

Appendix C - MAPPING OF ESSENTIAL SERVICES

Following a report of a critical incident, particularly safeguarding incidents, survivors must be offered support to access key services that could aid in their recovery from the incident/s. It is important to have such information readily available as the timeliness of the referral can have a direct impact on the efficacy of the service provided. For example, sexual assault survivors often need to receive critical medical care within 72 hours of an assault, in order to reduce the likelihood of potential lifelong adverse consequences. Similarly, evidence indicates that following a critical incident, expeditious access to psychosocial support can reduce the long-term impact of the event/s on a survivor's day to day functioning and wellbeing.

Please complete the template below to map essential service providers in each area where CRS is operating. Please list at least one medical, legal, psychosocial, and security service provider per area of operation, but only list service providers that are known to provide the highest quality of care available in each area. If there is a cluster response within the country of operation, the relevant sector cluster coordinator will be able to advise on preferable service providers. Alternatively, guidance can be sought from CRS' sector technical advisors. Where there aren't any services, please type in "no service" and list the contact details for the relevant cluster coordinator, if applicable. Add rows to the template as needed if operating in more than three areas.

When undertaking a referral related to a critical incident, remember:

- If possible, the referral should be completed by a protection or safeguarding focal point
- Secure the survivor's consent (or their legal guardian) before making any referrals
- Maintain confidentiality – use secure means to share information and only share information with others on a 'need to know' basis
- Ensure any documentation related to the referral is securely stored
- Follow up to ensure that the requested service has been provided

Name of Service Provider	Contact Details (including address, phone number, email, after hours contact details and the name of any relevant focal point/s)	Comments (i.e. any costs, eligibility requirements/target population, noteworthy concerns regarding the service)
Area/Region: Kigali and All Districts		
MEDICAL/HEALTH (e.g. Provider of emergency medical care for injuries, HIV/AIDS post exposure prophylaxis kits, forensic documentation)		
1. Centre Hospitalier Universitaire de Kigali (CHUK)	Kigali City Nyarugenge District Telephone: (250) 788304005	General and specialized services including HIV/AIDS, Psychological and specialized medical reports. Costs covered under insurance scheme.
2. Rwamagana District Hospital	Rwamagana District Tel. (250) 783048060	For all district's hospitals: only specialized services are excluded.

3. Kibungo District Hospital	Ngoma District Tel. (250) 788653668	
4. Gitwe District Hospital	Ruhango District Tel. (250) 788769015	
5. Nyanza District Hospital	Nyanza District Tel. (250) 782842424	
6. Shyira District Hospital	Nyabihu District Tel. (250) 782040558	
7. Kigeme District Hospital	Nyamagabe District Tel. (250) 788523500	
8. Byumba District Hospital	Gicumbi District Tel. (250) 788508448	
9. Gisenyi District Hospital	Rubavu District Tel. (250) 788305785	
10. Kirehe District Hospital	Kirehe District Tel. (250) 788766905	
11. Ruhengeri District Hospital	Musanze District Tel. (250) 788489383	
12. Ruli District Hospital	Gakenke District Tel. (250) 788609611	

13. Kabaya District Hospital	Ngororero District Tel. (250) 788671325	
14. Murunda District Hospital	Rutsiro District Tel. (250) 788501658	
15. Kibogora District Hospital	Nyamasheke District Tel. (250) 788461916	
16. Rutongo District Hospital	Rulindo District Tel. (250) 788811045	
17. Kiziguro District Hospital	Gatsibo District Tel. (250) 788613499	
18. Remera Rukoma District Hospital	Kamonyi District Tel. (250) 788463026	
LEGAL SERVICES (e.g. paralegal service, legal aid)		
Rwanda Investigation Bureau	Free online call: 166, 3512 and 116	Perform investigations
Isange One Stop Center	Kigali City and all districts Toll free: 3029	Psychosocial, Medical, Police and legal services to adult and child survivors of gender-based violence (GBV) Costs covered under insurance scheme.

PSYCHOSOCIAL SERVICES (e.g. counselling, gender-based violence case management, child protection case management)		
Isange One Stop Center	Kigali City and all Districts Free online call: 3029	Psychosocial, Medical, Police and legal services to adult and child survivors of gender-based violence (GBV) Costs covered under insurance scheme.
SECURITY SERVICES (e.g. Police, community leaders, committees that serve a mediation function)		
Rwanda National Police	Kigali and all Districts Emergency contact: 112, 116	Emergency and specialized security services
OTHER RELEVANT SERVICES (e.g. shelter, food) - Optional		
N/A	N/A	N/A
Name of Service Provider	Contact Details (including address, phone number, email, after hours contact details and the name of any relevant focal point/s)	Comments (i.e. any costs, eligibility requirements/target population, noteworthy concerns regarding the service)
Area/Region:		
MEDICAL/HEALTH (e.g. Provider of emergency medical care for injuries, HIV/AIDS post exposure prophylaxis kits, forensic documentation)		
LEGAL SERVICES (e.g. paralegal service, legal aid)		
PSYCHOSOCIAL SERVICES (e.g. counselling, gender-based violence case management, child protection case management)		

SECURITY SERVICES (e.g. Police, community leaders, committees that serve a mediation function)		
OTHER RELEVANT SERVICES (e.g. shelter, food) - Optional		
Name of Service Provider	Contact Details (including address, phone number, email, after hours contact details and the name of any relevant focal point/s)	Comments (i.e. any costs, eligibility requirements/target population, noteworthy concerns regarding the service)
Area/Region:		
MEDICAL/HEALTH (e.g. Provider of emergency medical care for injuries, HIV/AIDS post exposure prophylaxis kits, forensic documentation)		
LEGAL SERVICES (e.g. paralegal service, legal aid)		
PSYCHOSOCIAL SERVICES (e.g. counselling, gender-based violence case management, child protection case management)		

SECURITY SERVICES (e.g. Police, community leaders, committees that serve a mediation function)		
OTHER RELEVANT SERVICES (e.g. shelter, food) - Optional		