

77th Session – Guatemala

Recommendations to the UN Committee on the Rights of the Child

Prepared by Child Helpline International

Recommendations

Guatemala needs a 3-4 digit, toll-free, 24-hour national child helpline for children. There is a necessity in Guatemala to establish a child helpline to assist children in need of care and protection from violence and allow their voice to be heard by policy makers.

To achieve these goals, the government of Guatemala should:

- Collaborate with NGOs willing to work towards establishing a helpline.
- Provide support, including resources, to establish and maintain the service.
- Ensure the helpline receives a toll-free, 3-4 digit number so that neither the helpline nor the child needs to pay for accessing helpline services.
- Ensure the child helpline is a 24-hour service.
- Ensure the child helpline primarily caters to the needs of children.
- Facilitate the collaboration of the helpline with other child-focused NGOs and state alliances, such as the police, health and social welfare systems to enhance its intervention and follow-up model; thus, ensuring the long-term rehabilitation of children in need of care and protection.
- Ensure the child helpline has an outreach component for the most marginalised child and allocate funds to provide services in remote areas.
- Collaborate with NGOs to ensure that children are aware of and can access the helpline.

If you would like further information please contact Child Helpline International.

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