process was developed through the design of assistance protocols and with the intervention of an interdisciplinary team.

- The functional, physical, mental and social capacity of the people with disabilities were fully developed, allowing them greater autonomy and independence in their family and social setting.

- The professional rehabilitation process has evaluated the residual individual potentials and the occupational aptitudes and expectations to establish occupational diagnoses with the objective of developing a professional orientation that answers to the capacities and expectations of a person with disabilities and to the real training opportunities, allowing the person to choose the best option for their social and labour integration and training.

- The integration of victims to social, sports and cultural programs and the participation of the family throughout the rehabilitation process have been fostered.

- The victim's skills and capacities have been stimulated by offering the necessary knowledge to develop them, aimed at guaranteeing their productive relocation and integration to the labour market in ideal competence conditions and according to their potential.

This Project can be executed in any type of population with motor, sensory and cognitive disability, once the functional rehabilitation process has ended and the patient is evaluated through an occupational program that analyzes skills, cognitive, perceptual and motor (fine/gross motor skills) processes, education, work experience, training and occupational performance courses.

It is important to guide patients towards discovering their own individual and social skills and strengthen their residual capabilities, being self-sufficient and contributing throughout the process. Likewise, it must be taken into account that professional rehabilitation should be comprehensive and all the aspects must be contemplated so as to ensure that the person is fully prepared for assuming its social and productive role.

The most important lesson learnt within the project is that disability is not a limitation. Through the functional and professional rehabilitation, both physical and mental recovery are achieved, as well as the orientation, training and selective placement, which enables a person with disabilities to obtain and retain a suitable job, make improvements and attain social and work reintegration.

Other lessons learnt from the project include:

- It is important to standardize processes. Therefore, the project developed a protocol of professional and functional rehabilitation for mine victims.

- The development of a trained and certified interdisciplinary team for the rehabilitation process is required. The support of institutions that provide rehabilitation services is fundamental for this purpose. In this regard, the process had the support of the National Institute for the Blind (INCI) and received theoretical-practical training from Slovenia, aside from the collaboration of different entities regarding update seminars for the professionals.

- The National Learning Service (SENA) is an important ally in order to promote the learning process in training, with technical courses for people with disabilities.

- Within the professional rehabilitation process, rehabilitated people have been hired and are currently rendering services in different areas.

- The professional and functional rehabilitation process is tailored to the needs of each individual patient, who is immediately assessed by an interdisciplinary team and diagnosed by a medical board, which defines the treatment plan and prosthesis.

The Rehabilitation Centre's Manager, Doctor Hernando José Mora González, his team and the board of directors of the Antipersonnel Mine Victims association.



Diego Vega, orthopaedist at the Rehabilitation Centre.



Patient in the middle of the comprehensive rehabilitation process at the Rehabilitation Centre



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TYPE OF INSTITUTION

Non Governmental

INSTITUTION'S ROLE WITHIN THIS PROJECT

Second Level Organization

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

German Government, Spanish Agency for International Development Cooperation (AECID), Fund for the Environmental Action and Childhood, Tejido Humano and the Presidential Program for Mine Actions (PAICMA) (Allies).

PROJECT'S START DATE

5/4/2008

PROJECT'S END DATE

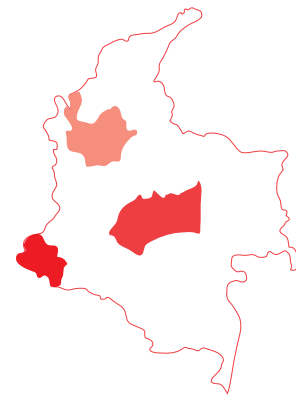
5/4/2009

BENEFICIARIES

100 boys, girls and teenagers, 37 of which are direct victims and 63 are indirect victims, from 3 to 15 years old.

LOCATION

- Antioquia
- Meta
- Nariño



MUNICIPALITIES

In Antioquia: Granada, San Luis, Nechí, Caucasia, Marinilla, Guarne, Medellín, San Francisco, Argelia, Yarumal, La Unión, Nariño Montebello and Cocorná.
In Meta: San Juan de Arama, Granada, Villavicencio.
In Nariño: Samaniego.

The conflict's escalation and mobility affects boys, girls and teenagers. The psychological and social effects, as a consequence of the presence of mined fields are acute in the short term and may deteriorate the population's mental, biologic and social health. This demands the direct intervention with victim families and survivors and with institutions from a bio-psychosocial perspective, where the society and its institutions are the parting point. It is evident that violence, poverty (basic unsatisfied needs), a low educational level and the difficult access to health services, hinder the children and teenagers' comprehensive rehabilitation and reintegration.

In addition, the families' social capital is diminished, which is not only evidenced in the direct impact of the traumatic events, but also in the difficulties to mourn, in the family and organizational destabilization, the worsening of life conditions, social isolation and cultural changes.

The Plan Hermano Pilot is conceived as an innovative, comprehensive and articulated strategy, through the implementation of necessary activities that guarantee assistance in psychological rehabilitation, access to education and prevents school abandonment. Likewise there are services that enable the adoption of strategies based on the community; alliances with public, community, private, governmental and non-governmental actors; the strengthening of local capacities and transfer of competences, skills and tools at a municipal and regional level with the objective of improving the life conditions and

dignity of children and their families -as rights bearers- and strengthening local institutional operation in its different roles as responsible entities.

The project contributed to the restitution of the victims' rights through the following:

1. 100 boys and girls, victims of accidents with APM and UXO and their immediate families were provided with psychosocial support.
2. 100 boys and girls entered school and finished the academic year.
3. 100 boys and girls, victims of accidents with APM and UXO participated in recreation, arts or sports activities as a way to develop their abilities and personality.

The Plan Hermano Program from the Fundación Mi Sangre works with different sectors towards a comprehensive projects management. A financing alliance was made with the German Government and the Spanish Agency for International Development Cooperation (AECID). The Fund for Environmental Action and Childhood and Tejido Humano provided financial and technical support. The implementation was awarded to the Colombian Campaign against Mines.

The main objective of having alliances is to coordinate actions and have all the project's actors working together in processes that result



Genaro, 12, paints his mask.

Juan Felipe, 11, has his picture taken by Maria Elena, 15. Underwater pictures.

Olga, 7, has her picture taken by Arelys, 11. Obeymar, 11, Olga, 7, and Jhon, 10. Photography and image activity.

in better quality of life, the insertion and reconstruction of family tissue and the strengthening of local capacities and the transfer of competences, skills and tools at a municipal and regional level. This not only improves the life conditions and dignity of the children and their families -as rights bearers- but it also strengthens the local institutional operation in its different roles as responsible entities.

The establishment of alliances implied a continuous process in which its negotiators had a clear view of the scenario and were very aware of the importance of working with boys, girls and teenagers. The challenge with the alliance was to favor unity within diversity, fostering the target population's ability to understand and build a future in spite of destabilizing events and difficult life conditions. Likewise, the alliances contributed to value the interdependence of the problems and the validity of the different geo-cultural, social, thematic and professional points of view and they guided the different involved actors towards consequential actions.

Taking into account that the work was performed within the framework of the valid regulations in Colombia (Law 1098 of 2006), the alliances allowed improving the children's inclusion conditions in different areas of law, such as education, health, psychosocial assistance, among others.

The most significant results of the project are:

1. A comprehensive approach to the families, the communities and the children was achieved, respecting their idiosyncrasy and culture, approaching the minors from a social-familiar context, taking into account that assistance is a process that requires different stages and specific moments to fulfil needs, recognize vulnerabilities and guide the alliances or changes in a specific context.
2. Bonds were built with the beneficiaries, their families and several institutions. Despite the fact that no previous studies had been done regarding the children's specific psychological characteristics, it was possible to approach the population and establish bonds.
3. There is a psychological diagnosis of the children, and the implementation of an intervention proposal began.
4. The children's and their families' trust was gained and bonds were created to enable communication; fundamental to the psychosocial labour that allows the community to participate in a meaningful way.

This project of the Plan Hermano, pilot program in psychosocial assistance to children victims of and APM and UXO, was enriched by the learning processes and left a clear technical framework to support future interventions through this approach.

The Fundación Mi Sangre will start a complementary phase for this pilot, with a project aimed at installing capacities and knowledge for promoting and guaranteeing the Childhood and Adolescence Rights for APM and UXO victims in the user communities.

The main lessons learnt from the project are:

1. It is important to intensify the implementation of methodologies that foster the conflict's symbolic transit, encourage artistic creation and embed proper language. These methodologies could help build answers to the population's communicative deficiencies: some of them have difficulties showing their emotions and thoughts, which sometimes lead to violent actions. These intervention methodologies should be cost effective and boost the impact on the target population, taking into account situations such as the mobility caused by displacement or the economic situation, the poor equipment in most schools located in rural zones and the parents' precarious education level.
2. Written and visual support material regarding the project's issues must be produced so that the beneficiaries and the communities can use it whenever it is required. The material shall be a way of supporting the processes and making them continuous, and it shall be produced according to the subjects addressed in the workshops. Also, other issues that are considered relevant to be addressed in the project's second phase shall be included.
3. It is important to include discussion and theoretical construction spaces within the project, such as seminars, round tables, discussion boards and exercises that promote thinking about the practice that is being developed, and if necessary, have the presence of specialized professionals that guide these activities.
4. It is important to implement basic safety protocols for field work. This would provide safety and minimize risks at the moment of going to conflict zones, where some of the beneficiaries live.
5. Psychosocial support spaces must be established to assist the technical team and field operators, given their exposition to difficult stories and situations that arise from the population's situation and issues. Since the project's main line is mental health promotion, its developers must be in the best possible mental health condition.
6. Working jointly with the education institutions is very important for the project's performance.
7. The results must be socialized with the responsible national and departmental entities, such as the PAICMA, the Colombian Family Welfare Institute the Ministry of Education, with the objective of raising awareness about the problem and generating strategies to include the children that are direct and indirect victims of antipersonnel mines and unexploded ordnances in the executed programs and projects.
8. The need of strengthening the knowledge strategy and application of Law 1098 was identified (Childhood and Adolescence Code).

The entire project and, in particular, the psychosocial work was tailored to the specific needs of boys, girls and teenagers. In order to bring their needs closer to the institutional offer, a diagnosis was made and the plan was designed according to the Individual Assistance Plans (PLATIN), format used by the ICBF (Colombian Family Welfare Institute). Therefore, it was guaranteed that the project supported the reestablishment of rights by the corresponding entity.

Likewise, the workshops, visits and tools were designed according to the different contexts. Each Department has different characteristics (Meta, Nariño and Antioquia), their own processes and their own resources to undertake the assistance route. This work was done by the project's local facilitators in the zone.

SUPPORT TO ANTIPERSONNEL MINES (APM), UNEXPLODED ORDNANCES (UXO) AND IMPROVISED EXPLOSIVE DEVICES (IED) VICTIMS AND THEIR FAMILIES - AVM



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Non Governmental

TYPE OF INSTITUTION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

Agencia Española de Cooperación Internacional
para el Desarrollo AECID; Fundación Retorno y
Vida

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

2/25/2009

PROJECT'S START DATE

5/25/2010

PROJECT'S END DATE

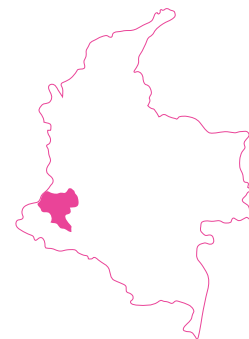
BENEFICIARIES

The benefited population are all Antipersonnel mines (APM) and unexploded ordnances (UXO) victims in the Department of Cauca, belonging to the civil society, regardless of age, gender, race, political or religious beliefs,

or of any other nature. To date, 52 direct victims have been assisted, which translates into 52 families, representing over 160 indirect victims. Among the direct victims, 23 are victims of accidents from APM and 29 of accidents from UXO, 18 are under age and 34 adults, 21 are indigenous and 31 are peasants

LOCATION

- Cauca



MUNICIPALITIES

The AVM program is designed to support victims from all the municipalities of the department of Cauca.

The delay in the State's actions, the difficulty to access certain territories, the victims' stigmatization, the lack of knowledge of the Law and lack of sensibility towards the issue leads victims, their families and the community to perceive a violation to their rights, especially those regarding access to justice, truth and comprehensive reparation, as well as prompt, necessary and continued access to the effective enjoyment of the right to health, not only in reference to medical assistance, but also psychological assistance and total recovery.

The presence of Antipersonnel mines prevents the enjoyment of the right to mobility and freedom; it affects the generation of resources and the victims' and communities' development since it generates fear and displacement; it affects the victim's and its family's minimum survival because they cannot work during their full recovery, and in case they can fully recover; it affects family reunification due to the drastic change in work and family routines; it affects the right to work because the victims and their families cannot work at certain times or they cannot choose what they want to do, but instead are forced to work in activities according to their new situation. Likewise, the children's rights to have a family, play freely, receive education, health, among others, are also violated.

The AVM project's aim is not of assistance, or helping victims temporarily in such a way that, as it's the case with most projects, victims are left unprotected at the end. The project does not aim to cover victims' assistance actions which are the legal obligation of the State. On the

contrary, its objective is to ensure that authorities comply with said obligations; including victims in the lists and actions performed by public institutions, so as to try to mitigate their current situation; restore their rights and cover those needs that are not regulated or are left outside the coverage of Law, such as transportation expenses for victims and their families to assist to medical appointments and controls anywhere in the national territory, accommodation and food expenses, legal assessment on rights, crucial institutions and actions, proceedings to access health and other rights they are entitled to.

The project also feeds a database that provides the most ample possible information on victims, the damages and claimed rights, the state of their claims, assistance and the places with most accidents, among others. Likewise, the project develops actions and proceedings tending to the creation and strengthening of victims associations in the department and hopes to build the necessary spaces and dynamics so that, in a reasonable amount of time, every front of victims' assistance in Colombia is fully and favourably covered by the Law and applied by the State.

Since this project is based on the purpose that the State must fulfil its obligations, Tierra de Paz works hand in hand with municipal representative's offices, so that they tend to the victims' claims and certifications; Municipal Mayor's Offices, with the objective of having them commit to issue the certificates, demand from other

authorities to comply with the obligations and functions they have with the victims and to include them in social security, house benefits, etc.; municipal and departmental hospitals to adequately and immediately provide free and continuous assistance to victims, upholding their dignity and rights; Cauca Governor's Office, especially with the APM-UXO Coordinator to negotiate requests, claims, disability certifications and medical-legal rulings; Acción social, to be informed of the answers to the requests made before the entity or the Humanitarian aids that have arrived but have not been claimed to help us locate the beneficiaries.

In addition, the project has influenced in turning the APM-UXO Department Committee into a more operational instance, and an inter-institutional coordination has been achieved with most of the participating public institutions and NGOs to develop joint initiatives, especially with Pastoral Social, the Colombian Campaign Against Mines (CCCM) and the Organization of American States (OAS), assisting the greatest number of victims, in the greatest number of components and avoiding duplication of tasks.

Some of the most significant achievements of the project are the following: over 15 surgeries, 6 adaptations and changes of prosthesis, more than 40 control appointments, legal advising to more than 90 people have been executed, as well as over 15 claims for rights and assistances and more than 15 victims certificates have been processed, accommodation and food services have been provided along the national territory to over 20 people for all their medical appointments and, without time limitation, assessment has been provided in assistance route, rights and institutions to over 150 people from the community, including teachers, students, public and private authorities, victims and their families and closest community and APM-UXO have been supported in more than 22 Cauca municipalities.

Currently, projects for the strengthening of the Cauca APM-UXO victims' association are being developed and work has been done so that the APM-UXO Departmental committee becomes more effective and operational.

Likewise, the project has allowed the implementation of a continuously updated database with complete information on accidents and victims, which allows including them in the official registration and identifying the most dangerous places or the ones with the most accidents.

These results represent great progress in the situation of victims and their families in the Department of Cauca and, through this Project, an effort is made to generate awareness in the Department of the existence of an NGO that collaborates in this difficult situation. Likewise, awareness programs are being developed with the victims and the community so as to avoid or minimize accidents.

The different components of the AVM project, which include support to APM-UXO victims and their families in case of casualties, survivors, severe or mild wounds, physical and psychological wounds, as well as the strengthening to victims' associations, socialization and legal assessment not only to victims but to the community, have been successfully applied in numerous communities in the Department of Cauca, which indicates that this project may be reproduced in other affected communities nationwide.

The main lessons learnt from the project are:

- 1- There is a lack of knowledge among victims, families and communities in some municipalities about the rights, actions, responsible institutions and the assistance route in case of accidents of APM-UXO victims. Many victims have had to pay large amounts of money for transportation from the time of the event up to they receive first assistance, as well as from the time of emergency to hospitalization. It has been evidenced that many victims have seen their actions prescribe from their lack of knowledge of their rights, and even today, there are many cases that come to us unaware of the existence of those rights, many years after the accident has occurred.
- 2- The victims generally come from places of difficult access, reason why their received assistance is limited to the immediate medical care, leaving aside continued and psychological assistance and any assessment regarding the accident.
- 3- There are many State institutions committed to the victims such as representative's offices, some Mayor's offices and the Governor's office, but many other public authorities, as well as the managers and workers of most hospitals are unaware of the issue's laws, which considerably hinder the organization's actions and affects the victims' situation.
- 4- Without the relationship that Fundación Tierra de Paz has with the community, teachers, authorities and indigenous guards, we would not have easy access to the information and collaboration or assistance to victims and their families.
- 5- The victims' situation is so difficult that they require the collaboration of all public and private institutions, duly and immediately provided and respecting their dignity and rights.

The project has allowed Tierra de Paz' staff has access anywhere in the Department of Cauca, wherever there is an APM-UXO civilian victim, which in many cases occurs in faraway places and of difficult access, whether it is because of the violence situation or because of the geography. Also, due to the close relationship that Tierra de Paz holds with the indigenous guard and authorities, it has been possible to have their collaboration as translators from Spanish to indigenous languages, or they simply have collaborated with the approach to victims and their families, which is a difficult process given their tradition. Because of their remoteness and lack of communication they are not aware of the rights they are entitled to. The same thing happens with educational communities, farmers and communities of African descent, thanks to the relationship and position of the foundation with directors and authorities, which allow and facilitate access and approach. The above is fundamental, since the department of Cauca presents APM-UXO accidents in every type of community.

Group of explosive devices found near a school.



A civilian house affected by UXO, which was found and manipulated by children.



An indigenous community we work with constantly and which is in permanent risk – particularly the children – and especially by UXO.



Aurora Ibarra, APM victim – Municipality of El Tambo (Cauca).



ANTIOQUIA GOVERNOR'S OFFICE GOVERNMENT SECRETARIAT

www.antioquia.gov.co

IMPLEMENTATION OF THE MUNICIPAL MINE ACTION PLAN IN ANTIOQUIA'S MUNICIPALITIES



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Governmental

TYPE OF INSTITUTION

Ally, Donor Entity

INSTITUTION'S ROLE WITHIN THIS PROJECT

Corporación Paz y Democracia (Peace and Democracy Corporation) (Operator)

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

1/15/2004

PROJECT'S START DATE

Permanente

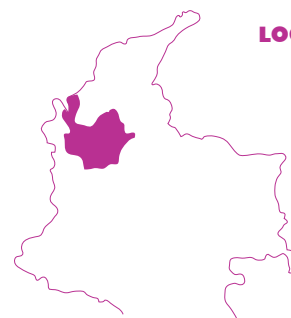
PROJECT'S END DATE

BENEFICIARIES

500 teachers from 250 rural and urban education institutions; 80% of the victims and/or their families; 5,265 boys and girls from urban and rural schools (225 per municipality); and non-identified victims in each municipality, after the foreseen identification task.

• Antioquia

LOCATION



MUNICIPALITIES

The following municipalities have Mine Action (AICMA) plans for 2009: San Luis, Ituango, Remedios, San Carlos, Tarazá, Granada, El Carmen de Viboral, Anorí, Abejorral, Chigorodó, Cisneros, Sonsón, El Bagre, Guatapé, Nechí, Vegachí, Yarumal, Puerto Triunfo, Alejandría, Argelia, San Rafael, San Vicente, Frontino, Puerto Berrío, and Betulia. Likewise, 59 municipalities were covered in 2008: Abejorral, Alejandría, Amalfi, Angostura, Anorí, Apartadó, Argelia, Cáceres, Caicedo, Caldas, Campamento, Cañasgordas, Caracolí, Cauca, Chigorodó, Cisneros, Cocorná, Concepción, Dabeiba, El Bagre, El Carmen de Viboral, El Santuario, Gómez Plata, Granada, Guadalupe, Guatapé, Ituango, Jardín, La Unión, Montebello, Murindó, Mutatá, Nariño, Nechí, Necoclí, Peque, Puerto Triunfo, Remedios, San Andrés de Cuerquia, San Carlos, San Francisco, San Luis, San Rafael, San Roque, Santa Fe de Antioquia, Santo Domingo, Segovia, Sonsón, Tamesis, Tarazá, Turbo, Urrao, Valdivia and Vegachí. Total of intervened municipalities: 63. The plan for 2011 is to extend the coverage to 80 municipalities.

The presence of Antipersonnel Mines (APM) Unexploded Ordnances (UXO) and Improvised Explosive Devices (IED) limits the regions' socioeconomic development and people's mobility, generating forced displacement situations, aside from violating the civil population's fundamental rights, such as life, physical and social integrity, work and education, among others.

During the 1990 - September 2009 period, Antioquia reported a total of 1,792 APM victims and 124 events with UXO. Many of these victims have not been identified, which becomes an

obstacle to guaranteeing the effective enjoyment of their rights.

The contribution of this Project to the restitution of the victims' rights is made through the diffusion of the assistance route; awareness of the problematic; assessment and support to victims and their families as to how to access the rights established under the Law; access to the health services and emergency, surgical and comprehensive rehabilitation network assistance; implementation of victims'



Mine locating. Municipal directors leading an education workshop on the risks faced by the community.



Training for the municipal directors.



Training. Training session for municipal directors.



Talk. Municipal directors leading an education workshop on the risks faced by the community.

assistance indicators, institutional strengthening and education in APM/UXO risk and its respective analysis; mine risk education for the civil population, aimed at visualizing the victims as subjects of right and reducing rates of accidents from these explosive artefacts.

The articulation with the local governments in the context of this project occurs through inter-administrative agreements with municipal administrations and alliances through the contribution of physical resources (stationery, snacks, office equipment, offices, etc.) by the municipalities.

The most significant results of the project are the following: Strengthening of local capacity; Local capacity installed in the municipalities of San Carlos, San Francisco, Murindó and Gómez Plata; victims' empowerment thanks to the knowledge of their entitled rights and through the organization of municipal victims and/or survivors associations; raised awareness among authorities and community about the problem; management for victims' assistance; Nationwide recognition on the leadership of implementing AICMA policies.

It is considered that this project could be replicated in other municipalities through the following measures:

- Creation of policy guidelines by the PAICMA to be adopted in the municipal and departmental administrations' agenda, as it occurs with the interventions for prevention and assistance to the displaced population.
- Inclusion of the AICMA issue in the development plans of these decentralized administrations.
- Allocation of resources in the national, departmental and municipal budgets to run the AICMA program.
- Visualization of the victims as subjects of rights and not submitting them to proceedings and situations that will generate more victimization and paternalism by the State.
- Continuity of staff appointed by the PAICMA in the projects as to allow continuity in the elaboration of long term plans, programs and projects, thus avoiding stagnation in processes during different government levels.
- The inclusion of AICMA in the departmental, municipal and national Development Plans.
- The political will and the allocation of resources and budgets indispensable for the Program's development.
- The National and international support through technical and financial resources to the Department and the municipalities, for optimization of results.
- The creation of a nationally centralized coordinating entity in each region looking to guide all actions undertaken on the antipersonnel mine issue.

ANTIOQUIA GOVERNOR'S OFFICE

www.gobant.gov.co/programas/minasantipersona/index.html

INSTITUTIONALIZATION AND SUSTAINABILITY OF MINE RISK EDUCATION AND BIO-PSYCHOSOCIAL ASSISTANCE TO APM AND UXO VICTIMS, THROUGH EDUCATORS AND HEALTH PERSONNEL IN PRIORITY MUNICIPALITIES OF THE DEPARTMENT OF ANTIOQUIA.



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Governmental

TYPE OF INSTITUTION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

European Union Commission (Donor Entity)

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

6/26/2008

PROJECT'S START DATE

6/26/2011

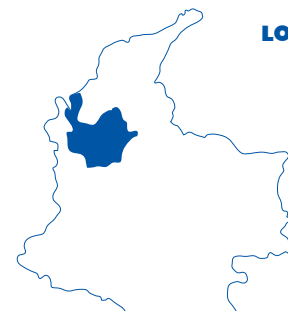
PROJECT'S END DATE

BENEFICIARIES

Target groups: 1324 educators and 276 members of the health personnel. Final beneficiaries: 77,005 students, 9,625 parents and 303 APM/UXO victims.

• Antioquia

LOCATION



MUNICIPALITIES

46 prioritized municipalities: Yarumal, Sonsón, Urrao, Yolombó, San Roque, Caucasia, Santa Rosa, Argelia, Ituango, Mutatá, El Bague, Nariño, Dabeiba, Cañas Gordas, Campamento, Anorí, Montebello, El Santuario, Apartadó, Nechí, Murindó, Gomez Plata, Yondó, La Unión, Cisneros, Chigorodó, Alejandría, Segovia, Valdivia, San Andrés de Cuerquia, El Carmen de Viboral, Guatapé, Caracolí, Támesis, Puerto Triunfo, Yalí, Caceres, Amalfi, Guadalupe, Vegachí, Necoclí, Santo Domingo, Santa Fe de Antioquia, Peque, Jardín and Caicedo.

One of the largest obstacles faced by victims of antipersonnel mines (APM), unexploded ordnance (UXO) and improvised explosive devices (IED) is the absence of local basic bio-psychosocial assistance in the localities where they reside. Said models are necessary to achieve the effective psychosocial, educational and socio-economic rehabilitation and integration both for the victims as well as for their families.

Likewise, the following barriers have been identified for the effective restitution and enjoyment of antipersonnel victims' rights:

- The institutions' lack of awareness of the APM/UXO/IED issue magnitude in the localities and their bio-psychosocial impact over the direct and indirect victims.
- The lack of knowledge of the regulation, assistance route, proceedings and actors within the comprehensive assistance to victims' framework.
- The lack of recognition, by the health sector, of the existence of zones with the presence of antipersonnel mines as a health risk factor, even in municipalities with a recognized occurrence. Absence of this recognition within the Territorial Health Plans.
- The non-incorporation of victims with disabilities in rehabilitation or reintegration processes in their locality with the existing resources, as is the case with the non-inclusion in municipal programs of assistance to people with disabilities.
- Concern for the "high" assistance costs, added to the complexity of the proceedings for reimbursement and the lack of knowledge of the regulations that govern these proceedings, which leads to omissions in assistance, coverage and quality in victims' treatment.

This project contributed to the restitution of the victims' rights through the generation of Territorial Health and Public Health Plans at the departmental and municipal levels, which quantify the antipersonnel mines issue in the territory and include Mine Risk Education and Basic Bio-psychosocial Assistance elements to improve the situation of the populations at risk of accidents as well as the victims of APM/UXO/IED.

Within this framework, the Basic Bio-psychosocial Assistance covers the spectrum from health promotion, quality of life and risk prevention actions for APM/UXO in communities or populational groups at risk; psychosocial accompanying labour for the victim and his/her family during the first stages of assistance (pre-hospital and emergency stage), a focus intervention over the psychological impact of the victim and his/her family, a continuous process for the recovery and mitigation of the damages produced in mental health (bio-psychosocial rehabilitation); up to the actions to achieve the victim's psychosocial reintegration to the community.

In order to reach the ideal goals, the health sector personnel is trained through an organized consulting, technical assistance and education process which provides the public sector with the consolidation of knowledge, attitudes and practices that allow them to face the consequences of antipersonnel mines and other explosive devices.

The project is the initiative of three sections of Antioquia's Governor's Office: Antioquia's Sectional Health and Social Protection Office (DSSA), Antioquia's Office for Education and Culture (SEDUCA) and the Departmental Government Office, with the support of the European Union.

The coordination and articulation actions expressed in the project represent an intra-institutional alliance to respond to the APM/UXO/IED issue that affects the Department's Municipalities and inhabitants.

The Antioquia Governor's Office, through an agreement with the Mayors' Offices, the Education Secretariat, the Local Health Offices and the State's Social corporations (Municipal Hospitals), identifies the actions that, through demand and offer, contribute to the Project's purposes.

Likewise, constant communication is established with organizations and institutions that comprise the Victims' Assistance Tables linked to the Departmental committee for Comprehensive Mine Action.

The project's most important results have been the following:

- Knowledge from the health sector officials (Local Health Offices and ESE Municipal Hospitals) from the 46 municipalities about the risks and capabilities of the APM issue in their territory; the juridical platform to allocate victims assistance processes based on the principles of Effective Enjoyment of Rights, Dignity and Non-Revictimization; the implications of the basic bio-psychosocial assistance for the prevention and assistance to victims from the local level; and, the technical elements to size up the risk prevention actions and psychosocial assistance to victims within the Territorial Health Plans and Yearly Operational Plans .
- Design, validation and adjustment of a Municipal technical Guide for the Health Sector, which can act as a tool that contains the technical structure, processes, proceedings and orientations for effective management from the Health Sector, and, at the municipal level, of a Local Basic Bio-psychosocial Assistance Model for the promotion of health and quality of life, prevention of APM/MUSE/AEI associated risks, and basic bio-psychosocial assistance to civilian victims to recover and overcome damages to mental health, within their psychosocial rehabilitation and reintegration.
- Recognition at a departmental level of the accidents caused by APM/AEI/MUSE, as a relevant event for Public Health surveillance, which implies a continuous and systematic monitoring to the accident and the victim, according to the processes established for notification as well as data recollection and analysis. This, with the purpose of generating opportune, valid and reliable information to guide comprehensive prevention, control and assistance measures for victims. Thus, prevention activities and monitoring to victims; health assistance is strengthened and insured in the Territorial Health Plans, the Public Health Pragmatic Axis as well as in the surveillance of the accident and the associated risk factors.

It is considered that this project can be replicated in other communities through the following:

- Validation: through a validation and adjustment process of the Local Model for Basic Bio-psychosocial Assistance for victims and populations at risk, within the territory in which it looks to be replicated; this, in order to incorporate cultural characteristics proper of the situation. Likewise, it would be necessary to adjust the suggested procedures for its inclusion in the Territorial health Plans and the implementation at the municipal and departmental levels.
- Formalization: it is necessary to generate a formal agreement process with the departmental and municipal institutionalism for the materialization and set into operation of these initiatives.

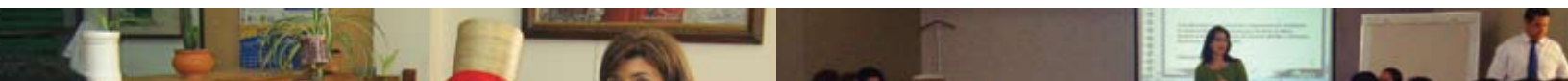
- Municipal implementation: according to the acquired experience, for its implementation, consulting processes, technical assistance and training is required for the responsible directors and technicians of the health sector in 6 specific fronts: (i) situational diagnosis of antipersonnel mines; victims' identification and characterization; (ii) analysis, adjustment and/or elaboration of Territorial Health Plans that can address the problem through an epidemiological approach including all actions from projects in the different program axis; (iii) training of health personnel in Risk Education and Basic Bio-psychosocial Assistance; (iv) implementation of actions with prioritized populations and communities; (v) follow up, monitoring and evaluation of the Local Model implementation; and, (vi) construction of learnt lessons and feedback from the Local Model.

The principal lessons learnt from the project are:

1. The existing regulation in the fields of Comprehensive Mine Action, victims of violence or possibilities in the General Health Social Security System are not enough. The generation of awareness in regards to the bio-psychosocial impact and the needs for differential assistance with dignity, require awareness generation processes that are not fulfilled through a single action, given that the knowledge, attitudes and/or practices of officials and the institutional proceedings of the public sector, as a guarantor of rights, sometimes end up becoming barriers to uphold the rights of APM/UXO/IED victims.
2. The importance of the fulfilment of the effective right to political and social participation of this population in the policies that affect them. Any intervention process must have the desire and expectations of the people that are part of it.
3. The need to incorporate programs and projects in the departmental and municipal Territorial Health and Public Health Plans that help in the development of health and quality of life promoting actions in the prevention of risks of APM, UXO and IED accidents, based on Mine Risk Education (MRE). Likewise, to set forth actions to recover and overcome mental health damages to victims and their families, based on the basic bio-psychosocial assistance.
4. Importance of the support of government offices in the institutional strengthening processes as to grasp the magnitude of the problem in the territory as well as to be able to transfer knowledge and technology through consulting processes, technical assistance and training for the municipalities. Promotion in the municipalities of the collaboration processes with institutions and organizations belonging to the Comprehensive Mine Action Community, as to achieve an effective transference of knowledge and resources.
5. Particularly in the health sector, there are practices that tend to homogenize populations and standardize proceedings, which, in our case, defer the prevention processes as well as the victims' psychosocial rehabilitation approaches.

It is worth noting that the Project incorporates the differential aspects both of the populations at risk, as well as of the mine victims, within the Local Model design of the Bio-psychosocial Basic Assistance and in the guidance provided by the actions.

In order to undertake the promotion and prevention actions, as well as those of mitigation and recuperation of the health and mental damages produced by the accidents, it is crucial to recognize within the individual or the populational group, the vulnerability and bio-psychosocial impact, taking into account the gender, ethnics, age group and presence of a previous disability condition. These conditions can come together in a single person, which implies not only observing the men and women, but also looking at them from the different moments of their vital cycle, their regular roles within the family and the community, if they belong to different ethnic groups and/or different cultural contexts as is the case of the "farmer culture".



ASSISTANCE TO CIVILIAN VICTIMS OF ANTIPERSONNEL MINES (APM) AND UNEXPLODED ORDNANCE (UXO) IN COLOMBIA

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TYPE OF INSTITUTION

International, Non-Government Organization

INSTITUTION'S ROLE WITHIN THIS PROJECT

Operator

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

Hospital Universitario San Vicente de Paúl, Hospital Universitario de Santander, Fundación REI para la Rehabilitación and Universidad San Buenaventura de Cartagena (Partners).

PROJECT'S START DATE

11/15/2007

PROJECT'S END DATE

2010/ 11/14

BENEFICIARIES

Target group: 300 civilian victims of accidents with APM and UXO and their families, 200 people with disabilities, victims of

the internal armed conflict, 1600 people from the public and private institution network of health services (Health Care Institutions, low, medium and high complexity hospitals) and humanitarian aid (Acción Social, Representative's Offices, Municipal Administration). Final beneficiaries: All amputated people and/or in need of rehabilitation services from the 10 beneficiary municipalities.

LOCATION

- Antioquia
- Bolívar
- Santander
- Norte de Santander
- Sucre



MUNICIPALITIES

Rionegro, Caucasia, Apartadó, Frontino, Sincelejo, Cartagena de Indias, Carmen de Bolívar, San Pablo, Santa Rosa del Sur, Bucaramanga and Cúcuta

Colombia occupies the first place in number of new victims caused by Antipersonnel Mines (APM) and Unexploded Ordnance (UXO), followed by Afghanistan and Cambodia. At the same time, Colombia is the only country in Latin America where APM are still used and the population is alarmingly exposed to UXO. One out of two Colombian municipalities are affected by the presence or suspected presence of mined fields with a useful life of up to half a century.

The presence of APM and UXO affects both the Law Enforcement (66% of the victims) and the civilian population (34% of the victims) indiscriminately. Not only are direct victims affected, but so are their families and communities when they must face the consequences of the accident, including forced displacement, loss of properties and their economic income sources, stigmatizing by the receiving communities, mourning, etc.

Despite all the National Government's efforts and even with the support by the international community present in Colombia, victim numbers continue to be high.

The main problems that have been identified are the following:

- a) Difficulty to identify civilian victims.
- b) The State Benefit Plan does not have an effective coverage of all the health and rehabilitation needs of people with disabilities in general and victims of APM and UXO accidents, in particular;
- c) The network of institutions involved in the assistance and rehabilitation processes does not work in an organized and appropriate way;

d) The assistance and rehabilitation process for civilian victims of accidents with APM and UXO is not unified and has not been appropriate for the different institutions;

In this context, Handicap International (HI) has suggested an action that aims at fulfilling the assistance needs of civilian victims of accidents with APM and UXO and to contribute with the effective enjoyment of rights by improving the capacity of response in assistance and guidance services for this burden's victims. Therefore, the objectives of the project are:

1. The public and private institutional network knows the assistance route and applies the legal proceedings to render services to civilian victims of AP and UXO.
2. Health care institutions (hospitals, health points, rehabilitation centers) have a professional staff dedicated to clinical assistance. They also possess integrated assistance guidelines and a pertinent amount of resources in order to assist the victims.
3. Civilian victims of accidents with APM and UXO assume their rehabilitation processes (functional, psychosocial, social and work reintegration) with the participation of the assistance services' network.
4. Civilian victims of accidents with APM and UXO are organized and they participate in actions that lobby for their rights.

The project has guaranteed permanent support for all the victims, but has never taken upon itself the Government's responsibilities.



This implies the need for an evaluation of the situation of each victim, regarding their situation in the General Social Security System; their personal situation as far as official registration; the situation of the certificates issued by the municipality's Mayor and Treasurer to guarantee access to health and humanitarian aid; their functional state (functional evaluation, assistance received, definition of necessary services, etc.). Respect to the law is thus ensured, and the victims' rights are guaranteed without assuming Government responsibilities that may imply a loss in the victims' future rights.

Assistance to victims has been institutional, through assistance to the Institutional Health and Social and communitarian Action Network, based on the Community-Based Rehabilitation methodology (RBC), defined as a "communitarian strategy searching for rehabilitation, equal opportunities and social inclusion of all children and adults with disabilities". This methodology is implemented with the victims, their families and overall community, using appropriate health, education and work services from an integral perspective and allows a larger participation by the community in day to day matters because as the rights of people with disabilities improve, so do the rights of the general community.

Thus, the work "rehabilitation" must be understood as an improvement process in the community's comprehensive life standards, including their structures, services and organizations.

The project's most significant results have been the following:

- 455 people between local authorities and civilian population have been trained on assistance route for APM and UXO victims.
- The "Basic guidelines for initial assistance to victims of explosive material" was elaborated, with the participation of the partners, the PAICMA's support, the review and validation of the content by the Ministry of Social Protection and the International Committee of the Red Cross. Its goal is to improve the quality of the initial physical and emotional assistance by health care professionals.
- Training processes for health care professionals have been carried out, and resources were provided to hospital centers.
- 318 civilian victims have received support in rehabilitation processes in agreement with their assistance needs, including aid for mobility, specialized assistance, and referral to service networks, psychosocial assistance, transport and housing expenses support to assistance centers.
- Inter-institutional articulation has allowed benefiting the victims in different complementary support levels that meet their specific needs.
- Psychosocial workshops have been carried out, opening the possibility of raising awareness among the beneficiary population on the acknowledgement of psychosocial needs and the institutional offer.
- Support groups have been created that encourage the creation of links between people who share the same experience so they will organize themselves and create mutual support for emotional recovery.
- Increase of the communitarian and institutional management capacity (inclusion of the local offer).

The multiplying effect of the project is significant since the

municipalities were selected based on the possibilities to reproduce the processes in the intervention area. For instance, in Antioquia, coverage is given from Rionegro to Antioquia's eastern municipalities; Bajo Cauca municipalities are covered from Caucasia; from Apartadó it is possible to work with the sub-region of Antioquia's Urabá; and, in Frontino, the western sub-region's action is amplified. Likewise, the national diffusion of all publications about the project contributes to favor its multiplying effect.

The articulation with the different government levels is also fundamental to reproduce the experience: on the departmental level, permanent relationships are maintained with the Department Committees for mine action where the project's results and products are socialized so that every Governor's Office will multiply this information in all municipalities of the 5 departments. On a national level, the relationship with the PAICMA raises the national Government's awareness through the Ministry of Social Protection and Acción Social, to give a national character to the project's results. Thus, the project's different alliances allow guaranteeing multiplying effects in other communities which are more or equally affected by the mines issue.

The principal lessons learnt from the project are:

1. Having the partners, the PAICMA, the AICMA community and the local institutional network participate in the implementation of the activities, planning, organization, evaluation and follow-up allows a better rapprochement and recognition of the needs and difficulties to access to services required by the victims.
2. The execution of agreements with the different actors in charge of integral assistance may contribute to the actions' sustainability.
3. The victims' interest and responsibility in the inclusion of inter-institutional management for their assistance allows a better appropriation of their rights.
4. It is important to make the most of the experience obtained from previous projects performed by the AICMA community to generate better interventions.
5. The follow-up and analysis of the actions allow the identification of the positive and negative effects.
6. Reinforcing the victims' participation in the areas of incidence, lobbying, as well as reaching other municipal spaces of interest, which produces a higher incidence of programs and actions performed in benefit of the victims.
7. Performing case studies with the institutional network available in victims' assistance allows the optimization of resources and a comprehensive offer of assistance processes.
8. Getting the local authorities involved in the development and monitoring of activities performed by the project makes it possible to acknowledge the victims and their main responsibilities in the exercise of their rights.

The project adjusts to the specific needs of its beneficiaries by supporting them on individual basis during treatment and providing the family with consultancy services by providing guidelines to manage their disability as well as individual recommendations. It also offers psychosocial assistance, for the victim and family and provides a social and work Reintegration component that allows victims to identify a new work activity by valuing their skills and possible family supports.

The methodology of the support groups made by people with disabilities, victims of the internal armed conflict and victims of accidents with APM and UXO aims to generate contact between people who are facing the same difficulties and higher participation in the municipality's life.

SAN VICENTE DE PAUL UNIVERSITY HOSPITAL

www.elhospital.org.co

HEALTH ASSISTANCE TO APM, UXO AND IED VICTIMS: A MATTER OF RIGHTS IN THE SAN VICENTE DE PAUL UNIVERSITY HOSPITAL

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TYPE OF INSTITUTION

Non Governmental

INSTITUTION'S ROLE WITHIN THIS PROJECT

Operator

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

Allies: Antioquia's Regional Rehabilitation Committee.
Donors: International Committee of the Red Cross (ICRC),
Handicap International, European Commission, Swiss
Agency for Development and Cooperation (COSUDE),
Japanese International Cooperation Agency
(JICA), Presidential Program for Mine Action (PAICMA)
(Allies)

PROJECT'S START DATE

Junio de 2005

PROJECT'S END DATE

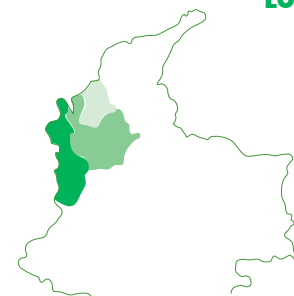
Permanent

BENEFICIARIES

The Hospital assists APM, UXO and IED victims, children and adults, men and women. In 2008, 180 APM, UXO and IED victims were assisted and during 2009 a total of 123 victims have been assisted. Likewise, psychosocial support is given to the victims' families in the critical phase with own resources and through the support network.

LOCATION

- Antioquia
- Chocó
- Córdoba



The fragmented and unarticulated health assistance faced by victims places their physical integrity at risk, delaying the assistance, limiting their access to the complexity level required by the patients according to their wounds, hindering the continuity of treatments and, in many cases, preventing the access to functional rehabilitation, where the adaptation of assistance and training for independence in daily activities is essential. Furthermore, some institutions do not recognize functional rehabilitation as a right and a transversal component in health assistance.

This situation worsens as a result of the emotional trauma suffered by the victims and their families' precarious economic condition, which requires including complementary social services for transportation, accommodation, food and psychosocial support in the rehabilitation process.

The project contributes to the restitution of the victims' rights through the following:

- Access to health assistance regardless of race, gender, economic condition, age or political orientation is guaranteed in our "Open door" Hospital statement. When the victims enter the emergency service they are identified and supported by professionals in the psychosocial and rehabilitation areas.
- Rehabilitation proceedings tailored to the victim's needs and with an interdisciplinary approach.
- Access to fully functional rehabilitation and the detection and

intervention of other disabilities such as acoustic trauma, eye damage, psychological trauma, among others, with the objective of offering integrate assistance.

- Assistance by a human team made up of emergency doctors, surgeons from different areas, specialists in physical medicine and rehabilitation, nurses, physical therapists, occupational therapists, phonoaudiologists, psychiatrists, psychologists and social workers motivated and qualified to assist the victims.

- The definition of administrative processes in charge of a staff expert in legal procedures and protecting the victims' rights.

- Investment in adequate medical technology to assist people with disabilities.

- Restructuring the Infrastructure of the Rehabilitation Department, in order to make it safe and accessible for people with disabilities.

- The complementation of social services for victims and their families through the articulation with support networks.

In reference to the mechanisms of articulation, it is important to point out that the Hospital maintain communication with Antioquia's Governor's Office to provide support when a high complexity assistance level is required, whether for emergencies or to continue with the treatment and rehabilitation. The Governor's Office reports the victims' particular needs that they detect and all the assistance proceedings are carried out from the Hospital. Likewise, we have worked jointly with the Governor's Office in the different departmental victims' encounters, with the objective of

diagnosing their health situation and starting the necessary assistance from the Hospital.

From the time the victim enters the institution, social work intervention begins by communicating with other institutions that support victims' assistance to negotiate the resources that are not covered by the health system and complement all the necessary documents to facilitate the assistance process.

We solve needs regarding food, transport, accommodation, psychosocial assistance to the victims and their families in coordination with the support institutions. We work together with institutions such as the INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC), the Peace and Democracy Corporation, Handicap International, Antioquia's Regional Rehabilitation Committee and Orthopraxis -orthopaedic devices workshop -. Each one contributes with resources according to their mission so that the victims and their families can access the right of functional rehabilitation.

The project's most significant results have been the following:

- The definition of a Rehabilitator Hospital policy based on self care, accessibility and network work.
- Understanding victims' assistance as part of the institution's social responsibility and the awareness of the different professionals on the priority of assisting this population.
- The continuous improvement in the intra-institutional registration and victims monitoring with the objective of guaranteeing comprehensive assistance, which is coordinated from the rehabilitation area with the permanent participation of the social work area.

In order to be replicated this project would require the implementation of the following measures:

- The standardization of administrative processes to facilitate victims' access to the services and to likewise contribute with the institution's sustainability.
- The fulfilment of the functional rehabilitation processes, including the adaptation of necessary aids for all the victims that enter the institution, through the application of guidelines established in the mine victims' assistance route and with the participation of the support network.
- Strengthening and a greater coordination with the support networks to provide the necessary monitoring and resource optimization.
- Standardizing the administrative process with expert advice in order to guarantee victims' access to the institutions, without risking institutional sustainability.

- Involving the psychosocial and rehabilitation areas' staff from the beginning of the assistance to timely solve problems and guarantee a comprehensive management.
- Working in coordination through a network to potentiate the resource existing in the media.
- Assuming an individual citizen compromise with this population, victims of the situation of violence in Colombia.

The main lessons learnt from the project are:

1. The commitment with comprehensive victims' assistance must be a guideline for the organizations' high management.
2. It is fundamental to appoint a person or group responsible for monitoring the victims throughout all the assistance process, in charge of the communication with other entities that may participate in victims' assistance.
3. The psychosocial area's staff must be involved in the assistance from the moment the victim enters the health assistance network.
4. To work in an early rehabilitation strategy with the objective of timely detecting all the limitations for developing daily activities, including physical, mental, visual and hearing disabilities to minimize their impact and execute a timely and effective intervention.
5. The comprehension of national and international cooperation as a strengthening process aiming to sustainability, which means that once the external aid is removed, a capacity has been installed to continue with the project.
6. The inter-institutional coordination understood from the respect and recognition of each local, national and international organization's contribution from their strengths in the victims' assistance process.

This project has been adjusted to meet the specific needs of each population group. Therefore, for example, the Hospital has an emergency service aimed at adults and another one aimed at children, as well as hospitalization and ambulatory services with highly trained health staff in order to guarantee a specialized assistance according to the victims' ages. In addition, permanent support from the social work department is available in order to provide support for population with additional vulnerability conditions, who are guided by documented procedures in order to have a standardized management in the different Hospital areas: violence victims, displaced population, indigenous population, mistreated population. This is to look for support from entities such as Bienestar Familiar (Family Welfare Institute), among others.

A department of physical medicine and rehabilitation for victims with different types of disability is in place, with programs for physical, visual and hearing disabilities, with the objective of rendering individual treatment tailored to each patient's rehabilitation needs.

Mine victims during rehabilitation in the Rehabilitation Department at the San Vicente de Paul University Hospital.

Inter-institutional event about emergency assistance to mine victims at the auditorium of the San Vicente de Paul University Hospital.



SPECIAL PROGRAM OF LEGAL AND PSYCHOLOGICAL SUPPORT TO CIVILIANS AND RETIRED MILITARY MEN, SURVIVORS OF ACCIDENTS CAUSED BY APM, UXO AND OTHER EXPLOSIVE DEVICES.



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Private

TYPE OF INSTITUTION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

Centre for Integral Rehabilitation (CRI), CIREC, SAN BERNARDET, Colombian Campaign Against Mines (CCCM)

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

PROJECT'S START DATE

10/4/2003

PROJECT'S END DATE

Permanente

BENEFICIARIES

Currently there are 71 cases of people being benefitted. 59 of which are APM victims, 4 are wounded by grenades, 2 wounded by bombs, 5 wounded by firearms and one by bladed weapon.

LOCATION

- All of Colombia



The main problems addressed by the project are:

- Deterioration of quality of life of APM, UXO and other explosive artefacts' victims.
- Unawareness of the rights and duties of the inhabitants of the affected areas, therefore, there is a lack of knowledge of the APM, UXO and other explosive artefacts' victims' rights.
- Unawareness of the rights of the APM, UXO and other explosive artefacts' victims' families.
- Reduction of coexistence spaces for the communities affected by the presence and indiscriminate use of APM, UXO and other explosive artefacts.
- Low presence of State representatives in these regions, especially those in charge of the issue of presence of Antipersonnel mines and other explosive artefacts.

This project promotes the recognition and exercise of the rights of survivors of APM and UXO accidents and their families, as well as those of the families of mortal victims; especially in issues pertaining to health, housing, education, employment,

personal mobility, social protection, participation in the political and public life and security in risk situations.

The project contributes to the restitution of the victims' rights due to the following:

- The project team has a specific and precise report containing the characteristics of legal, psychological and communication assistance provided by the institutions in charge of this task. This report also contains the degree of violation of the benefitted population's rights.
- The continuity of the special legal, psychological and communication attention program has been established. This program provides advice, supports and monitors the cases demanded by the beneficiary population, displaced from different municipalities due to APM, UXO and other explosive artefacts.
- Through this special project, the population has the tools to uphold their rights.
- The groups comprised by antipersonnel mines and other



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From: Instituto PENSAR- Pontificia Universidad Javeriana
Title: Perdón Colombia (Sorry, Colombia)
In: Adiós a las Armas (Goodbye Weapons)



Creators: Lorena Cifuentes Jácome, Clara Rocio Wilches Florez, Leonardo Serrano Pineda
From: Instituto PENSAR- Pontificia Universidad Javeriana
Title: El Renacer (The Rebirth)
In: Adiós a las Armas (Goodbye Weapons)



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In: Adiós a las Armas (Goodbye Weapons)

explosive artefacts' survivors and their families are working to defend their rights.

- The community is informed about the presence of antipersonnel mines, unexploded ordnances and other explosive artefacts in their regions and the risk it represents through live and pre-recorded radio shows, as well as the use of informative capsules.

The Project has not established any type of alliance due to the fact that most of the time the intervention is made through letters requesting support in the elaboration of certifications and other documents. In other occasions legal mechanisms such as the right of petition, group actions, tutela (writ for protection of fundamental rights), among others, are used to uphold victims' rights.

However, at some point we have received support from the Attorney General's office, international humanitarian organizations such as the International Committee of the Red Cross, among others.

The project's most representative result has been the recognition of the victims' rights. For example, this includes payments to victims from Fidufosyga and Accion Social, being able to prove errors and faults from Fidufosyga, which in occasions has led to the re-victimization of the people and achieving that victims access to medical treatment that allows them to make progress in their rehabilitation process.

In addition, the project has been recognized by the victims and entities working in this field, and it has become the most important legal space for the support of APM, UXO and other explosive artefacts victims in Colombia.

This project could be reproduced with the support of different universities in the country through the promotion of the creation of networks, through which training processes on rights of antipersonnel mines, unexploded ordnances and other explosive artefacts' victims can be developed. Fostering communications projects and informing citizens about the risk of antipersonnel mines and other explosive artefacts, as well as building long term sustainable and feasible productive projects, would be possible through the exercise of these rights.

The principal lessons learnt from the project are:

- Legal assistance to victims is a very dynamic task from which something new can be learned everyday about the obligations, procedures and negotiations in terms of the assistance offered by the different operators.
- The deficiencies in regulations, lack of surveillance and control in some Governor's, Mayor's and Representative's offices and, as well as problems within Fidufosyga and Acción Social.
- The lack of commitment and victims' re-victimization is evidenced in hospitals and health centers due to the staff's lack of information.

The individual characteristics and needs of each beneficiary are considered by this project. In legal assessment, the time terms according to the law are always taken into account and differential processes are begun in accordance therein: in the case of indigenous population, work is done with the victim and the indigenous governor, who gives support in obtaining certain documents. In the case of minors, one of their parents is chosen as a tutor, who is responsible for being present at all times to ensure the correct development of the process. In all the cases work is done with the victim and their family, keeping direct and uninterrupted contact, explaining the steps to be followed and giving information about all actions that are carried out.

STRENGTHENING OF THE COMPREHENSIVE REHABILITATION SYSTEM FOR PERSONS WITH DISABILITIES, ESPECIALLY ANTIPERSONNEL MINE VICTIMS



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International Organization

TYPE OF INSTITUTION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

PAICMA (Project Director, committee Presidency), Ministry of Social Protection, Valle del Cauca Health Departmental Secretariat, Antioquia Health Departmental Secretariat, Hospital Universitario del Valle, Hospital Universitario San Vicente de Paul, Fundacion IDEAL, the "Alas de Nuevo" Committee

PROJECT'S START DATE

Agosto de 2008

PROJECT'S END DATE

Agosto de 2012

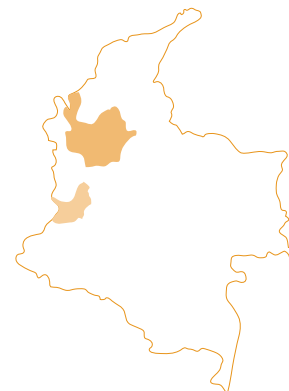
BENEFICIARIES

The population benefitted by the project is comprised by professionals from the entities involved in it, such as the Ministry of Social Protection, the Presidential Program for

Mine Action, the Valle del Cauca and Antioquia Health Departmental Secretariats, Hospital Universitario del Valle, Hospital Universitario San Vicente de Paul, Fundacion IDEAL, ADN, Alas de Nuevo and Health Provider Institutions (IPS) focused in Antioquia and Valle del Cauca, as well as the communities of the focused municipalities in each department.

LOCATION

- Valle del Cauca
- Antioquia



The comprehensive assistance to people with disabilities in Colombia, and especially particularly the one offered to APM, UXO and IED victims, which presents difficulties especially in medical assistance and functional rehabilitation.

Medical assistance and functional rehabilitation do not have a standardization of processes and procedures, and health professionals have information and training deficiencies in comprehensive assistance to these victims and some of the secondary effects generated by APM, UXO and IED.

From the health sector, the quality improvement on the service offer was a way of restoring the rights of APM, UXO and IED victims. In order to archive it, it was necessary to do the following:

- A network of quality services has been assembled;
- Professionals with appropriate technical orientations have been trained;
- We have insisted on building informed and trained social

networks that permanently generate awareness of the rights and duties, access routes to services at a local level and referral to other assistance levels.

As mentioned above, public and private entities responsible for comprehensive assistance to disabilities and APM, UXO and IED victims converge in this project, from their responsibilities, competences and mission purposes. Among these are governmental, national and departmental entities, health service providers and two non-governmental organizations. Likewise, the project has the active participation of civil society organizations and with participation spaces for the communities and population with disabilities, established in the local levels.

The project's most important results have been the following:
-To this date, progress is being made in information and training processes for the entities and institutions involved in the project.

- The standardization of knowledge, concepts, achievements and challenges are the project's most important results. An example of this is the training of professionals in the International Classification of Functioning, Disability and Health (ICF) from the World Health Organization (WHO). The above is seen as a framework for addressing rehabilitation with an integrate process in which disability is conceived from a personal, social and community point of view.

The project aims for the construction of a functional rehabilitation model for APM, UXO and IED victims in the regional level, in the departments of Antioquia and Valle del Cauca, and it will be reproduced in the focalized municipalities and institutions by the involved entities, after a process of institutional strengthening. Also, the model is expected to be reproduced to social and community bases through a process of strengthening the community level.

Lastly, the project's final goal looks, from the obtained results, for the Ministry of Social Protection, as the governing entity of the General Social Security and Health System and the Disability Public Policy, to develop the necessary adjustments to the public policy and the valid regulations to be implemented at a national level, by 2017.

The project is currently being implemented. Its structure constitutes one of its biggest strengths, since it considers both the strengthening of the services' offer and the demand (community and victims). In particular, it has been observed that the component of community strengthening through information about rights and duties, access and preparation routes for the correct and immediate assistance of the victims, so that they can access the services and benefits established by the valid regulations is fundamental to guarantee the project's success and the restitution of the APM, UXO and IED victims' rights.

Joint Directors' Committee



Physical Rehabilitation at the Valle University Hospital



Visual rehabilitation at the San Vicente de Paul University Hospital



Interview with a patient



COMPREHENSIVE ASSISTANCE TO ANTIPERSONNEL MINE VICTIMS THE COLOMBIAN CONFLICT



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Non Governmental

TYPE OF INSTITUTION

LOCATION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

Colombian Campaign against Mines (CCCM),
Nariño Departmental University Hospital (HUDN),
International Committee of the Red Cross (ICRC)

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

- Nariño with influence
in Putumayo and Cauca



PROJECT'S START DATE

8/28/2008

PROJECT'S END DATE

8/28/2011

BENEFICIARIES

Direct and indirect civilian victims of APM, UXO and IED and their families (minors and women); civilian victims of violence in disability situations (minors, women) and other people with disabilities from different factors (chronic diseases, accidents and genetic malformations, among others).

MUNICIPALITIES

64 municipalities in Nariño, 7 municipalities in Cauca and 13 municipalities in Putumayo.

The absence of physical and psychosocial services in the Colombian Southwest has led citizens with disabilities (especially the survivors of antipersonnel mines) to leave behind their communities, culture and family, in order to obtain post-surgical, rehabilitation and prosthetic/orthotics services and support. In many cases, this situation leads to greater vulnerability levels since the survivors become displaced persons and they increase the levels of misery in the cities where the health and rehabilitation resources are located.

In other cases, said absence has led them to renounce to said services, given the distances, isolation, extraction from their roots and economic costs for the victims.

The described situation directly violates the fundamental rights to health, physical integrity, work and equality because it inhibits the access to basic services and increases psychical, cultural and economic gaps. Indirectly, those who do not access rehabilitation services perceive a threat to their second and third generation rights, such as their food security, their identity processes and the development of their personality and subsistence with dignity.

The project presented looks to generate technical, human and financial sustainable capacity aimed at rendering quality rehabilitation services in cultural, family, social and economic contexts relevant to the victims. The construction and equipment of the Comprehensive Rehabilitation Centre of the Nariño Departmental University Hospital brings the rehabilitation services closer to the people with disabilities and especially to the antipersonnel mine victims from the Colombian Southwest, based on dignity, quality, opportunity and relevance criteria.

The project's fundamental principle is to provide access and the effective enjoyment of rights in matters of health, physical integrity and quality of life, through the improvement of the quality, opportunity and relevance of the health services. In that respect, the survivors from the departments of Nariño, Putumayo and southern Cauca reduce the time they take to get to the rehabilitation process in about 12 hours, which facilitates the access to health and rehabilitation services, fosters the continuity of the rehabilitation processes and promotes the return to their homelands, communities and families, thus reducing the tendency of displacement and rootlessness.



On the other hand, the rehabilitation process directly affects the beneficiaries' access to work and therefore quality of life, personality development and food security.

To summarize, on the right to health axis, methods will be provided to guarantee the enjoyment of the rights to personal integrity, a life with dignity and work, as well as development opportunities in family, personal, cultural and psychosocial matters.

Mercy Corps has legal valid agreements with the Colombian Campaign Against Antipersonnel mines –with which the project is directly operated, and with the Nariño Departmental University Hospital (HUDN). Said agreements include monitoring and constant strengthening through periodic coordination, training and follow up spaces.

On the departmental level, the project's team –comprised by a departmental coordinator located in Nariño, members of the CCCM, Mercy Corps and the HUDN has periodic dialogues with the Nariño Governor's office, the Nariño National Health Institute, the State Social Enterprise (ESE, in Spanish) Nariño Departmental University Hospital, the Municipal Mayor's office in Pasto (Nariño), both bilaterally as well as in the context of the Mine Action Departmental Committee.

It is important to mention the constant exchange with the Antipersonnel mine survivors through different instances, especially from direct contact through the departmental coordination.

The project's most important results have been the following:

1. Generation of timely and quality installed rehabilitation capacity for the Colombian Southwest, benefiting at least 20,000 people with disabilities in the department of Nariño, Putumayo and southern Cauca.
2. Construction and endowment of the Nariño Rehabilitation Centre: The most modern rehabilitation centre operated by a State Social Enterprise, which has state of the art technology in hydrotherapy, phisiatry, ophthalmology, neurology and physical therapy.
3. Appointment and training of a staff performed by 15 health professionals, including specialists, physical therapists, occupational therapists, nurses and assistants.
4. 4,557 rehabilitation sessions performed to over 700 people with disabilities and 10 mine survivors, between May 1st and June 30th, 2009.

The project is full of potential to be replicated as the model shows that it is possible to commit the Departmental Hospitals and

Governors' Offices, even in the most unstable administrative conditions, since rehabilitation services allow a guaranteed return of financial resources and reduces the costs caused by the re-entry of patients with post-surgical complications.

In fact, this scheme is currently being reproduced in the María Inmaculada de Florencia Hospital in Caquetá, and its implementation is foreseen in the Susana Lopez Valencia hospital in Popayan and the Meta Departmental Hospital in Villavicencio. Training and support processes will be generated for this purpose.

The principal lessons learnt from the project are:

- 1- The emphasis in the rehabilitation process has been very important, taking into account that the conflict victims are living in distressing situations and the fact of improving their mobility and functionality; making them feel useful for themselves, their families and society makes their values and self esteem gain new forces, thus improving their quality of life.
- 2- Regarding institutional coordination the purpose is to offer efficient and timely assistance to the victims, both in the medical assistance and rehabilitation processes. This has allowed us to work conjointly, although we are aware that the criteria must be unified and efforts must be joined, aimed towards the interest for the comprehensive rehabilitation of the victims, survivors and people with disabilities.
- 3- Feedback activities were developed with the local and departmental administrations and other entities, achieving more awareness regarding the issue of violence victims, giving priority to the comprehensive rehabilitation with the objective of minimizing physical pain, increasing their functionality and improving their quality of life, promoting comprehensive answers in favour of the victims, in order to qualify the offered services. This is evidenced by the equipment of the Rehabilitation centre, with state of the art technology for assisting victims of antipersonnel mines, people with disabilities and all other patients that require this type of assistance, achieving a better benefit for the patient's rehabilitation, a greater technical resource for the professionals and a higher positioning level for the Nariño Departmental University Hospital (HUDN).

The project's planning stage was based on a participative approach, which allowed incorporating the needs of the people with disabilities, especially mine victims.

In this regard, the rehabilitation needs and concerns were consulted as to select areas, specialties and equipment to be included in the Rehabilitation Centre. Furthermore, work is being done to generate installed capacity in the hospital's social work instances and with the networks that support victims in Nariño. The project was not designed for a specific populational group but for the universe of people with disabilities, which allows covering the needs in a wide spectrum from a social model instead of the traditional medical model, which restricts rehabilitation to the physical aspect.

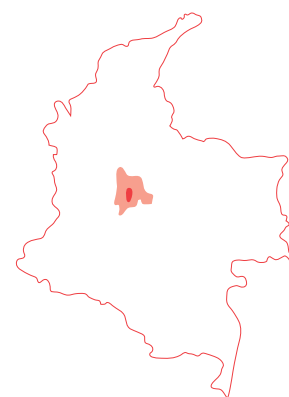
COMPREHENSIVE MINE ACTION PROGRAM OF THE ORGANIZATION OF AMERICAN STATES IN COLOMBIA

www.oas.org/dsp

PARTICIPATION OF ANTIPERSONNEL MINES SURVIVORS IN THE III IBEROAMERICAN FIDES-COMPENSAR SPECIAL OLYMPICS

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TYPE OF INSTITUTION	LOCATION
International Organization	
Ally	• Cundinamarca
INSTITUTION'S ROLE WITHIN THIS PROJECT	
FIDES (Foundation for the Research on Special Education) (Operator)	
OTHER INSTITUTIONS INVOLVED IN THE PROJECT	
PROJECT'S START DATE	
17/4/2009	
PROJECT'S END DATE	
Permanent	
BENEFICIARIES	MUNICIPALITY
Direct beneficiaries: 7, 5 of which are antipersonnel mine survivors.	Bogotá
Indirect beneficiaries: survivors' families and participants in the competition.	



The project addresses some of the physical and psychosocial consequences generated by antipersonnel mines, especially in terms of the rejection faced by most survivors, which in occasions even leads them to feel useless to society.

This project is aimed at the recovery or acquisition of the capacities and skills necessary for developing community life, more independently and with greater dignity, through recreation, sports and volunteering.

The FIDES, AICMA OAS project gives survivors of antipersonnel mines in Bogotá the possibility of working as coaches for athletes with cognitive disabilities that participate in the FIDES - COMPENSAR Olympics, making them feel useful by supporting a person that is disabled, just like them.

The FIDES volunteer school generates social awareness. In it, rights equality between people with or without physical or cognitive disabilities prevails. This is why FIDES included victims of the armed conflict in Colombia as volunteers, including

survivors of accidents with antipersonnel mines. This, given that because of their physical and psychological affectation they can benefit from a space through which they can show themselves as useful subjects for society, with desires of overcoming their issues and achieving social and economic reintegration.

This space achieves not only the generation of more social responsibility, but it also complements psychosocial rehabilitation, allowing survivors to show their leadership skills, develop new abilities and build new human relationships as they contribute with their work to a joint project and feel useful for society.

The project's most important results have been the following: -The antipersonnel mine survivors joined as athletics, capoeira and bowling coaches. -AICMA OAS provided support with transportation and resource expenses during the five months of training and during the development of the Olympics. Three out of the 5 survivors involved with the

project decided to continue as permanent coaches, which is why AICMA OAS continues to support them.

-During the event's development and by the end of it, survivors declared they felt useful and happy because they had the opportunity of sharing more than five months with this population.

This project can be reproduced in the country's main cities; having survivors living in them join as coaches. The possibility for AICMA OAS to help with transportation for some of them will be suggested, or this support would be sought out through private companies.

The principal lessons learnt from the project are:

1. The fact that foundations such as FIDES allow victims of the armed conflict to work with this series of processes show that everyday there are more entities committed to minimize the consequences generated by this scourge.
2. The enthusiasm, abilities and skills of the survivors were the biggest contribution for the successful development of this project.

The city of Bogota concentrates the largest population with cognitive disability and the number of athletes is meaningful. FIDES needs the support of the society, to join as coaches; as well as logistical support when events such as the Olympics take place. Thanks to this project, survivors of antipersonnel mines provided successful support to the event and were proactive during the development of the activities, which constitutes a good example for society.

Sportsman and volunteer



Survivors and volunteers



Bowling team



Athletics team



PROGRAM FOR THE ASSISTANCE TO VICTIMS OF THE ARMED CONFLICT - MEDELLIN MAYOR'S OFFICE

www.medellin.gov.co

PROGRAM FOR THE ASSISTANCE TO VICTIMS OF THE ARMED CONFLICT

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TYPE OF INSTITUTION

Governmental - The program is directly dependant of the Mayor's office

INSTITUTION'S ROLE WITHIN THIS PROJECT

Operator

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

International Organization for Migration (OIM), International Centre for Transitional Justice, National Commission for Reparation and Reconciliation (CNRR), Cooperative Habitat Fundation (CHF)

PROJECT'S START DATE

6/13/2004

PROJECT'S END DATE

2011 (It is not a definitive date)

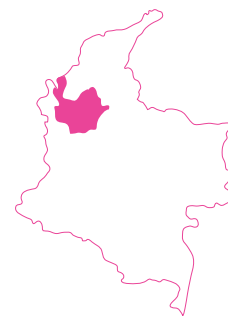
BENEFICIARIES

Victims of the Armed Conflict living in Medellin or its townships. During the current administration (2008 - 2011) 500 families have been assisted, and close to 40 percent of those families correspond to APM victims. In addition, other 105 intra-urban displaced families have been assisted.

LOCATION

- Antioquia

MUNICIPALITIES
Medellin



In Medellin, hostilities between paramilitary groups, guerrilla and members of security State forces have resulted in countless victims. Aside from physical consequences, most of the human rights violations have left psychological scars that negatively affect the communities.

Currently, and as a result of the extradition of paramilitary leaders -among other factors (as recognized by the President), a war has begun between criminal bands fighting to control drug trade and other illegal businesses. The above represents a great challenge; developing intervention processes within newly structured conflicts.

Together with these complex scenario, there are other adverse factors: The universe of Victims of the Armed Conflict in the country and the city is unknown; the victims have little knowledge of their rights; there is a tendency of suffering in private and few spaces are available for its processing; victims have difficulties acknowledging their sociopolitical position and responsibility; the population's low educational level hinders the transfer of information, and finally, the fact that many of the victims are women heads of households who are not prepared to enter the labour market.

The project has contributed to the restitution of the victims' rights through the following: 2004-2007 Period: intervention of approximately 5,964 victims and 14 from Medellin. 2008-2009 Period: 707 victims have been assisted from the psychosocial area; 2,413 people have received legal consultancy; 500 people have participated in legal workshops and have been helped in inter-urban displacement, giving them

preferential right to access home subsidies.

From the area of historical memory, 73 youngsters have received training and have received education on the conflict's historical memory; 241 people entered education processes; 22 pregnant women have been transferred to nutrition complement; 130 people benefited in recreation; 60 addressees trained in entrepreneurship, from which 40 productive ideas emerged; 11 addressees participated in a paid training and 18 people were hired.

The following publications were produced through narrative workshops developed with victims from the armed conflict: "Jamás Olvidaré tu nombre" (I will never forget your name), "El Cielo no me Abandona" (the sky does not abandon me), "Me gustaba mucho tu Sonrisa" (I really liked your smile). The latter developed with children victims.

Narrative workshops were developed with 22 Antipersonnel mines victims, aiming to complete the next publication: "Ahí donde pisamos aún crece la hierba" (Grass still grows where we stepped on) Book's production and publication: "A path towards my rights" what you need to know about administrative reparation.

Editing of 18 documentaries containing victims' micro-stories and 30 promos on the subject of truth. Different awareness and public events have been developed in community and city scenarios.



Legal workshops with Victims' group – 2008



"Memory Tunnel" – Book Fair – 2008



Art workshop, boys and girls group – 2006



Photographic exhibition: "From the Pain Topography to a Hope Geography". Jesús Abad Colorado – 2007

The alliances with the Municipal Government have been executed through the articulation with the different programs developed by their Secretary's Offices, to which the Program's beneficiaries are transferred. This work is done through the Institutional Cooperation and Offer area, which visits the homes to identify the needs of the family group and those families with a greater vulnerability level. Depending on the need, the link is done with the corresponding Secretary's office.

Education: To reinforce this subject, the program has an alliance with the CEPAR from the Peace and Reconciliation program, which allows validating elementary and high school at any time of the year. There are alliances for technical studies with the following institutions: IME, Pascual Bravo, CESDE and the Colombian Swiss Presence, I.U. Remington. There are regular summons to do this which are duly socialized.

Housing: The program has strengthened its alliance with the Social Institute for Housing and Habitat in Medellín with the objective of assisting the families that are victims of intra-urban displacement. For said effect, information that certifies the families' situation is collected and prioritized for the subsequent allocation of the subsidy. The program is willing to support social organizations.

The main results of the project are the following:

- Due to the recognition of the Program by the Municipal administration, budget obstacles have been surpassed and the program's structure is now consolidated and built in a coherent manner, implementing planning processes, with a work team that positions the victims' issue in the public agenda.
- This program is the first Program attached to a Public Administration working for the reestablishment of the victims' rights and has achieved the recognition of the Municipal Administration to promote actions that search for the population's reparation or rehabilitation.
- Alliances with different public institutions have been achieved so as to make progress in issues regarding forced disappearances, reparation and assistance to victims of the armed conflict in Medellín.
- Comprehensive assistance has been provided to the people who have suffered the severity of war; promoting the participation in all possible public scenarios with shared responsibility in building the future; and strengthening the construction of exemplary memories so that the dramas caused by the conflict are not repeated.
- There have been interventions in all of the city's comunas and their townships, articulating psychosocial assistance, legal assistance and family assistance in education, health and income generation actions.

- The beneficiaries have recognized that they received respectful and humane assistance from the professionals, therefore the State has perceived a better image.
- The beneficiaries have understood that reparation goes beyond the economic aspect, since it is related with processes regarding the right to truth, emotional recovery and the possibility of exercising the reconstruction of historical memory.

Given that the population victim of the armed conflict is present throughout the country

and given that the assistance model currently being undertaken by the Armed Conflict Victims' Assistance Program is aimed at comprehensive assistance regardless of the cause, its probability of replication is high and necessary given that it is an intervention that addresses fundamental elements such as emotional recovery, victims' rights and duties, the importance of the reconstruction of the conflict's historic memory, actions to help in the reconstruction of a life project interrupted by the victimizing event, in addition to actions directed at improving their quality of life.

The team of professionals and each intervention area has the necessary knowledge and tools to transfer this learning process and reproduce the model in other institutions. Currently, there is a material of great value evidenced in intervention routes, methodologies and pedagogical approaches that have allowed obtaining meaningful results. The Victims Assistance Program and its team of professionals are willing and prepared to share this learning process.

The main lessons learnt from the project are:

1. The Victims Assistance Program was built and based on the population's real needs. The above thanks to the exercise of including the population's thoughts and feelings within the proposal, as a core element.
2. Intervention routes.
3. Challenges proposed. This avoids the duplicity of actions, the inefficient resource investment that does not achieve important changes and the deterioration of the credibility in the intervention.
4. The importance of working in an articulated manner with other local, departmental, national and international institutions or organizations becomes more and more evident, because assisting the victims of armed conflict requires joint work to guarantee greater impacts and transformations.
5. Considerate and respectful assistance significantly increases the process' credibility.
6. Finally, in order to empower the population and make them work for the exercise of their citizenship, it is important to help them recover the trust towards the State, which is fundamental for enabling the exercise of their rights.

The proposal was gradually adjusted to the specific needs of the benefitted population as it was built, while identifying this population's characteristics. This was possible thanks to the support of a professional team committed to the task.

SEEDS OF HOPE NATIONAL NETWORK - CIREC FOUNDATION

www.cirec.org

SEEDS OF HOPE NATIONAL NETWORK



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Non Governmental

TYPE OF INSTITUTION

Operator, Ally.

INSTITUTION'S ROLE WITHIN THIS PROJECT

2002

PROJECT'S START DATE

Permanent

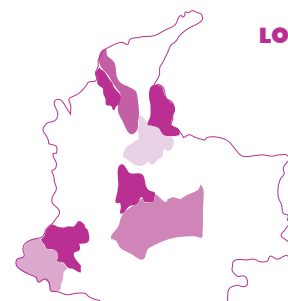
PROJECT'S END DATE

BENEFICIARIES

The directly benefited populations are people with disabilities, mainly APM, UXO and IED victims; and, indirectly, their immediate families, who are channelled by, among others, the Seed of Hope leaders of these regions, where there is a high percentage of APM, UXO and IDE victims.

- Bolívar
- Meta
- Santander
- Norte de Santander
- Cundinamarca
- Cauca
- Sucre
- Nariño

LOCATION



MUNICIPALITIES

Carmen de Bolívar, San Juan Nepomuceno, San Jacinto, Zambrano, San Pablo (Bolívar), Lejanías, San Juan de Arama, El Castillo (Meta), Surata, San Vicente de Chucurí, Puerto Wilches, Matanza, Betulia, Charta, El Playón, Barrancabermeja, Rionegro, Carmen de Chucurí (Santander), Tibú, Sardinata, Arboledas, Cúcuta (Norte de Santander), Viotá, Guaduas, Caqueza, Tocaima (Cundinamarca), Toribio, Santander de Quilichao, Silvia, Inzá, El Tambo, Morales (Cauca), Chalán, Ovejas, Colosó, Tolú Viejo, Morroa, Los Palmitos (Sucre) and Tumaco (Nariño).

The addressed problem is the need that people with disabilities, especially Antipersonnel mines (APM), Unexploded ordnances (UXO) and improvised explosive devices (IED) victims, and their families, have of counting with adequate and timely comprehensive rehabilitation processes that allow their socioeconomic inclusion and the improvement of their conditions towards a life with dignity. Not having access to a comprehensive rehabilitation has consequences that violate the right to health, equality, personal integrity and minimal survival, among others.

Through the Red Nacional Semillas de Esperanza from the CIREC foundation, there have been contributions towards the restitution of the rights of people with disabilities, especially APM, UXO and IED victims and their immediate families in eight (8) departments and thirty nine (39) municipalities in Colombia, through the legal constitution of local associations for people with disabilities, who access comprehensive rehabilitation, training in leadership, mine risk education (MRE) and social inclusion processes in the CIREC foundation.

The Red Nacional Semillas de Esperanza, together with the Fundación CIREC also develops an excellent work in identifying, channelling, supporting and monitoring the APM, UXO and IED victims and their immediate families on the issues regarding guidance on the reestablishment of the victims' rights.

An important work for promoting Mine Risk Education (MRE) has been developed in vulnerable communities through the work of the seeds of hope leaders in the regions where the project is being carried out.

The municipal governments have an important role in these processes; the direct link between the local administrations and the Red Nacional Semillas de Esperanza is made by associations of people with disabilities, which after being legally constituted, receive an office on gratuity loan from the mayor's office. Fundación CIREC supplies this office with a computer, office elements, stationery and a bank of technical aids (wheelchairs, walkers, crutches, among others)

In general, this link allows said associations to take part of the local policies on disability and to become allies for the municipalities in the coordination and execution of the plans and projects regarding comprehensive rehabilitation, assistance to APM, UXO and IED victims, Mine Risk Education (MRE) and economic inclusion of the people with disabilities.

At a territorial level, the Red Nacional Semillas de Esperanza is articulated with the Disability Departmental Network in each one of the regions, taking part of the processes that also include APM, UXO and IED victims. .

The main result achieved by the Red Nacional Semillas de Esperanza - Fundación CIREC has been the psychosocial integration of people with disabilities and APM, UXO and IED victims, channelled from the different regions or municipalities where the project is taking place.

Another meaningful result is the forming of thirty nine (39) associations of people with disabilities and conflict victims legally constituted in the eight (8) departments where the project is operating. These associations currently form and make part of the Red Nacional Semillas de Esperanza from the CIREC Foundation.

Likewise, continuous training processes in leadership, comprehensive rehabilitation, mine risk education (MRE), management of productive processes, citizen participation, among others, aimed at the seeds of hope leaders from each one of the regions, have been developed through the CIREC foundation.

It is also important to highlight the development of more than forty rehabilitation brigades in the municipal centres, through which technical aids, prosthesis and orthotics are delivered and coverage is offered to a great number of people with disabilities and APM, UXO and IED victims.

Other important evidence of the results achieved and the work being done is the consolidation of productive projects that benefit APM, UXO and IED victims, people with disabilities and their immediate families in each municipality

where the Semillas de Esperanza program from the CIREC foundation is operating and the recognition before the communities and other institutions.

The characteristics of the project and of the Red Nacional Semillas de Esperanza allow it to be reproduced in other places or municipalities, adjusting to the specific needs of populational groups, with vulnerability in disability characteristics and/or APM, UXO and IED victims.

It is necessary to have initial and continuous formation from the regional leaders that promote an effective empowerment of their communities' needs regarding assistance to APM, UXO and IED victims and other people with disabilities, with the objective of adequately guiding the processes of creating new associations of people with disabilities throughout the national territory, with the support of entities that guarantee the monitoring and continuity through the necessary resources.

The principal lessons learnt from the project are:

1. During the execution of the Semillas de Esperanza project and the National Network, one of the main lessons learned and that has guaranteed sustainability is the adequate and continuous formation of true seeds of hope leaders in each one of the regions, who after accessing comprehensive rehabilitation and training processes and being the beneficiaries of productive projects, become human talent and work in favour of the improvement of the life quality of the people with disabilities and APM, UXO and IED victims.
2. Having the support and management of a renowned organization such as CIREC has allowed an adequate efficiency in using and finding resources for this project.
3. In terms of restitution of rights to the APM, UXO and IED victims, the need of establishing and counting with efficient information management processes is evidenced, for having an effective feedback with other organizations and entities.

It has been identified that the project's beneficiaries present low education levels. In order to the above, the program is continuously sharpening its methodologies to facilitate information transfer, especially on issues regarding rights and duties.

Launch ceremony of the seeds of hope national network.



Rehabilitation Brigade – Soto province, Norte de Santander. Suratá, Matanza, Charta, El Playon municipalities.



Seeds of hope network's national encounter



Comprehensive rehabilitation workshop for seeds of hope leaders in the Santander region. Suratá municipality – Santander



EDUCATION ON RISK AND ASSISTANCE TO VICTIMS OF APM-UXO IN SOUTHWEST COLOMBIA



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TYPE OF INSTITUTION

Non-Government Institution

INSTITUTION'S ROLE WITHIN THIS PROJECT

Operator

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

Cáritas Alemana (Ally), European Union Commission (Donor Entity)

PROJECT'S START DATE

10/2007

PROJECT'S END DATE

12/2009

BENEFICIARIES

Includes community leaders who, direct victims, families and members of highly affected communities.

LOCATION

• Nariño

MUNICIPALITY
Samaniego



According to the information supplied by the Presidential Program for Mine Action (PAICMA) of the Vice-Presidency of Colombia, up to April 2007 the Cauca, Nariño, Meta, Caquetá and Putumayo departments represented 26.58% of the total number of incidents and accidents related to antipersonnel mines (APM), unexploded ordnance (UXO) and improvised explosive devices (IED).

The Colombian laws established to protect the victims of violence (including APM, UXO and/or IED victims) have large gaps in matters of upholding their rights. Thus, the difficulties in terms of psycho-social and legal support, as well as socio-economic rehabilitation of the victims and their families are evidence of this problem.

Therefore, the purpose of this work is to get public entities involved in upholding the effective enjoyment of rights of APM/UXO/IED victims.

In that sense, the object of Mine Risk Education (MRE) actions is to create multipliers and strengthen local capacity. Thus, starting from a strategy of community sessions, pedagogic tools were delivered to 100 community leaders, emphasizing safe behaviours against the risk generated by APM and UXO, as well as a culture of peace; consequently benefitting 3,000 people from the most affected areas.

This MRE process is complemented by a participative communication strategy where trained multipliers, working together with local institutions or organizations build elements to raise awareness on this problem, reaching over 7,000 people that might have benefitted directly from the community sessions.

Support was given to 600 people, including direct victims, their relatives and members of highly affected communities of the benefitted departments, providing them with tools that allowed them to face the trauma caused by the accidents or the presence of antipersonnel mines in their work or mobilization places.

At the same time, consultancy for access to rights was provided to 400 people, relatives of both survivors and fatal victims. At least 50% of these people received their corresponding humanitarian aid and reparation.

A productive program was carried out with the victims who accessed the psychological support, where the Pastoral supported 200 direct victims with training in micro-projects based on the survivors' vocations and with seed capital for individual and collective entrepreneurship.

The SNPS/CC has built multiple alliances with diverse AICMA participants. Alliances with international organizations include the International Committee of the Red Cross (ICRC), Handicap Internacional (HI), UNICEF, OXFAM, Moviment Per la Pau, Mercy Corps, United Nations Development Programme (UNDP), IMMAP and MUSE; national organizations including the Colombian Campaign against Mines (CCCM), Restrepo Barco Foundation, Paz y Democracia (Peace and Democracy), Colombian Red Cross, National Learning Service (SENA), Presidential Program for Mine Action (PAICMA), and local organizations such as the Governor's Office of Cauca, Meta, Putumayo and Nariño, the Local Mayor's



Office of Florencia, Caquetá; Vista Hermosa, Meta; Tambo, Cauca; and Puerto Guzmán, Putumayo and the Hospital de San Vicente del Caguán and María Inmaculada, in Caquetá. In addition to the above, the following alliances have been achieved with the school community: Putumayo (El Tigre, La Pedregosa, Maravelez), Cauca (San Alfonso, Balboa, El Plateado), Nariño (Madrigales, Santa Cruz, El Decio), Caquetá (Santuario) and Meta (La Palestina, Puerto Lucas, Angostura, San Pedro y Caño Amarillo).

The most outstanding results of the project are:

- The SNPS/CC identified and agreed upon, with the different participants of the five departments, the four communities that will benefit from the program. In total, there are 20 communities that receive assistance. In each of them, five leaders received the MRE training process with standard pedagogic tools provided by the UNICEF, prioritizing values such as life, the common good, participation and solidarity.

- The leaders appointed as volunteer multipliers of MRE and peace culture, held MRE and peace culture sessions with 30 people in their communities. The sessions were also accompanied by a community activity through workshops in towns, settlements or townships, with the support of the project's department team (regional promoter, psychologist, lawyer and productive consultant).

- Voluntary multipliers received participative communication tools and developed a total of 20 communication strategies with their communities, stressing on safe behaviour and peace culture contents. The communication pieces symbolize the communities' context and culture and are diffused through their own habits and media.

- Support was given to APM and UXO victims, as well as their families during their psychosocial assistance, emphasizing their reintegration to the community. This support is given directly in the towns, where they hold sessions to promote communitarian integration through psycho-legal workshops as well as recreational and sport activities.

- Promotion of productive initiatives with a communitarian emphasis focused on improving living standards of victims and their families. Technical training sessions are held, and every initiative is supported through seed capital delivered in kind.

- Guidance, monitoring and legal advice is provided for the legal protection of APM and UXO victims and/or their families in the access to their rights' protection. Interdisciplinary and psycho-legal sessions are held to promote solidarity and communitarian action to defend their individual and collective rights.

- Peace culture is the transversal axis of victims' assistance that encourages the collective daily commitment to promote actions in favor of life, solidarity, common good and participation.

- In regards to the strengthening and/or generation of support networks, victims' assistance is made through the inter-institutional work of government and non-government organizations on a local, national and international level in order to promote a comprehensive answer for the affected community.

The following are critical factors that should be considered in order to replicate the project:

- Determining and identifying the project's beneficiary communities with the different local actors.

- Encouraging community leaders of the project's benefitted towns to be trained in MRE standards.

- Aside from the MRE contents, identify with the communities which peace culture values should be integrated to MRE related subjects.

- The appropriate leaders, as voluntary multipliers of MRE and peace culture, developed sessions or MRE and peace culture with 30 people in their communities.

- The sessions were included in a community activity through workshops in towns, settlements or townships, with the support of the project's department team (regional promoter, psychologist, lawyer and productive consultant).

- Voluntary multipliers received participative communication tools and developed a total of 20 communication strategies with their communities, focusing on the safe behaviour and peace culture contents. The communication pieces symbolize the communities' context and culture and are diffused through their own habits and media.

- Support was given to APM and UXO victims, as well as their families during their psychosocial assistance, emphasizing their reintegration to the community.

- Promotion of productive initiatives with a community emphasis through technical training and support to initiatives through seed capital delivered in kind.

- Provide assessment, support and legal orientation for the legal protection of APM and UXO victims and their families when seeking to uphold their rights.

- Undertake victims' assistance through inter-institutional work with local, national and international governmental and non-governmental organizations, to potentiate a comprehensive answer to the affected population.

The principal lessons learnt from the project are:

1. It is critical to adopt an approach to the MRE issue in the communitarian context as well as in contexts of risk from presence of APM and UXO.

2. It is important to do a participative adaptation of MRE language according to the context and culture in each community. Communities diffuse messages publicly through their own habits and media.

3. There is a great complementarity between the two main axes of mine action: MRE and assistance to APM and UXO victims in the psychosocial, legal components, as well as in the generation of income for the victims and their families.

4. The direct support to the victim, their families and the community in the town, settlement or township is critical for the success of the project.

5. Once trained, leaders of the risk communities can assume the role of voluntary MRE and peace culture multipliers.

6. The coordination between all actors working on the matter on a national, department and municipality level is essential to optimize the resources and increase the integral assistance capacity to a higher number of beneficiaries.

7. It is important to promote the initiation and functioning of the departmental and/or municipal committees for the prevention and protection of the population at risk from APM and/or UXO.

8. It is critical to complement MRE and the peace culture values such as life, the common good, solidarity and participation through artistic, recreational and sport activities.

9. The Catholic church's support and presence in the beneficiary communities of the project was helpful for its success.

STRENGTHENING THE CIVIL POPULATION'S RESPONSE CAPACITY TO FACE ANTIPERSONNEL MINES AND UNEXPLODED ORDNANCE (APM/UXO) IN COLOMBIA.



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TYPE OF INSTITUTION

Private, it is part of the International Red Cross and Red Crescent Movement

INSTITUTION'S ROLE WITHIN THIS PROJECT

Operator, Ally

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

Spanish Red Cross, Spanish Agency for International Development Cooperation (AECID)

PROJECT'S START DATE

20/12/2007

PROJECT'S END DATE

19/06/2009

BENEFICIARIES

Direct beneficiaries: 243 civilians APM/UXO/IED victims
- 168 companions.

DEPARTMENT		MEN	WOMEN
CAUCA	61	52	9
TOLIMA	13	11	2
CALDAS	29	28	1
SUCRE	14	13	1
CESAR	62	38	24
SANTANDER	64	54	10
TOTAL	243	196	47

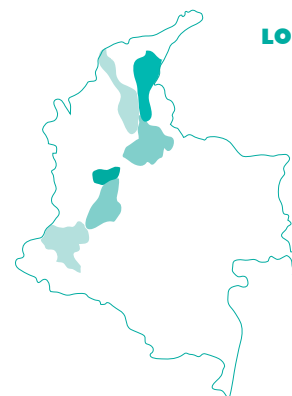
Plus 168 companions.

In the awareness and MRE issue:

Nº Activity	Nº Beneficiaries
260	7.699

- Sucre
- Cesar
- Santander
- Caldas
- Tolima
- Cauca

LOCATION



MUNICIPALITIES

Sucre (San Onofre, Los Palmitos, San Benito de Abad, Guaranda), Cesar (Valledupar), Santander (Barrancabermeja, Bucaramanga), Caldas (Manizales), Tolima (Ibagué, Ortega, Planadas, Dolores, Río Blanco, Chaparral), Cauca (Popayán).

El objetivo específico del proyecto era el de fortalecer la capacidad. The project's specific objective was to strengthen the local institutions and focal communities' capacity to prevent and respond to accidents with Antipersonnel Mines (APM), Unexploded Ordnances (UXO) and/or Improvised Explosive Devices (IED) in the departments of Sucre, Tolima, Cesar, Santander, Cauca and Caldas, through education and awareness actions for reducing the risk of accidents with said artefacts; psychosocial support, monitoring and guidance in the assistance route to APM, UXO or IED victims according to their specific needs. Likewise, it was possible to develop comprehensive assistance to victims and their immediate families, aspect with great deficiencies such as the absence of financial sources for transportation, accommodation and food expenses generated in this process for the victim and companion, among other situations.

For the Colombian Red Cross, the subjects of Mine Risk Education (MRE), as well as the protection, care and assistance of those affected and their immediate families are linked to the rights issue.

The results were as follows:

1. 100% of the educational institutions in the influence zones and the local community organizations participated in MRE projects.
2. 26 networks of local facilitators were created with institutions and communities to guarantee the sustainability of the educational process for reducing the risk of accidents with APM/UXO/IED.
3. The population has access to departmental and national campaigns on APM-UXO-IED awareness.
4. The population of the benefited departments received psychosocial support and guidance on the rights of the civilian

APM/UXO/IED victims, complementing the aid provided by the Colombian State for protection and support during the medical and rehabilitation treatments, according to the individual and the immediate family's needs. All those affected by the problem of weapons contamination received support during their medical and rehabilitation treatments. Although some received partial assistance from the State, it was evidenced that a great number of them have recurrent problems from the wounds generated by the explosive artifact. Likewise, some victims were excluded from the assistance route.

5. The local institutions, including aid institutions and others directly linked with the assistance route received awareness training on how to maintain safe conducts and develop comprehensive assistance to APM/UXO/IED victims and their families.

6. Fostering the exchange of experiences and knowledge of APM/UXO/IED among institutions related with the subject nationwide, through a seminar on "Psychosocial support to APM-UXO victims in Colombia" (held in Bogota), which central issue was the psychosocial intervention models for those affected by APM/ UXO, given that Colombia does not have one. Numerous institutions participated on this seminar.

One of the objectives set forth for the project was to achieve sustainability on the focal municipality's issue. To achieve this, 26 facilitator networks were created by staff from the educational institutions and the community (community action councils, community mothers and the community in general). The government (mayor's offices, representative's offices, hospital managers, secretaries, departmental and municipal mine action committees) represents an actor and facilitator, given the work and obligations it has to fulfil to tend to this matter.

However, a deficiency has been detected in the change of employees every four years, therefore it is necessary to generate sustainability and empower the networks as subjects of rights. This type of articulation will always be generated from the Colombian Red Cross' mission of working in favour of the most vulnerable.

One of the project's most important results is the assistance to those affected by accidents and their immediate families, both from a physical and psychological point of view, and specifically with the transformation from being people with disabilities to people that control their own destiny.

On the other hand, the project generated a significant change in the access to the assistance route by supporting accommodation, food and transportation to the affected person and a companion to assist to the medical appointments; food kit (a month worth of groceries for a 3-month term); non-food kit: created by the

Institution's professional volunteers (prosthetics maintenance kits -mild soaps, silicon socks, maintenance handbook); psychological assistance by the project's professionals, among others. It is important to highlight that other than the support and orientation offered, it was important to see how the project managed to activate the inter-institutional networks to respond to the victims' needs.

This project can be easily replicated, given the situation of weapon contamination spread throughout Colombia. Currently, the Colombian Red Cross is undertaking a fundraising process for a similar project and for a longer time period. For the organization, given its transversal nature, the project can be reproduced taking advantage of the Red Cross' territory of influence, as this project involves varied areas such as Health, Aid, Teaching, Volunteer Work, Cooperation, Doctrine and Protection have specific actions in the performance of the project's activities.

The principal lessons learnt from the project are:

1. The assistance route is a basic part of the comprehensive assistance for an affected person since the access time is very limited and, although the rights contemplated in the national and international regulations are outlined in this instrument, there is still a long way to go towards recognizing the persons as subjects of right.
2. The rights are only focused towards the individual that suffered the accident, but it should also include its immediate family. In general, a change of important roles is generated within the family dynamics, and this fact is not taken into account in the rights included in the assistance route.
3. The issue of mental health in Colombia is in critical state; in many opportunities the importance of this issue is not very clear.
4. Although the "reparation through the administrative way" subject is of great contribution, the accidents' scars still remain. For example, it has been detected that in the long run, victims develop other physical illnesses that were not discovered within the year following the accident.
5. An inter-institutional database must be created as to avoid duplicate efforts.
6. The victims' rights and duties must be widely diffused, not from a metalanguage but from elements that the community can understand.

The Colombian Red Cross has an advantage to adjust the project to the specific needs of the population due to their wide experience working for many years with the most vulnerable throughout the national territory. Therefore, the field staff has specific assistance protocols for each region. For example, the food kits are not the same in all the Institution's Branches and the non-food kit is tailored to the final user.

Likewise, the dynamics are not standardized, because although they have similar contents, the implementation is done according to each focal community's idiosyncrasy by the local project's staff. Those in charge of the trainings and other activities are locals, since they are familiar with the region's language and traditional customs and the material is adequate for each community.



TELEMAP



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Governmental

TYPE OF INSTITUTION

Operator

INSTITUTION'S ROLE WITHIN THIS PROJECT

ISA (Donor Entity)

OTHER INSTITUTIONS INVOLVED IN THE PROJECT

27/4/2008

PROJECT'S START DATE

30/9/2010

PROJECT'S END DATE

BENEFICIARIES

Patients assisted through telemedicine in the IPS
(Health Provider Institution): 50
Remote stations trained in telemedicine: 129
People trained in home tele-assistance: 30
Professionals registered in the virtual education degree: 50

Professionals trained in comprehensive
assistance to victims: 300
Professional technicians in pre-hospital assistance: 155
Registered professional technicians in
pre-hospital assistance: 260
Trained first respondents: 4,060
People trained in Reduction of vulnerability: 446

LOCATION

• All of Colombia



Several studies made in Colombia evidence the affectations caused to civilians by the use of Antipersonnel mines by some illegal armed groups. These affectations can be defined in three different levels as follows:

Individual

- Survivors and their families are not aware of their rights and in many cases they are unaware of the institutionalism.
- The Antipersonnel mines victims have been assisted within the conventional health system in matters of emergency medical assistance, but the system lacks resources to satisfy this demand.

Community

- The distance between mined places and hospitals, the population's lack of economic resources and the budgetary limitations that difficult the transport of victims to the hospitals so as to receive medical assistance are factors that increase the risk of death when facing an accident with an antipersonnel mine.
- Although victims are now more visible within society, their needs and rights are still not adequately fulfilled.

Institutions

- Lack of knowledge of the law, even in cases where there is awareness of the mine issue. Service providers explain that lack of resources and delays in payments by Fidufosyga prevent them from offering adequate services to victims.

- Comprehensive assistance to mine victims demands articulation, monitoring and feedback before, during and after the accidents. These must be performed by the State, international agencies and the affected communities.

The action proposed by the project, determined by its problem tree, is directed towards fulfilling the victims' and their families' needs, as final beneficiaries, as well as the needs of the communities and institutions.

The incorporation of telemedicine contributes to improve the problem-solving ability of the institutions that provide assistance services to the victims, since it facilitates remote access to the specialized support required when offering initial assistance to the victims.

In addition, the contemplated hardware and software are very useful mechanisms when recording the information regarding the affected person, its immediate family, the environment, the actions taken initially and the incorporation to the local, regional and national Services Network.

The comprehensive rehabilitation action is activated through the use of several tools that contemplate the articulation with the home tele-assistance service, as well as the activation of mechanisms of community response that support the needs of the individual and



Victims' Assistance work, University IPS



Samaniego Medical Practice

his/her family.

Virtual education allows the health provider institutions to improve the response capacity when providing comprehensive assistance to the victims and their families.

The development of pre-hospital assistance allows professionalizing the initial intervention and the acquisition of skills when dealing with a trauma patient through training with simulators; it improves the survival possibilities of those affected and generates a greater response capacity within the health provider institutions. Also, the individual vulnerability of the staff working on site and on risk conditions is reduced, due to their adequate training.

Tele APM has established bilateral agreements of specific cooperation activities with several local, national and international entities. In telemedicine, there are interactions with the University IPS (Health Rendering Institute) and with the remote stations nationwide. In tele-assistance, an agreement with the Colombian Red Cross, Handicap and the San Vicente de Paul Hospital in Medellín has been executed. In pre-hospital tele-assistance, work is done with the Air Force, the National Police Force, the Army, aid entities, the Air Health Program and the Regional Health Office. In APM with the SENA (National Learning Service) and several health and aid entities. In the investigation area, with ARTICA - Regional Alliance of Applied ICT, of which the following entities make part: UdeA, the University IPS, the UPB, EAFIT, Universidad Nacional - Medellín Branch and UNE Telecommunications.

Among the main results of the project, it is worth highlighting the fact that the Regulatory Centre has been working on the Simulation Centre of the Medicine Faculty, offering support to the system's development. Regarding remote stations, nurses and doctors from the local health units of the municipalities most affected by APM – UXO throughout the country have been trained.

In particular, the following proceedings have been developed regarding the Telemedicine component:

Home Tele-assistance:

This component looks to assist the survivors in their home, in order to facilitate the access to institutional services. Contacts for inter-institutional agreements have been made with the Escuela de Ingeniería de Antioquia, the Colombian Red Cross, and Artica - Regional Alliance for the development of ICT in Antioquia.

Virtual Classroom:

The virtual degree in Comprehensive Assistance to Victims of the Armed Conflict was done on the moodle platform of the Medicine Faculty, and currently the second cohort of the academic program is being carried out.

The program is made up by twenty modules divided in six theme areas, as follows: data and tool manager, legal aspects, comprehensive characterization, mine risk education, psychosocial impact, comprehensive medical assistance, medical-surgical assistance and legal medicine. 18 videos with medical-surgical procedures and one video regarding on site Safety Regulations were edited and included in the platform. Several public and private institutions and organizations joined the initiative with technical-scientific support:

APH - Mobile classrooms:

The additional mobile classrooms, adapted for training scenarios in pre-hospital assistance, will be added to the program during the first semester of 2010, with the objective of providing coverage in the most vulnerable regions.

APH - First Respondents:

Currently, the Basic Vital Support for Deminers with the objective of improving the response capacity of the National Army deminer and canine group from the Batallón Pedro Nel Ospina in Bello (Antioquia).

APH - Professional Technicians:

This project is aimed at training Professional Technicians in Pre-hospital Assistance, through the articulation of the program for training Combat Nurses from the National Police, the Army and the Navy, as well as a group of Reinstated people from the National Government's Peace and Justice Program, and for members of the aid entities, through a certification of competences.

Reduction of Vulnerability:

Training is provided to health and other professionals from the hospitals in several departments throughout the country on the course on Dealing with Victims of the Armed Conflict and Reduction of the Individual Vulnerability in the scenarios created for said objective in the SENA located in La Salada (Caldas) and in the farm El Progreso (property of Universidad de Antioquia) in Hatillo (Barbosa), with the support of the International Committee of the Red Cross. Likewise, mobile scenarios were used in the courses in Cartagena, Cucuta, Pasto, Tabio, Quibdó and Samaniego for the mine risk education program.

Research:

As a result of the inter-institutional work supported by ISA, the Simulation Centre integrated to ARTICA, which recently obtained a recognition from Colciencias as an excellent research group, and the financing of the research projects proposed for the next two years, among which is the Pre-Hospital and Home Tele-assistance project.

This project is highly replicable given that all of its components can be used and replicated in different regions of the country. In fact, the replicability is incorporated in the project and has been undertaken according to the described coverage.

The project's most important lessons learned, which have become the cornerstones for TeleMap's success, are:

- Support in the conception of the problem tree and the method through which the information and communications technology could support the design strategy.
- Support to the scholar, industrial and health sectors, as well as to aid, security and government entities, among others, regarding all synergies created around the proposal.
- Articulation with other ongoing programs and processes, both in government entities, as well as in national and international NGOs.

The program has a population focus adjusted to the needs of the specific individuals and populational groups, taking into account the following criteria in each one of its components:

- Tele-medicine: the demand for telemedicine services from remote units is based on casuistry, that is, the demand for specialized medical support according to the victim's need.
- Tele-assistance: the focus of this application to characterize survivors has the same consideration of the telemedicine component.
- Virtual education: the contents of the degree in comprehensive assistance to victims of the armed conflict, includes within its modules the populational, gender, individual and collective focuses.
- Pre-hospital assistance: the formation programs of first respondents and professional technicians, implicitly carry the same focuses stated above.



Programa Presidencial
para la Acción Integral
contra Minas Antipersonal



**Presidential Program
for Mine Action**