

PROTOCOL FOR THE CARE AND PROTECTION OF FOREIGN MINORS UNACCOMPANIED OR SEPARATED, OUTSIDE THEIR COUNTRY OF ORIGIN



PROTOCOL FOR THE CARE AND PROTECTION OF UNACCOMPANIED OR SEPARATED FOREIGN MINORS OUTSIDE THEIR COUNTRY OF ORIGIN

Bipartite Commission

**Directorate General of Migration and Aliens
National Child Welfare Agency
(Patronato Nacional de la
Infancia)**

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ACRONYMS

- CRCC**Convention on the Rights of the Child
- CNA**Code of Childhood and Adolescence
- COMMISSION** Bipartite Commission PANI-
MIGRACION **DAI**Department of Integral
Attention to Children and Adolescents
PANI
- DGM**Dirección General de Migración y
Extranjería (General
Directorate of Migration
and Foreigners)
- ESM**Special Migration Situations **Team**
- MEP**Ministry of Public Education
- PANI**Patronato Nacional de la Infancia
- PME**Persona Menor de Edad
- PNNAP**National **Policy** for Children and
Adolescents



PRESENTATION

The Convention on the Rights of the Child (CRC), approved in 1989 by the United Nations and ratified by Costa Rica in 1990, is the first instrument guaranteeing the human rights of minors and obliges the States Parties to review and adapt their legislation to the new postulates regarding children and adolescents.

By virtue of this, Costa Rica has assumed the State's obligation to guarantee children and adolescents the enjoyment of their fundamental rights. This commitment is embodied in the Code for Children and Adolescents, enacted in 1998, and in the National Policy for Children and Adolescents, 2009-2021.

By ratifying the CRC, Costa Rica assumed non-delegable responsibilities towards children and adolescents before the international community, specifically with respect to the observance, promotion, prevention, protection and guarantee of the fundamental rights of minors, without any discrimination whatsoever, whether based on origin, nationality, ethnicity or any other condition of the child or adolescent or of his or her parents or legal representatives, including within these parameters the irregular migratory condition.

In December 2010, the Pani-Migration Bipartite Commission (Commission) was created, made up of officials from the Directorate General of Migration and Foreign Affairs (DGME) and the National Children's Trust (PANI), in order to join efforts to provide a more efficient and effective response to the needs of children and adolescents.

The company is committed to the comprehensive protection of minors, and to comply with the precepts protected in international and national instruments for the protection of human rights.

The Commission was conceived with the objective of creating coordination mechanisms and tools that, within the framework of the development of the joint work plan, will allow both DGME and PANI officials to efficiently and effectively attend to and protect foreign minors in different migratory situations, ensuring at all times compliance with the Principle of the Best Interest of Children and Adolescents.

During the months that the commission has been in operation, three protocols were drawn up and validated by personnel from both institutions:

1. Protocol for the regularization of the stay of minors under the age of 18 years.

foreign children, under the protection of the Patronato Nacional de la Infancia (National Child Welfare Agency).

2. Protocol for the care of foreign minors whose parents, relatives or responsible persons are subject to deportation proceedings.
3. Protocol for the care and protection of foreign minors, unaccompanied or separated from their families outside their country of origin.

These instruments have their legal basis in national and international regulations duly ratified by Costa Rica. These include the Convention on the Rights of the Child, General Comment # 6 of 2005 of the Committee on the Rights of the Child, the Childhood and Adolescence Code, the National Policy on Children and Adolescents, and the General Law on Migration and Aliens and its Regulations.

The regularization protocol aims to guarantee foreign children and adolescents in irregular migratory conditions and who are under the protection of PANI, their fundamental right to identity and nationality, through the granting of a migratory category, which facilitates their integration into Costa Rican society, a right protected in Article 7 of the CRC, which states that the child shall be registered immediately after birth and shall have the right to know his or her parents and be cared for by them.

It is a pleasure for the General Directorate of Migration and Foreign Affairs and the National Children's Trust to present the results of this joint effort and work, which has just begun to bear fruit.



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DEFENSE OF THE HUMAN RIGHTS OF MINORS

FRAME OF REFERENCE

1. BACKGROUND AND LEGAL FRAMEWORK The preparation of the **Regularization Protocol, the Deportation Protocol and the Deportation Protocol**

The first meeting of the Bipartite PANI - MIGRACION Co-Mission was held with the objective of creating mechanisms that, within the framework of the development of the joint work plan, allow both the DGME and PANI to efficiently and effectively attend and protect foreign SMEs in different migratory situations, ensuring at all times compliance with the Principle of the Best Interest of the SME.

The country has assumed the State's obligation to guarantee the enjoyment of the fundamental rights of children and adolescents. This state commitment is embodied in the PNNA 2009-2021, which states that by ratifying the CRC, Costa Rica assumed non-delegable responsibilities to children and adolescents before the international community, specifically with respect to the observance, promotion and guarantee of the fundamental rights of all children and adolescents. The above, without discrimination on grounds of national, ethnic or social origin or any other condition of the minor or his or her parents or legal representatives, including within these parameters the irregular migratory condition.

of one of the parents or minors.

The protocols find legal support in Costa Rica's state commitment to ensure compliance with the rights of SMEs, as contemplated in national instruments, as well as in international instruments that have been duly incorporated into the legal system, particularly the CRC and General Comment No. 5 (2006) of the Convention on the Rights of the Child, and the CNA, the PNNA, and the LGME with their respective regulations, at the national level.

In particular, the Regularization Protocol finds legal support in Costa Rica's state commitment to ensure compliance with the right to identity established in Article 7 of the Convention, which literally states that "The child shall be registered immediately after birth and shall have the right to

from birth to a name, to acquire nationality and as far as possible to know and be cared for by his or her parents. States Parties shall ensure the implementation of these rights in accordance with their national law and their obligations under relevant international instruments in this field, in particular where the child would otherwise be stateless. For its part, the CNA states that "Minors shall have the right to a name, a nationality and an identity document paid for by the State and issued by the Civil Registry. The Patronato Nacional de la Infancia shall provide them with appropriate assistance and protection, when they have been illegally deprived of any attribute of their identity."

As for the Protocol on Deportation, it finds legal support in the State's commitment to ensure compliance with the provisions of Articles 9 and 10 of the CRC concerning the separation of a minor from his or her parents and the

family reunification, respectively. Article 9 makes express reference to the fact that States Parties shall ensure the best interests of the child and that in any proceedings all parties shall be given the opportunity to participate and make their views known. Specifically, Article 9(4) notes the importance of ensuring that in the event of a separation resulting from a measure taken by a State Party, such as the deportation of the parent of a minor, basic information on the whereabouts of absent family members must be provided.

In addition, with respect to family reunification, Article 10 of the Convention provides that "any application by a minor or his or her parents or guardians to enter or leave a State Party for the purpose of family reunification shall be dealt with by the States Parties in a positive, humane and expeditious manner. States Parties shall, in addition, ensure that the submission of

such a petition will not have unfavorable consequences for the petitioners or their families".

Finally, in relation to the Unaccompanied Protocol, it finds legal support in the State's obligation to provide particular follow-up to General Comment No. 6 (2005) of the Committee on the Rights of the Child, which refers to the "Treatment of unaccompanied or separated minors outside their country of origin".

As established in General Comment No. 6 (2005), the enjoyment of the rights contained in the Convention applies to all WEPS, including asylum seekers, refugees and migrant children and adolescents, who are within the borders of the State, regardless of nationality or statelessness, and regardless of immigration status. Likewise, the obligations resulting from the Convention in relation to unaccompanied minors are not applicable to the Convention on the Rights of the Child.

These legal obligations extend to all branches of government (executive, legislative and judicial). These legal obligations oblige States not only to refrain from actions that infringe on the rights of PME, but also to take measures to ensure the enjoyment of these rights without discrimination. In case of conflict between national legislation and the Convention, the latter must prevail, in accordance with Article 27 of the Vienna Convention on the Law of Treaties.

Article 4 of the CRC establishes the obligation of States to adopt all administrative, legislative and other measures to give effect to the rights recognized in the Convention, and that in relation to economic, social and cultural rights, such measures should be adopted to the maximum extent of their available resources and, where necessary, within the framework of international cooperation. Similarly, General Comment No. 6 (2005) reiterates that

that in view of the absolute nature of the obligations deriving from the Convention and its *lex specialis* character, Article 2(3) of the International Covenant on Economic, Social and Cultural Rights does not apply to unaccompanied or separated children and adolescents.

At the national level, in accordance with the above, Article 4 of the CNA establishes that the State is legally committed to adopting all administrative, legislative, budgetary and any other measures necessary to guarantee the full realization of the fundamental rights of all children and adolescents, without discrimination of any kind. It also states that, in accordance with the special protection regime established by the Political Constitution, the CRC, the CNA and other related laws, the State cannot allege budgetary limitations in order to neglect its obligations with respect to minors.

In accordance with Article 2 of the CRC, the State's obligations under the Convention apply with reference to all children and adolescents within the territory of this State and to those otherwise subject to its jurisdiction, without excluding children and adolescents seeking asylum, refuge and migrant children and adolescents, regardless of their nationality or statelessness and situation in terms of migration or any other condition of their own or of their parents.

For its part, Article 5 of the CNA establishes that "Any public or private action concerning a person under eighteen years of age must take into account his or her best interests, which guarantees respect for his or her rights in a healthy physical and mental environment, in pursuit of full personal development...". Specifically in migratory matters, Article 17 of the CNA establishes that the application of migratory legislation regarding the entry and stay of foreign children and adolescents shall be assessed by the

competent administrative authorities, in accordance with their best interests, in order to guarantee conditions that ensure respect for their rights in a healthy physical, social and mental environment.

The foregoing is consistent with the provisions of Article 31 of the General Law on Migration and Aliens, which states that the rules relating to the fundamental rights of foreigners shall be interpreted in accordance with human rights conventions and international treaties and agreements ratified and in force in the country.

2. POLITICAL FRAMEWORK

The PNNA, which marks a milestone in the State's drive to protect the rights of the PME, states that the State must guarantee that all children and adolescents under its jurisdiction enjoy the same rights and are not subject to discrimination on the basis of their migratory status or nationality,

culture, gender, ethnicity, language, religion, ideology, socioeconomic status, area of residence or any situation of their parents, guardians or legal representatives. Likewise, it establishes that SMEs linked to migratory processes will be guaranteed all their rights recognized by national and international regulations, regardless of their migratory status, and as a priority, access to education, health services and the guarantee of the right to family reunification.

The following are the PNNA's guidelines with respect to rights related to the protection of the rights of migrant SMEs:

■ **Right to Identity:**

"Public institutions shall take all preventive, promotional and awareness-raising measures to ensure that children are registered immediately after birth, without discrimination of any kind, and that the information required for registration is provided in a timely manner.

is not a reason for stigmatization. Any person, institution or organization that becomes aware of an unregistered birth shall inform the Civil Registry, for the purpose of protecting the rights recognized in national and international legislation. Measures shall be taken to ensure the registration of underage persons in border areas or in indigenous territories, and of those whose birth for any reason has not been timely registered..."

■ **Right to special protection**

"The State shall provide special protection to children and adolescents in order to protect and care for them in situations of vulnerability or when they are victims of human rights violations. In this regard, institutional responses must have the necessary mechanisms to ensure their effectiveness, efficiency and timeliness. In matters of special protection, the legal basis and the meaning of the institutional response shall prevail.

on the formal and bureaucratic obstacles...".

■ **Protection of victims of smuggling of migrants and trafficking in minors**

"The State, through all the institutions linked to the National Coalition against smuggling of migrants and trafficking in persons, will provide immediate protection to victims, in safe conditions and taking the necessary protective measures for the benefit of all minors, so that any situation of vulnerability or threat to the rights of children and adolescents must be addressed in order to ensure the restitution in the exercise of their rights and their best interests. Mechanisms will be developed to guarantee the full respect and protection of the human rights of all children and adolescents, through the development of dissemination and training to alert the public about the rights of children and adolescents.

society about the risks of trafficking in children and adolescents, with greater emphasis on those who act as guarantors of the rights of this population. The State will strengthen institutional interventions aimed at forming a comprehensive care system that guarantees children and adolescents, victims of trafficking, a prompt and adequate physical and psychological recovery, legal assistance and support for their effective social reintegration".

■ **Respect and inclusion of cultural diversities**

Public entities shall take cultural diversity or diversity of origin into account in the preparation of their plans and programs, and measures shall be taken to protect it and guarantee the right to grow and develop according to the diversity of one's own culture.

The "promotion of a cultural identity *respectful of human rights*" is envisaged, through the promotion of actions to encourage the following among the population of the country

The program will promote respect and appreciation for Costa Rican values and cultural identity among minors, ~~the~~ and adolescents of other nationalities and cultures. The values of peace, democracy, solidarity and respect for the culture, customs and traditions of the context of origin shall be encouraged. It expressly refers to migrant children and adolescents, indicating that actions of respect and integration will be promoted to foster respect for their human rights, their participation and inclusion within the national sphere, establishing the necessary guarantee mechanisms to ensure that this recognition is effective and respectful of their national and cultural identity.

■ Right to education

Universal quality education is established, and equity programs will be efficiently integrated to contribute to compensate the effect of the diverse social, economic, ethnic, cultural, gender, orientation, and cultural inequalities.

In the case of education, the right to education is recognized for different student populations based on their sexual orientation, nationality, disability, parental status, the areas in which they live and other discriminatory situations that limit equal access to the educational system. With regard to formalized education, the specific needs of the different student populations are recognized based on the area of residence and their own culture, as well as the right to education of all migrant children and adolescents in the Costa Rican educational system. The State shall eliminate any stigmatizing reference to population groups that access the educational system and shall guarantee them the right to education under the same conditions in which it is conceived by the national legislation. To this end, it should take into account:

a) a) the provision of sufficient human resources in both the academic-training and administrative components, especially for students in dispersed rural areas; b) the adequate training of human

resources in the rights of students in rural areas; c) the provision of sufficient human resources in both the academic-training and administrative components, especially for students in dispersed rural areas

c) didactic resources and technological equipment to meet the educational needs of students in search of the development of their potential as citizens of the world; and d) the development of academic and human development programs in accordance with the promotion needs of these populations. These programs implemented in educational centers will be periodically evaluated with the active participation of students and their parents or guardians, in order to ensure their relevance and allow the development of educational processes that favor attention to diversity and respect for difference as an opportunity to learn and grow.

■ **Right to health**

Universal coverage and access to all health and social security services for children and adolescents will be guaranteed, with equity and without documentation prerequisites.

The health plans, programs and activities aimed at children and adolescents should take into account the diversity existing in the national territory. Health is considered with a multicultural approach, so that comprehensive health plans, programs and activities aimed at children and adolescents must take into account the diversity existing in the national territory, especially in the territories of indigenous peoples or those with a varied ethnic presence. Likewise, there must be specific mechanisms to guarantee care for children and adolescents who have limitations and difficulties in accessing the country's health services.

■ **The right to be free from labor or economic exploitation**

As part of the PNNA's strategic axis of Social Protection, the protection and eradication of child labor exploitation and protection of adolescent workers is established.

■ Rights of migrant minors

The PNNA establishes that minors involved in migratory processes will be guaranteed all their rights recognized by national and international regulations, regardless of their migratory status, and as a priority access to education, health services and the guarantee of the right to family reunification.

■ Unaccompanied migrant minors

The PNNA establishes that "any civil servant or official who becomes aware of a minor traveling alone must immediately inform PANI. If their parents or guardians do not appear, the State shall facilitate contacts with their closest family nucleus".

3. CONCEPTUAL FRAMEWORK

3.1. Approaches

These instruments, apart from being governed by Costa Rica's state obligation to comply with the application of national norms and the international conventions to which it is a party, are also governed by the approaches and principles of the PNNA.

In relation to the guiding approaches of the PNNA, the following are established:

■ Rights Approach

The rights-based approach is the conceptual framework based on human rights standards that recognizes all children and adolescents as subjects of rights, by virtue of their mere condition as human beings. It also constitutes the application and implementation of the principles and rights contained in the CRC and the ANC, as well as in other international and national instruments for the protection of human

rights.

According to this approach, the WEP is viewed as an active subject and not simply as a recipient of actions. On the other hand, by using the rights-based approach as a guideline for the application of human rights standards, Costa Rica complies with its international obligation to implement the conventions to which it has become a party, as well as to put them into practice and provide them with budgetary content, in order to guarantee the care and defense of the fundamental rights of children and adolescents.

■ **Integral Development Approach**

The comprehensive development approach implies that the State, through programs, plans and projects, takes into account the condition of children and adolescents as subjects of rights in all aspects of their person, including the dynamics of growth, which entails the development of their progressive autonomy, cultural, physical and intellectual aspects.

In order to achieve human development, consideration must be given to strengthening and expanding individual and collective capabilities at all levels, especially the possibility of enjoying a long and healthy life, having access to education, and a standard of living that allows them to enjoy the goods of society and culture.

■ **Focus on Age Status**

This approach implies that the State, through programs, plans and projects, should take into consideration the differentiating features of the underage population, according to their age and degree of autonomy.

The needs and capacities of SMEs vary considerably in a relatively short period of time. For this reason, attention must be paid to this dynamic of evolution and growth, in the sense that the different programs and activities for their design, implementation and evaluation will take into account the way in which age diversity is catered for, which involves the

analysis of protective factors, and participation according to the capabilities of each PME.

■ **Equity Approach**

The differences between human beings due to economic, social or cultural factors must be systematically considered in order to ensure the correct and comprehensive application of the PNNA in the national territory, ensuring at all times that none of its measures can generate discrimination or exclusion for any sector, but on the contrary, that they promote social inclusion and the scope of universal policies.

■ **Interculturality Approach**

Human rights correspond to everyone equally, however, it must be taken into consideration that Costa Rica is a country where diverse cultures live and the recognition of this diversity constitutes an essential human right. It should not be forgotten that the scope of diversity includes other cultural expressions, such as that of the

SMEs that belong to other nationalities, and that for some reason are in our country.

The essential aspect of this approach is to ensure that differences do not become discrimination, but rather that they are recognized and used as sources of knowledge, thought and experiences for life in society. The equity approach is closely related to the gender approach, or to addressing issues of disability or age.

■ **Gender Equality Approach**

Within the framework of the gender equality policy, special attention should be paid to equality and equity in the construction of relations between men and women based on equality.

The application of this principle will make it possible to promote equal conditions between boys and girls, between adolescents of both sexes, so that the specific needs of women and men can be distinguished.

adolescents.

3.2. Principles

■ Principle of the Best Interest of the Minor Person

According to this principle, in any situation involving SMEs, measures should be adopted that best satisfy their rights in a full and effective manner, in a healthy physical and mental environment, always in pursuit of their full personal development.

The rights of the child and adolescent population must be considered as a whole, so that the principles of non-discrimination, survival, development and respect for their opinion must be taken into account to determine the best interests of children and adolescents.

The Committee on the Rights of the Child has pointed out that the best interests principle should be incorporated into national programs and policies related to children and adolescents, as well as into parliamentary and administrative activities in order to ensure the best interests of children and

The main objective of the project is to improve the quality of the country's financial information, particularly with regard to budget allocations.

This principle is also enshrined in Article 5 of the CNA, which literally states the following: "Any public or private action concerning a person under eighteen years of age must consider his or her best interests, which guarantees respect for his or her rights in a healthy physical and mental environment, in order to ensure his or her full personal development.

The best interest determination shall consider:

- a.** Its condition as a subject of rights and responsibilities.
- b.** Their age, degree of maturity, capacity for discernment and other personal conditions.
- c.** The socioeconomic conditions in which it operates.

- d. The correspondence between individual and social interest."

In the case of unaccompanied or separated foreign children and adolescents outside their country of origin, this principle must be respected at all stages of the displacement situation. At all such times, when preparing a decision that has a fundamental impact on the PME's life, the best interests determination must be documented. This determination requires a clear and thorough assessment of their identity, nationality, upbringing, ethnic, cultural, linguistic background, as well as special vulnerabilities and protection needs. Allowing the minor access to the territory is a precondition for this initial assessment process, which should be carried out in a friendly and safe environment by competent professionals trained in interviewing techniques that also consider age and gender (General Comment No. 6 (2005), Committee on the Rights of the Child).

■ Principle of Equality and Non-Discrimination

The principle of non-discrimination seeks to ensure that all SMEs are guaranteed their fundamental rights, regardless of their ethnicity, culture, gender, language, religion, ideology, nationality and socioeconomic status. Likewise, special policies should be established for those SMEs that find themselves in situations of greater vulnerability.

It also obliges Costa Rica to take into account that its underage population is a heterogeneous population, composed of children and adolescents who may belong to ethnic or religious minorities, as well as persons with disabilities or migrants. In order to foster respect for diversity and acceptance of differences, the inclusion of the entire child population in social programs should be promoted.

The principle of non-discrimination, in all its manifestations, applies to all aspects of the treatment of separated or unaccompanied foreign SMEs. In particular, any discrimination based on the PME's unaccompanied or separated status or on her status as a refugee, asylum seeker or migrant is prohibited. (General Comment No. 6 (2005), Committee on the Rights of the Child).

■ Principle of Positive Discrimination

Given that SMEs have a special condition due to their age and the fact that they are in a process of formation as persons and citizens, the principle of positive discrimination establishes that the attention to their needs and the guarantee of their rights are of priority application.

The principle of positive discrimination establishes that the child and adolescent population is the bearer of universal human rights, which are recognized for all persons, as well as for all children and adolescents.

of specific rights specific to their condition. This principle recognizes additional legal conditions that children and adolescents have, in order to equalize their condition in the exercise of citizenship.

State institutions must be guarantors of the preferential application of the rights of minors, which must be reflected in their plans, programs and budgets.

Comprehensive protection requires intersectoral public management and coordinated social intervention, so that special protection services for social provision and assistance help universal programs and services, such as education, health, justice, social security, culture and recreation.

■ Principle of Life, Survival and Development

It is a priority to ensure that SMEs survive and develop healthily in order to enable their full realization as individuals.

States are obliged to guarantee the physical, mental, spiritual, moral and social development of this population, which does not only consist in preparing them for adult life, but also in providing them with the optimal conditions for that stage of life.

Comprehensive development should be assumed as a basic component of childhood and adolescence, and implies identifying the problems and needs of families and WEPs, and providing services that reflect an understanding of the concept of human development at the individual and family level.

This principle is contemplated in Article 7 of the ANC, which states: "The obligation to procure

The integral development of the PME is primarily the responsibility of the parents or guardians. The institutions that make up the National System for the Integral Protection of Children and Adolescents, regulated in Title IV of this Code, shall guarantee respect for the best interests of these persons in all public or private decisions. The Office of the Ombudsman of the Republic shall ensure effective compliance with these obligations".

For its part, the right to life is established in Article 12 of the same legal body, as follows: "The minor person has the right to life from the very moment of conception. The State shall guarantee and protect this right, with economic and social policies that ensure decent conditions for gestation, birth and integral development".

In relation to PME unaccompanied or separated from their families, General Observation No. 6, 2005, establishes that this principle refers to

The State's obligation to provide the maximum possible protection against dangers such as trafficking in persons and its various purposes under Article 172 of the Code, or participation in criminal activities, which may endanger the life and development of the PME. Necessary measures should be taken to prevent trafficking in persons, including the identification of unaccompanied or separated children and adolescents, the regular identification of their parents, and information campaigns adapted to all ages, taking into account gender differences, and in a language and medium understandable to the child or adolescent victim of trafficking in persons. In the case of PME who are at risk of being trafficked, return to their country of origin shall not be mandatory, except if it is in their best interests, and provided that appropriate measures are taken to protect them.

■ Principle of Participation

This principle establishes that SMEs will be able to express their opinion with the guarantee that they will be heard in all matters related to their lives or situations that may affect them. It refers to the progressive development of the exercise of their rights, mainly the rights of expression, information and citizenship, assuming higher levels of participation, in accordance with the development of their autonomy.

It is enshrined in Article 105 of the ANC, as follows: "Minors shall have direct participation in the processes and procedures established in this Code and their opinion shall be heard in this regard. The judicial or administrative authority shall always take into account emotional maturity in determining how it will receive the opinion. For these purposes, the Supreme Court of Justice shall establish the appropriate measures to

The interviews are conducted with the support of the in- terdisciplinary team and in the presence of the judge".

The State shall ensure - when necessary - that SMEs can count on professional assistance to enable them to express themselves effectively.

The CNA establishes the necessary mechanisms to guarantee the exercise of the participation of the PME. Every child and adolescent has the right to participate in the educational system and in judicial and administrative processes. Likewise, they have the legal right to access justice in order to demand the fulfillment of their rights.

All SMEs are recognized as social subjects with rights, which means that they are independent, active persons, with their own responsibilities and rights different from those of their parents or guardians, so that their rights should not be subordinated to the interests of adults.

As established by General Comment No. 6 (2005) of the Committee on the Rights of the Child, unaccompanied or separated foreign children and adolescents have the right to express their wishes and opinions, and should be provided with information on their rights, existing services, among other aspects. Information should be provided according to maturity and level of understanding.

■ Principle of Progressive Autonomy

The principle of progressive autonomy is based on the assumption that SMEs have the status of persons in the process of integral development in order to prepare themselves for an independent and responsible life.

This principle is consistent with the guarantee of the best interest principle, the principle of social subject, the principle of non-discrimination, the principle of positive discrimination, the principle of participation and development.

■ Principle of Confidentiality

The information received on the situation of SMEs is confidential and must be protected in order to guarantee their right to privacy, avoid manifestations of exclusion or stigmatization, arbitrary interference in their private lives and safeguard their security. This obligation applies in all fields.

With regard to unaccompanied or separated foreign children and adolescents, this obligation applies in all fields, including health care and social assistance. Confidentiality also refers to respect for the rights of others. (General Comment No. 6, 2005).

■ Principle of non-revictimization

Ensure that the PME is not exposed to repeated interviews, excessive paperwork or physical, social or psychological examinations that may affect his or her integrity, self-esteem or mental health.

■ Principle of Prevention of Deprivation of Liberty

In application of Article 37 of the CRC and the principle of the best interests of the child, foreign children should not be deprived of their liberty, particularly those who are unaccompanied or separated from their families. Deprivation of liberty cannot be justified on the grounds that the WEP is separated from his or her family, or because of his or her immigrant or resident status. SMEs should not be considered criminals because they are in the country illegally, especially when on many occasions they cross borders fleeing situations that endanger their lives and integrity and impede their development.

As stated in General Comment No. 6 (2005), in exceptional cases where deprivation of liberty is to be applied, arrangements should be made to ensure that the accommodation is appropriate to the circumstances of the case.

The program should be based on "care" and not "deprivation of liberty". The program should be based on "care" and not "deprivation of liberty". They have the right to receive spiritual, social, legal, medical and psychological assistance, as well as the right to education, recreation and play.

■ Principle of Presumption of Minority of Age

In case of doubt, the criterion that it is a PME shall prevail, in accordance with article 2 of the CNA, in which case all the protection provided for by national regulations shall apply. In case of doubt, the status of adolescent shall prevail over that of adult and that of child over that of adolescent.

■ Respect for the Non-Devolution Principle

In the context of the appropriate treatment of unaccompanied or separated foreign women and girls, States must fully respect the resulting non-refoulement obligations.

international human rights, humanitarian and refugee law instruments. This implies that States should not remove the minor to a country where there are reasonable grounds to believe that there is a real danger of irreparable harm. SMRs who are at risk of being trafficked shall not be returned to their country of origin, unless it is in their best interests, and provided that appropriate measures are taken to protect them. (*General Comment No. 6, 2005*)

■ Family Reunification Principle

In accordance with a rights-based approach, the search for a durable solution that meets all the protection needs of the unaccompanied or separated child begins with an analysis of the possibilities for family reunification. In cases where the child is abused or neglected by his or her parents, reunification may be discouraged.

cation anywhere. Family reunification in the country of origin is not in the best interests of the PME and should not be pursued when there is a "reasonable risk" that return would result in the violation of their fundamental rights. **Integration in the host country** is the main option in the event that return to the country of origin becomes impossible for legal or factual reasons, and should be based on a stable legal regime, including a residence permit. They should also have access to the same rights as national children and on an equal footing with them. **Resettlement in a third country** can offer a durable solution to the unaccompanied minor or separated from his or her family, when he or she cannot return to his or her country of origin and a durable solution cannot be envisaged in the host country.





PROTOCOL FOR THE CARE AND PROTECTION OF FOREIGN MINORS UNACCOMPANIED OR SEPARATE, OUTSIDE OF THEIR COUNTRY OF ORIGIN

1. GENERAL

Main objective

This protocol establishes the procedure to be followed by the Directorate General for Migration and Foreigners (DGME) and the National Child Welfare Agency (PANI) to regulate the situation of unaccompanied or separated foreign PME, in order to

to identify and seek a durable solution that addresses all their comprehensive and adequate care and protection needs through inter-agency intervention, which considers their views and leads to resolving their situation, in light of the legal context represented by the CRC and General Comment No. 6 (2005) of the Committee on the Rights of the Child, the CNA, the PNNA, and the Regulations on Minors of the General Directorate of Migration and Aliens and other related international instruments.

Scope of Application

The present protocol shall apply to unaccompanied or separated SMEs who are outside their country of nationality or habitual residence.

2. PROCEDURE

Directorate General of Migration and Foreigners (DGME)

- 2.2.1.** If the DGME official, in the performance of his or her duties, is alerted or detects an unaccompanied or separated foreign SME, he or she must immediately provide protection.
- 2.2.2.** The migratory authorities should determine, as a matter of priority, the status of unaccompanied or separated foreign PME upon arrival at the migratory post. or as soon as they become aware of its presence in the country.
- 2.2.3.** In order to determine the situation of the minor, the immigration officer must provide suitable conditions that provide privacy and security in order to protect the fundamental rights of the minor.

2.2.4. During the approach, respect for the fundamental rights of the PME must be guaranteed at all times, as well as consideration of the best interests of the child.

2.2.5. The immigration authority of the **Specialized Unit for the Protection of Minors (UEPME)** will conduct an informative interview with the unaccompanied or separated foreign PME, in order to gather all the information about her, following the official guide prepared for this purpose. (NOTE: THE OFFICIAL INTERVIEW GUIDE MUST BE PREPARED).

The migratory authority of the UEPME that conducts the interview should consider the following aspects:

a. Before starting the interview, it will be verified that there are no persons in the vicinity coercing the PME.

- b.** Begin the interview by identifying yourself as a DGME official in charge of protecting children and adolescents. To the extent possible, the officer interviewing the PME should be of the same sex.
- c.** Determine whether the PME understands Spanish or has some type of communication limitation. If so, a suitable interpreter should be hired, and if he/she cannot find one for the first interview, coordinate with PANI to hire one.
- d.** Keep in mind that the WEP may be frightened, distrustful, and even threatened, which could make communication difficult and not very fluid. Keep in mind that you are talking to a WEP in a possible risky situation. Who

The officers of the UEPME will be in charge of providing care to this population.

- e. Keep in mind that the information provided by the PME may provide some relevant information that may lead to the detection of anomalies regarding their entry or exit.
- f. Listen to the opinion of the PME being approached and keep them informed of the procedures to be carried out for their protection, trying to use language that facilitates a better understanding.

2.2.6. The safety of the PME must be guaranteed, separating her from the situation of risk and keeping her under her protection as long as strictly necessary, in order to determine whether she is in a vulnerable condition, also covering her basic needs.

2.2.7. The migratory authority shall immediately notify PANI in order to coordinate the transfer of the minor. It will be their responsibility to protect the PME, until the PANI representative is present.

2.2.8. Once the PME has been protected from any danger and her basic needs have been met, within working hours, the immigration authority shall immediately contact the official of the PANI Local Office that corresponds to her jurisdiction, in order to refer the situation to him/her so that the PME receives the necessary protection and special and comprehensive care. The corresponding report shall be handed over at the same time, according to the official form for registration and referral of cases.

(NOTE: THIS FORM MUST BE COMPLETED OFFICIAL.) During non-business hours the

Migratory authority should immediately contact 9-1-1 PANI.

2.2.9 The migration authority of the UEPME must remain with the PME until he/she is under the protection of the PANI, and may not delegate this communication and its subsequent referral to another agency.

2.2.10. A record must be kept of all cases handled involving a PME, as well as the reports sent to PANI. Likewise, a monthly statistical record of all cases handled must be sent to Institutional Planning.

2.2.11. DGME authorities who, in the exercise of their duties, become aware of the commission of a crime, must file a criminal complaint with the appropriate authorities, in accordance with the provisions of Article 281 of the Code of Criminal Procedure, and the provisions of Article 281 of the Code of Criminal Procedure, and the provisions of Article 282 of the Code of Criminal Procedure,

and the provisions of Article 282 of the Code of Criminal Procedure.

Articles 117 and 134 of the Childhood and Adolescence Code. A copy of said complaint shall be sent to the Executive Presidency of PANI for the corresponding follow-up.

2.2.12. At the request of PANI, the DGME will collaborate in the following procedures: issuance of immigration documents, permission to leave the country and/or preferential treatment at posts authorized for the international transit of persons. Likewise, when so required by PANI, the DGME will, as far as possible, provide support for the transfer of the PME to the place determined by said agency, for which purpose a record shall be made in the respective registry.

National Children's Trust (PANI)

2.2.1. In those situations that occur during working hours, the competent PANI Local Office will be in charge of the case, and in the case of situations that occur during working hours, the competent PANI Local Office will be in charge of the case, and in the case of situations that occur during

working hours, the competent PANI Local Office will be in charge of the case.

the detection and permanence in

If the victim's name is presented during non-business hours of the Local Office, the officers of the 911 PANI or of the Department of Integral Attention (DAI) must intervene and carry out the following procedure:

- a.** Provide guidance and make the pertinent coordination to ensure the comprehensive and immediate attention and protection of the PME.
- b.** Forward the document containing the information of the case attended to the corresponding Local Office, the following working day.
- c.** Immediately send to PANI's Technical Management, a copy of the document containing the information of the case attended, as well as the report containing the action taken, and the name of the Local Office to which the case was referred.

2.2.2. Once the PANI is informed by the DGME, of

The DGME shall immediately move to the place where the PME is located, under the provisional protection of the DGME, in order to provide the PME with the required comprehensive care and protection. At this time, the DGME will provide the report or case file.

2.2.3. The PANI Local Office authority will transfer the unaccompanied or separated PME to a protection alternative according to institutional guidelines.

2.2.4. In caring for and providing housing for these persons, consideration should be given to their particular needs and vulnerability, not only because

they have been disconnected from their family environment, but also because they are outside their country of origin, as well as their age and gender. In particular, special attention shall be given to the desirability of continuity in the

The child's upbringing, as well as his or her ethnic, religious, cultural and linguistic origin. Likewise, and in accordance with the principle of family unity, as far as possible, it shall be ensured that sibling groups are not separated.

2.2.5. Open an administrative file that includes a photographic record of the WEP.

2.2.6. Initiate and develop the Special Protection Process at Administrative Headquarters, with the issuance of protection measures, and all inter-institutional coordination, at national and international level, necessary to provide comprehensive care to the unaccompanied or separated PME. This coordination will involve coordination with the Ministry of Public Education (MEP) in order to guarantee all unaccompanied or separated PME permanent access to education during all stages of the displacement cycle. It should be ensured that unaccompanied or separated

school certificates or other documents showing their level of education, especially when preparing for resettlement, resettlement or return. In addition, in the absence of such documents, the MEP will arrange for the necessary placement tests to be conducted in order to place the PME in the corresponding course. They should be provided with the same access to health care as national PME.

2.2.7. Immediately send a copy of the following information to the **Technical Management**:

- a.** Documentation submitted by the DGME authorities.
- b.** Report summarizing the preliminary performance of the PANI Local Office.

2.2.8. Coordinate and request DGME authorities:

- a.** The granting of an immigration status

for those SMEs that must remain in the country.

- b. The granting of the required documentation when the PME must be repatriated, as well as the lifting of the exit impediment in case it exists.

2.2.9. The Technical Management of PANI shall prepare and keep updated a centralized record of all cases referred by the Local Offices, DAI and PANI 911, on unaccompanied or separated foreign SMEs, which have been detected by the authorities of the DGME.

2.2.10 PANI's Technical Management should follow up on all referred cases, either by the Local Offices, DAI or by PANI 911.

2.2.11. Once the special protection process has been initiated, the local protection system has been activated.

protection and all the necessary steps have been taken to guarantee the integral protection of the PME, the repatriation of the PME or his/her permanence in the country will be defined. If it is decided that it is in the best interest of the PME to return to her country of origin or habitual residence, the procedure established in the "Specific Protocol for the Repatriation of PME" will be applied, for which the necessary documentation will be coordinated with the DGME, as well as with the Consulate and the counterpart institution of the country of destination. If, on the other hand, the PME's permanence in the country is defined, the provisions of the "Protocol for the Regularization of the Permanence of Foreign PMEs under the Protection of PANI" will be applied.

reiterated.

Final Provisions

2.3.1. Staff Training. Special attention should be given to the training of personnel dealing with unaccompanied or separated foreign children. Training programs should cover essential elements such as the principles and provisions of the Convention, knowledge of the country of origin, appropriate interviewing techniques, child development and psychology, and cultural sensitivity and cross-cultural communication, among others.

2.3.2. Integrated data system. The creation of a detailed and integrated system of data on unaccompanied or separated foreign PME is an essential prerequisite for the articulation of effective policies, as well as for the design and implementation of programs and projects necessary for the exercise of the rights of these persons.

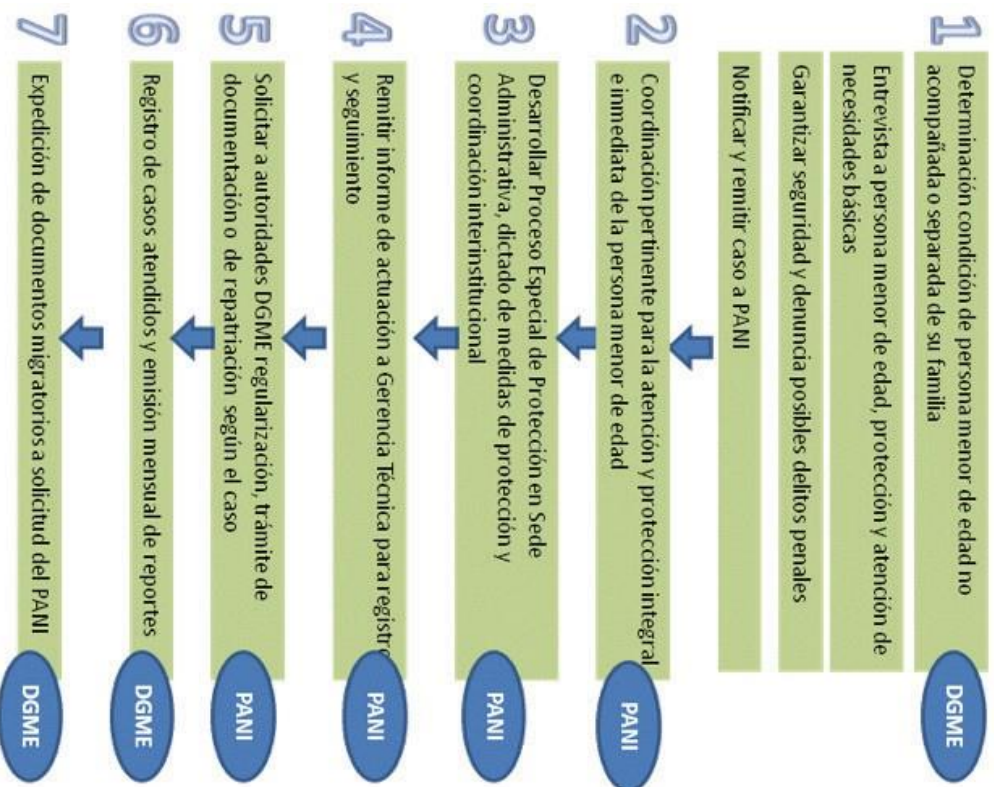
2.3.3. Obligation to adopt presumptive measures. The obligation of the Executive Branch within its power of direction, PANI, the DGME, and other institutions is

The Ministry of Foreign Affairs, in compliance with the provisions of Articles 4 of the CRC and 4 of the CNA, is responsible for adopting **budgetary**, administrative, coordination and any other type of measures for the integral care of this population, which includes migrant SMEs.

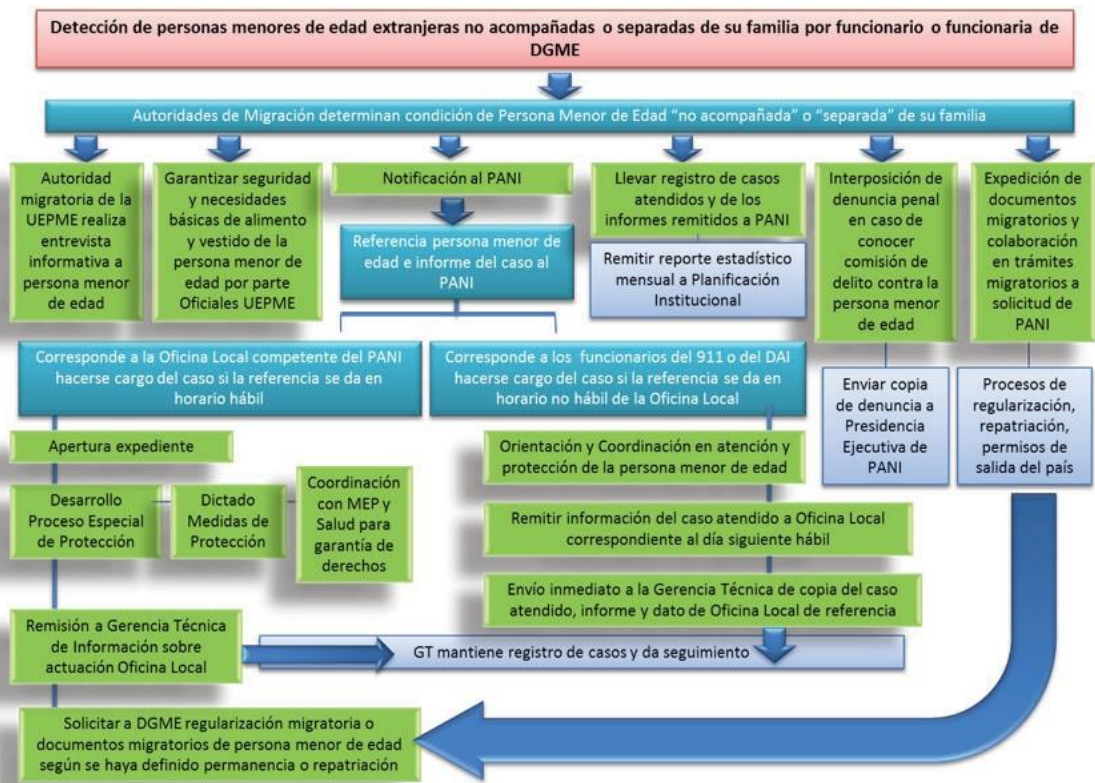
2.3.4. Commitment to institutional cooperation.

The authorities of the DGME and PANI undertake, at all times and in any part of the country, to maintain expeditious and effective communication in the priority attention, as well as in the timely and comprehensive protection of unaccompanied or separated foreign PME.

Procedimiento de Atención y Protección de las personas menores de edad extranjeras no acompañadas o separadas de su familia fuera de su país de origen



3. FLOWCHART



4. TABLE OF INSTITUTIONAL RESPONSIBILITIES

DGME	PANI		
AUTORIDAD DGME	OFICINA LOCAL COMPETENTE	911 PANI o DAI	GERENCIA TÉCNICA
<ul style="list-style-type: none"> - Brindar protección inmediata a la persona menor de edad extranjera no acompañada o separada - Determinar con carácter prioritario, la condición de persona menor de edad no acompañado o separada - El oficial de migración deberá garantizar la privacidad, seguridad y resguardo de los derechos fundamentales de la persona menor de edad - Realizar entrevista informativa a la persona menor de edad tomando las previsiones de la Guía Oficial de Entrevistas - Escuchar la opinión de la persona menor de edad abordada y mantenerla informada de los procedimientos que se van a realizar para su protección - Garantizar la seguridad de la persona menor de edad y cubrir sus necesidades básicas de alimento y vestido - Notificar al PANI de forma inmediata para coordinar traslado de la persona menor de edad - Proteger a la persona menor de edad hasta que se haga presente el PANI - Contactar y referir, una vez resguardada a la persona menor de edad frente a cualquier peligro y satisfechas sus necesidades básicas, a la Oficina Local del PANI que corresponda por jurisdicción y en caso de horario no hábil, comunicarse al 911 PANI - Entregar a los funcionarios o funcionarias del PANI correspondientes un informe o expediente del caso referido. - Mantener un registro de todos los casos atendidos, así como de los informes remitidos al PANI - Mensualmente remitir a Planificación Institucional un reporte estadístico de todos los casos atendidos - Presentar las denuncias penales correspondientes cuando se conozca de la comisión de un delito - Enviar copia de las denuncias realizadas a la Presidencia Ejecutiva del PANI para el seguimiento correspondiente - A solicitud de PANI brindar colaboración en los procedimientos y trámites de regularización, documentación o repatriación, según corresponda en cada caso. 	<ul style="list-style-type: none"> - Una vez en conocimiento, trasladarse de forma inmediata al lugar donde se encuentre la persona menor de edad bajo la protección provisional de la DGME - Trasladar a la persona menor de edad a una alternativa de protección de acuerdo a los lineamientos institucionales - Tener en cuenta las necesidades particulares y condiciones de vulnerabilidad, la continuidad en la crianza y condiciones de convivencia respetuosas con su origen étnico, religioso, cultural y lingüístico, así como la no separación de hermanos - Abrir un expediente administrativo - Dar inicio y desarrollar el proceso especial de protección en Sede Administrativa. - Dictado de medidas de protección y proveer la coordinación interinstitucional nacional e internacional necesarias, en ámbitos tales como Educación y Salud para asegurar cumplimiento efectivo de derechos - Remitir a Gerencia Técnica información sobre documentación recibida de autoridades de DGME e Informe sobre actuación preliminar de la Oficina Local - Coordinar y solicitar a autoridades de DGME trámites de regularización de estatus migratorio, permisos de salida y documentación para repatriación de persona menor de edad cuando corresponda 	<ul style="list-style-type: none"> - Orientación y coordinación pertinente para asegurar atención y protección integral e inmediata de la persona menor de edad - Remitir a la Oficina Local correspondiente, el día hábil siguiente, el documento que contiene la información del caso atendido - Enviar de inmediato a la Gerencia Técnica del PANI copia del documento sobre caso atendido, actuación realizada y nombre de la Oficina Local a la cual fue referido el caso 	<ul style="list-style-type: none"> - Elaborar y mantener actualizado un registro centralizado de todos los casos remitidos - Dar seguimiento a todos los casos de personas menores de edad extranjeras no acompañadas o separadas de sus familias

5. ANNEXES

Annex # 1. Report of Registration and Referral of PME Cases Detected and Attended.

Annex # 2. Glossary

Annex # 3. Institutional directory of the DGME and PANI



MINISTERIO DE GOBERNACIÓN Y POLICIA
DIRECCION GENERAL DE MIGRACION Y EXTRANJERIA

Nº _____

FORMA No. _____

**INFORME DE REGISTRO Y REFERENCIA DE CASOS DE PERSONAS MENORES DE EDAD
DETECTADAS Y ATENDIDAS**

ORIGINA DE RESIDENCIA:

DATOS DE LA PERSONA MENOR DE EDAD

NOMBRE DEL SOLICITANTE: _____ PRESEN APELLIDO _____ SEGUNDO APELLIDO _____
FECHA DE NACIMIENTO: _____ LUGAR DE NACIMIENTO: _____ EDAD DEL MENOR: _____

SEXO:

FEMENINO MASCULINO

NACIONALIDAD:

EN CASO DE PERSONAS MENORES DE EDAD EXTRANJERAS:

CONOCIÓN IMPERATIVA:

REGULAR

IREGULAR

LUGAR DE INGRESO A COSTA RICA:

FECHA DE INGRESO A COSTA RICA:

FORMA DE INGRESO (Especificar si fue en autobús, taxi, campo particular, avión, embarcación, frontera, frontera de un tercer o otro modo)

¿DONDE HA PERMANECIDO EN COSTA RICA:

TIENE VINCULOS PERSONALES EN COSTA RICA:

SI

NO

INDIQUE CUÁNTOS SON ESOS VINCULOS (ANOTE NOMBRES):

INFORMACION GENERAL:

ACTIVIDAD A QUE SE DEDICA LA PARE EN COSTA RICA: _____ LUGAR DE RESIDENCIA: _____ ESTADO DE SALUD FISICA Y EMOCIONAL: _____

¿CÓMO FUE DETECTADO LA PARE:

- SE PRESENTO POR SU CUENTA A LA OFICINA, indique la fecha: _____
 FUE LLEVADO POR OTRO CUERPO POLICIAL, indique cual: Nombre Completo del Oficial _____
 FUE DETECTADO EN UN OPERATIVO MIGRATORIO. Donde y cuando: _____
 FUE LLEVADO POR UN TERCERO. Indique quien y cuando: _____

Indique todos los hechos, si la detención fue en un operativo indicar si el operativo fue en: frontera, puerto, sala de migración, aeropuerto, barco, frontera, casa de habitación, trabajo permanente o de salario, etc. En ambos casos indicar: Dónde estaba la persona menor de edad, qué estaba haciendo, con quién estaba, incluir el nombre en primera persona de la autoridad aduana, donde se realizó el juicio oral, condiciones de vida en el país, todo lo que la persona diga es importante registrar. Registrar nombres de posibles familiares, promesas, exhortaciones o invitaciones, en este caso registrar todo lo que las personas menores de edad refieren sobre las personas que ayudaron a su ingreso a Costa Rica o si han seguido en su casa o viajado y cómo fue esa conducta, incluir el nombre de las personas que acompañaron o esperaron a la persona menor de edad, así como sus direcciones si es que la conocen. Registrar el nombre y cédulas de las personas que transportan en cuando son pasaportes o documentos de las personas menores de edad detectadas (si ese es el caso), así como cualquier otro detalle que desee incluir. Pueden utilizar todas las hojas adicionales que sean necesarias. Si se presenta a la oficina, especifique en qué condiciones se dio y todo lo que pasó.

ANNEX 2.

GLOSSARY¹

Approach: First contact and subsequent care with the PME.

Alert: Prior warning regarding an undesirable probability, related to a situation that violates rights, which generally has a critical timeframe to address it.

PANI's Protection and Care Alternatives: public or private establishments that provide care to children and adolescents in order to guarantee their rights and comprehensive development. These programs include comprehensive care centers, feeding centers and special outpatient care or treatment centers, whether day, evening or night, and other special residential protection programs with or without emphasis on treatment, including institutional alternatives and solidarity homes.

¹ This Glossary includes definitions of terms that are not only specific to the Protocols, but also form part of the international and national regulations that complement them and allow a better understanding of their scope.

Stateless person: According to the 1954 Convention relating to the Status of Stateless Persons, a stateless person is any person who is not considered by any State to be its national according to law.

Parental Authority (Patria Potestad): Set of attributes - faculties and rights - powers contemplated by law with respect to parents to care for and guide their children, from conception until the age of majority or emancipation, as well as to administer their property during the same period.

Best Interests: Principle of the Paradigm of the Integral Protection of the Rights of the PME. According to article 5 of the Childhood and Adolescence Code: "Any public or private action concerning a person under eighteen years of age must consider his or her best interest, which guarantees respect for his or her rights in a healthy physical and mental environment, in order to ensure full personal development...".

Best Interest Determination: Describes the formal process with strict guidelines established to determine the best interest of a PME with respect to particularly important decisions affecting it. Any public or private action concerning

a person under eighteen years of age, shall consider his or her best interests, which guarantees respect for his or her rights in a healthy physical and mental environment, in pursuit of his or her full personal development. The determination of the best interest must consider: **a)** his condition of subject of rights and responsibilities, **b)** his age, degree of maturity, progressive autonomy and other personal conditions, **c)** the socioeconomic conditions in which he develops, and **d)** the correspondence between the individual and social interest.

Deportation: Administrative act by which the transfer of a foreign person out of the national territory is ordered, to the country of origin or to a third country that admits him/her when his/her conduct is framed within the pre-established assumptions in numeral 183 of Law 8764. By means of the deportation process, the State is empowered to force a foreign person in an irregular condition to leave its territory and not to return for a determined period of time (FIVE YEARS). Deportation does not proceed against minors.

Human rights: set of powers that recognize and protect the dignity and integrity of each individual without any distinction, embodied in

national and international instruments and customary norms, which have supra-legal value and must be considered in the adoption of WEP resolutions.

Detection: implies the identification of a WEP in a state of vulnerability. Active process aimed at confirming a suspicion and assessing a possible situation that violates people's rights, through the application of indicators. Includes referral to competent entities for identification and care.

immediate if necessary.

Travel Identity Document: Document issued by the General Directorate of Immigration and Foreigners to foreigners, issued due to their need to leave Costa Rica, when they do not have diplomatic or consular representatives accredited in the Republic or when, for any other circumstance, they cannot obtain a travel document from the authorities of their country, including for return and repatriation purposes.

Travel document: Travel document accepted by the General Directorate and used by individuals.

nationals and foreigners to enter and exit Costa Rican territory.

PME Documentation: Document of accreditation of permanence granted by the DGME to a PME, which has been granted a migratory status.

Student: A foreign person who enters the country for the purpose of studying in educational institutions duly recognized by the country's education authorities.

Commercial Sexual Exploitation: Occurs when a person or group of persons involve children and adolescents in sexual activities of any kind, to satisfy the interests and desires of others or themselves, in exchange for economic remuneration or other type of benefits or royalties.

Identification: Process by which the presence of situations that violate human rights is confirmed.

Preventing the departure of the PME: Order issued by the administrative and/or judicial authority, aimed at preventing the departure of a PME from the country.

Immigrant: A foreign person who enters the country for the purpose of settling temporarily or permanently.

Legitimation: To prove or justify the truth of something or the quality of someone according to the law. To ratify or sanction, under certain circumstances, a legal act.

Non-Resident: A foreign person to whom, without the intention of residing in the country, the General Directorate grants authorization for entry and stay for the term determined by the Law and the corresponding regulations.

Passport: Document issued by a competent authority, so that the person to whom it is issued may transit from one country to another, in accordance with their respective legislations.

Permission to leave the country of the PME: License or consent granted to the minor so that he/she can leave the country. Authorization that must be accredited by those exercising legal representation, either in the exercise of parental authority (parental authority) or by virtue of a judicial and/or administrative resolution, where so indicated.

Adult person responsible for a PME: Those who have the legal representation of the PME. This includes: the parent. The family member or dependant, who holds the legal representation.

PME: Person who has not yet reached eighteen years of age. A child is considered a person from conception to twelve years of age, and an adolescent is considered a person over the age of twelve and under the age of eighteen.

Unaccompanied PME: PME who have been separated from both parents or other relatives and are not in the care of an adult who, by law² or by custom³, is responsible for doing so.

2 The document certifying the legal representation of an adult person in charge of a PME may be constituted by an exit permit issued by a competent authority or a court decision.

3 It is important to point out that this definition of "unaccompanied person" is the one used in General Comment No. 6 (2005) of the Commission on the Rights of the Child. However, in order to protect the unaccompanied minor, it must be contextualized to our legal environment, and must be interpreted in a restricted sense, and for this purpose, PANI must make a specific assessment of each case.

Separated PME: A minor separated from both parents or from his or her former legal guardian or usual caretaker, but not necessarily from other relatives. This category includes a PME accompanied by other adults in his or her family.

Special Power of Attorney: The power of attorney granted to a person to perform only certain acts, under the terms and conditions set forth in Article 1256 of the Civil Code.

PME as a refugee: According to the 1951 Geneva Convention relating to the Status of Refugees, a refugee is a person who "owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of his country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fears, is unwilling to return to it".

PME in irregular migratory situation: PME that does not have a legal status to stay in Costa Rica.

Regularization Protocol: Protocol for the Regularization of the Permanence of Foreign SMEs under the Protection of PANI.

Protocol for Accompanied WEPs: Protocol for the Care of Foreign WEPs whose Parents, Mothers, Relatives or Responsible Persons are in Deportation Proceedings.

Protocol for Unaccompanied Foreign Unaccompanied or Separated Foreign Women: Protocol for the Care and Protection of Unaccompanied or Separated Foreign Women Outside their Countries of Origin.

Rejection: Act by which the immigration authority denies a foreigner entry into the national territory and orders his/her immediate transfer to the country of origin or provenance, or to a third country that admits him/her, because he/she does not meet the conditions established for entry.

Reference: Arrange for the PME to be under the protection of the governing body for children and adolescents.

Regulation: Provision complementary to a law. Set of procedures of mandatory application.

Regularization of permanence: Action through which the DGME grants an immigration status to a PME so that it can legally remain in the country and provide it with the appropriate documentation.

Repatriation: Voluntary or compulsory return of a person to his or her country of origin.

Legal representative: General capacity granted to specific persons when substituted by parental authority or guardianship.

Residence: Permanence or stay in a place or country.

Permanent Resident: A foreign person to whom the General Directorate grants authorization and indefinite tenure.

Temporary Resident: A foreigner to whom the General Directorate grants an authorization of entry and stay for a defined period of time.

Revictimization: Reiterative action or omission that turns the WEP back into the victim by being subjected to multiple interrogations or statements,

mistreatment or examinations that may affect their integrity, self-esteem or mental health.

To revoke: Mode of dissolution of legal acts, by which the actor or one of the parties withdraws its will leaving without effect the content of the act or the transmission of some right.

Safe-conduct: Migratory document issued by a competent authority, valid for a single trip.

Suspicion: Reasonable indication, belief or supposition that is created from certain information or signal.

Illicit trafficking of persons: Facilitation, conduction and transportation of a person in a State of which said person is not a national or permanent resident, to enter or leave the country, through places not authorized by the General Directorate, evading the established migratory controls or using false data or documents, in order to obtain, directly or indirectly, a financial or other material benefit. In addition, when lodging, hiding or concealing foreign persons who enter the country or stay illegally in it.

Trafficking in WEPs: The recruitment, transportation, transfer, promotion, facilitation, favoring, harboring or receipt, or

receipt of underage persons, by means of the threat or use of force or other forms of coercion, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

Guardianship: Right conferred by law to represent a PME and manage his or her assets, provided he or she is not subject to parental authority. It implies legal representation in all acts of civil life.

Guardian: Person appointed by law, who exercises the guardianship of the PME, administration of its assets and representation.

Urgency: Situation and/or action that requires immediate attention.

Visa: Permission to enter or leave the national territory.

Exit and re-entry visa: Authorization granted by the General Directorate to a foreigner who is under the protection of the Costa Rican State, to leave the country and return to it.

ANNEX 3.

Special Attention Units for Minors (UEPME) Regional Directorate and regional offices:

Office name	Name of officer	Telephone / fax	E-mail address	Location
Regional Management	<ol style="list-style-type: none">1. Roxana Quesada Zamora (Regional Director)2. Nancy Guerrero Rodríguez3. Isaac Herrera Mena4. Alonso Soto5. Luis Torres6. Gerald Alvarado	<p>22-99-81-06</p> <p>22-90-58-69 (fax)</p>	<p>rquesada@migracion.go.cr</p> <p>nguerrero@migracion.go.cr</p> <p>iherrera@migracion.go.cr</p> <p>iherrera@migracion.go.c</p> <p>r_gsoto@migracion.go.cr</p> <p>gsoto@migracion.go.cr</p> <p>ltorres@migracion.go.cr</p> <p>galvarado@migracion.go.cr</p> <p>galvarado@migracion.go.cr</p>	Headquarters
2. Airport Coordination	<ol style="list-style-type: none">7. Sheily Flores Arias (coordinator)8. Andres Salazar	22-99-80-24	<p>sflores@migracion.go.cr</p> <p>asalazar@migracion.go.cr</p>	Juan Santamaría International Airport
3. Maritime Coordination	Ana Ruth Méndez Castro	22-99-81-06	amendez@migracion.go.cr	Headquarters

<p>4. Juan Santamaría International Airport</p>	<p>Daytime group N°1 10. Walter Hernandez, 11. Ana Herrera 12. Andrea Arias. Day group N°2 13. Eduardo Rodriguez, 14. Kimberly Arce 15. Jonathan Mora Night Group N°1 16. Marvin Guzman, 17. Chiara Castillo 18. Karen Coto. Nocturnal Group N°2 19. Eli Salazar, 20. Ruth Boulak 21. Maricela Campos</p>	<p>22-99-80-01 24-40-05-04 24-41-55-41 (fax)</p>	<p>Daytime group N°1 whernandez@migracion.go.cr Daytime group N°2 erodriguez@migracion.go.cr Night group N°1: mquzman@migracion.go.cr Night group N°2: esalazar@migracion.go.cr</p>	<p>Juan Santamaría International Airport</p>
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Daniel Oduber Quirós International Airport	22. Eduardo Lezama Lezama 23. César Ángulo 24. Heidy Canales Guevara.	22-99-80-08 26-68-13-94 26-68-10-37 26-68-14-08	elezama@migracion.go.cr cangulo@migracion.go.cr	Daniel Oduber Quirós International Airport
Tobías Bolaños Palma International Airport	25. Jorge Acuña 26. Jazmin Villanova Acuña 27. Esteban De la O Rojas	22-32-97-58	jacuna@migracion.go.cr	Tobías Bolaños Palma International Airport
Regional Delegation of San Carlos	28. Leda Vargas Gomez 29. Verny Mora Granados 30. Maikol Araya Campos 31. Xinia Alfaro Castro	24-60-30-44 24-60-08-05 22-99-80-03 24-60-51-45 /24-60-30-44 (fax)	lvargas@migracion.go.cr vmora@migracion.go.cr maraya@migracion.go.cr	The Regional Delegation of San Carlos is located in the central canton of San Carlos in the district of Ciudad Quesada, the exact address is from the catholic church, 400 meters north, 25 meters east.
Los Chiles Regional Office	32. Gabriela Mendoza Pichardo 33. Dimas Beteta Murillo	24-71-12-33 (telefax)	gmendoza@migracion.go.cr dbeteta@migracion.go.cr	The Los Chiles Regional Office is located in the Central Canton of Los Chiles, near the margin of the Frio River, 100 meters south of the pier.
Upala Regional Office	34. Olga Corrales Mejía 35. Norma Ortiz Ruiz	24-70-05-60 (telefax)	-----	The Upala Immigration office in the canton of Upala, central district, exactly 150 meters west, next to the IDA office.

10. Puerto Viejo de Sarapiquí Regional Office	36. Nidia Martínez Ortiz 37. Deimer Álvarez Cascante	27-66-62-92 (telefax)	nmartinez@migracion.go.cr	The Migration office of Puerto Viejo de Sarapiquí in the canton of Sarapiquí, district of Puerto Viejo de Sarapiquí, in front of the National Bank.
11. Regional Delegation of Liberia	38. Nancy Betancourt Morales 39. Pamela Matarrita Romero 40. Mateo Chaves Morera	22-99-80-04 26-66-46-44 (telefax)	pbetancourt@migracion.go.cr pmatarrita@migracion.go.cr mchaves@migracion.go.cr	The Regional Delegation of Liberia is located in the province of Guanacaste, canton Liberia, from the Burger King 500 meters south on the road to San José.
12. Peñas Blancas Regional Office	41. Jeniffer Fanny Rojas Baltodano 42. Edgar Aguirre Rodríguez	22-99-80-06 26-77-00-53 26-77-00-64 26-77-02-30 (fax)	eaquirre@migracion.go.cr	The Peñas Blancas Regional Office is located in the canton of La Cruz, in the border area with Nicaragua.
13. Playas del Coco Regional Office	43. Cindy Ángulo Contreras	26-70-11-33	canquloc@migracion.go.cr	The Playas del Coco Regional Office is located in the canton of Carrillo, Sardinal District, 200 meters south of the Port Captain's Office.
14. Nicoya Regional Office	44. Dawer Cárdenas Cárdenas	26-86-41-55 26-86-40-22	-----	The Nicoya Regional office is located in the province of Guanacaste, Nicoya canton, on the south side of the Jenny Hotel.

15. Puntarenas Regional Delegation	45. Celina Vargas Acevedo 46. Marcos Calero Gutiérrez 47. Alex Campos Castro	26-61-14-46 22-99-80-02 26-61-50-92 26-61-34-13 (fax)	acamposc@migracion.go.cr cvargas@migracion.go.cr	The Puntarenas Regional Office is located in the central canton of Puntarenas, 100 meters south of the Casa de la Cultura, in front of the Ministry of Finance.
16. Quepos Regional Office	48. Luis Fernando Villalobos Rojas	27-77-13-31 27-77-01-50	lvillalobos@migracion.go.cr	The Quepos Regional Office is located in the canton of Aguirre in the district of Quepos, 50 meters Northeast of the Civil Registry.
17. Paso Canoas Regional Delegation	49. Shirley Carrillo Delgado 50. Marvin Arias 51. Lulu Clairmont 52. Carlos Viales Fallas 53. Noelia Delgado Chinchilla	22-99-80-07 27-32-21-50 27-32-15-34	scarrillo@migracion.go.cr lclairmont@migracion.go.cr cviales@migracion.go.cr cviales@migracion.go.cr ndelgado@migracion.go.cr ndelgado@migracion.go.cr rmarias@migracion.go.cr	The Paso Canoas Regional Office is located in the canton of Corredores in the province of Puntarenas, in the facilities of the General Directorate of Customs on the border between Costa Rica and Panama.
18. Golfito Regional Office	54. Gelvin Montes Medina		gmontes@migracion.go.cr	The Golfito Immigration office is located on the main road, next to the San Francisco School, kilometer one, corner building, on the first floor at sidewalk level, gray color.

19. Pérez Zeledón Regional Office	Juan Flores Badilla	27-70-15-29 (telefax)	_____	The Pérez Zeledón Regional Office is located in the facilities of the National Directorate of Community Development (DINADECO).
20. Sabalito Regional Office	56. Mariano Barrantes	2784-0130 (telefax)	-----	The Migration office in Sabalito is located in Rio Sereno de Coto Brus, on the border with Panama. Building owned by MAG.
21. Regional Delegation of Limón	57. Kimberly Steele Villarreal 58. Karina Taylor Ortiz 59. Juan Luis Céspedes	27-58-44-66 (fax) 22-98-20-97 22-99-80-05	ksteele@migracion.go.cr ktaylor@migracion.go.cr icespedes@migracion.go.cr	The Regional Delegation of Limón is located in the central canton of Limón, 175 meters north of the PALI.
22. Guápiles Regional Office	60. Graciela León Benavides 61. Liliana Murillo	27-10-60-69	-----	The Guápiles Regional Office is located in the province of Limón, canton of Pococí, 200 meters south of Perimercados.
23. Sixaola Regional Office	62. Ibelice Vallejos Jaén 63. Julio Gallo Cortés	27-54-20-44 (telefax)	ivallejos@migracion.go.cr	The Sixaola Regional Office is located in Cantón de Bribri, Sixaola district, 50 meters from the border between Costa Rica and Panama.

Childhood and Adolescence Commission

Office name	Name of officer	Telephone / fax	E-mail address	Location
24. Commission on Children and Adolescence	Gladys Jiménez Arias (Coordinator). Rosibel Vargas Durán Roxana Quesada Zamora Nancy Guerrero Rodríguez Eugenia Víctor Sánchez Cynthia Mora Izaguirre Blanca Espinoza González Silvia Artavia Mora Sandra Chaves Esquivel	2299-81-78 2299-81-70 2299-80-35 2299-81-06 2299-81-28 2299-81-19 2299-81-96 2290-27-79 2299-81-37	gjimenez@migracion.go.cr rvargas@migracion.go.cr rquezada@migracion.go.cr nquerrero@migracion.go.cr evictor@migracion.go.cr cmorai@migracion.go.cr bespinoza@migracion.go.cr sartavia@migracion.go.cr schaves@migracion.go.cr	Headquarters

Headquarters

Office name	Name of officer	Telephone / fax	E-mail address	Location
Migration Management	64. Rosibel Vargas Durán 65. Kembly Ospino Vargas 66. Yamileth de la O 67. Maritza Zamora 68. Wendolyn Hidalgo Araya	22-99-81-70 22-99-8168, fax: 22-20-16-27 22-96-65-44 22-99-81-72 22-99-81-71	rvargas@migracion.go.cr kospino@migracion.go.cr ydelao@migracion.go.cr mzamorau@migracion.go.cr whidalgo@migracion.go.cr	Headquarters
Traffic Management Illegal Migrant Smuggling of migrants and trafficking in Persons	69. Sandra Chaves Esquivel 70. Silvia Artavia Campos	22-99-8037 22-90-2779	schaves@migracion.go.cr sartavia@migracion.go.cr	Headquarters

27. Refugees Subprocess	71. Rosella Rojas Barquero 72. Cindy Bolaños Zúñiga	2299-80-31 2299-80-34	rrojasb@migracion.go.cr cboanos@migracion.go.cr	Headquarters
28. Alien Management	73. Cindy Molina Mora 74. PamelaUmaña Rodríguez 75. Diana Alfaro Cordaba	2299-81-78 2299-81-78 2299-81-78	cmolina@migracion.go.cr pumana@migracion.go.cr dalfaroc@migracion.go.cr	Headquarters
29. Professional Migration Police Management	76. BlancaEspinoza González 77. Flor Zamora Vargas 78. Gladys Raudes Villalobos 79. MichaelFernandez Villalobos	2299-81-96 2299-81-95 2299-80-23 2299-80-23	bespinoza@migracion.go.c r fzamora@migracion.go.cr graudez@migracion.go.cr	Headquarters
30. ESME	80. Special Migration Situations Team	22-99-8037 22-90-2779	esme@migracion.go.cr	Headquarters

GUIDANCE AND INFORMATION CENTER

PANI'S LOCAL OFFICE HOURS

LOCAL OFFICE	COORDINATOR	TELEPHONE	ADDRESS	HOURS OF CONSULTING	JURISDICTION
Director:	Carlos Rojas Chavez	2223-8065 2258-66 13 2258-6555 Fax: 2258-6793	North side of the Supreme Court of Justice, San José	crojas@pani.go.cr	
ASERRI	Lucy Fonseca Marengo	2230-0067 Fax: 2230-0195	250 meters west of Las Tejitas Bar and Restaurant, Aserri Centro	Monday, Wednesday and Friday 7:30 a.m. to 11:30 a.m.	Aserri: Tarbaca, San Gabriel, Monterrey, Salitrillos, Legua, Acosta: San Ignacio, Guaitil, Palmichal, Cangrejal, Sabanillas
DESAMPARED	Mariazelle Hidalgo Mora	2259-0946 2259-3285 Fax: 2219-1730	Desamparados Centro, 200 south of Guilá or 225 meters south of Mutual Alajuela.	Every day from 7:30 a.m. to 11:30 a.m.	Canton of Desamparados: San Miguel, San Juan de Dios, San Rafael, San Antonio, Patarrá, Damas, Gravillas.
GUADALUPE	Virginia Mora Campos	2280-9174 Fax: 2280-6200	From the Guadalupe Courthouse 250 mts east, new building on right side	Monday, Wednesday and Friday from 7:30 a.m. to 12:00 p.m.	Coronado: San Isidro, San Rafael, Dulce Nombre, Cascajal, Goicoechea: Guadalupe, Calle Blancos, Mata de Plátano, Ipis, Purral, Moravia: San Vicente, San Jerónimo, Trinidad.

SANTA ANA	Marta Jiménez Araya	2288-66-93 y 2288-68-61 2282-7704 2288-6836 Fax: 2288-6781	Escazu, northwest side of Mac Donals, San Rafael de Escazu	Every day 7:30 a.m. to 11:30 a.m.	<u>Santa Ana</u> : Salitral, Pozos, Uruca, Piedades, Brazil, Escazú: San Rafael, Canton de Mora, Ciudad Colón
PURISCAL	Patricia Mesén Arroyo	2416-6211 Fax: 2416-7117	Santiago de Puriscal, Barrio el Carmen, 25 meters south of Sede UNED	Monday, Tuesday, Wednesday, Thursday from 7:30 a.m. to 12:00 p.m.	<u>Puriscal</u> : Santiago, Mercedes Sur, Barbaocoas, Grifo Alto, San Rafael, Candelarita, Desamparaditos, San Antonio, Chires, Mora, Guayabo, Tabarcia, Piedras Negras, Picagres, Turrubares: San Pablo, San Pedro, San Juan De Mata and San Luis.
SAN JOSE WEST	Ana María Rojas Pacheco	2221-9033 Fax: 2256-0857	Diagonal Centro Colón, 25 south Subway	Every day from 8:00 a.m. to 11:30 a.m.	Metropolitan Area, Merced, Sabana, Mata Redonda, Barrio Mexico, Pavas, Hatillo, San Sebastian, Paso Ancho, Barrio Cuba, Sagrada Familia, Hospital District and La Merced.
SAN JOSE EAST	Tatiana Martínez Bolívar	2257-2544 Fax: 2258-4875	From the east side of the Supreme Court of Justice I Circuit, 200 mts south, Barrio Lujan.	Mon, Tue, Wed from 7:30 to 11:00	Districts of Carmen, Catedral, California, Barrio Luján, Soledad, San Cayetano, San Fco. de 2 Ríos, San Pedro, Sabanilla, Mercedes, San Rafael, Tirrasas, Amón, Curridabat, Granadilla, Sánchez.
ALAJUELITA	Sonia Mora Solorzano	2252-0615 2252-0616 Fax: 2254-0830 2254-6583	Alajuelita, San Josesito, from the Liceo de Alajuelita 50 meters north and 180 meters east.	Every day from 7:30 a.m. to 11:00 a.m.	Alajuelita

TIBAS	María de los Ángeles Tosso Rojas	2235-7119 Fax: 2240-4500	Centro Comercial del Norte, 1 km west, in front of the Public Library, Cuatro Reinas Tibas	Monday and Thursday from 8:00 a.m. to 11:15 a.m.	Districts of La Uruca, Cantón de Tibás, San Juan, Cinco Esquinas, La Florida, Llorente, León XIII, Colima
D.R. ALAJUELA					
Director:	Ana Victoria Jiménez Badilla	2441-1105 Fax 2430-0478 2441-1105	From the Courts of Justice, 450 mts west, on the wide street, Alajuela Downtown.	mwillalobos@pani.go.cr	
ALAJUELA	Ivannia Villalobos Rodríguez	Fax: 2443-5626 2430-7278 2441-0239	Alajuela, from Centro Comercial Plaza Real, 100 meters north and 150 meters west.	Every day from 7:30 a.m. to 12:00 p.m. Social Work, and the Legal Area on Mondays and Wednesdays from 7:30 a.m. to 12:00 noon.	Canton Central De Alajuela, Carrizal, San Jose, San Antonio, Guácima, San Isidro, Sabanilla, San Rafael, Río Segundo, Desamparados, Atenas: Jesús, Mercedes, San Isidro, San Jose, Santa Eulalia, Poás: San Pedro, San Juan, San Roque, Carrillos, Sabana Redonda
ORANGE	Doris Araya A.I. / Xenia Fernández Sánchez	2451-2344 Fax: 2450-0339	Contiguous to Capilla Ma. Auxiliora, road to San Carlos	All day, every day, especially in the morning, in the evenings only in special situations.	Naranjo: San Miguel, San Jose, Cirri Sur, San Jerónimo, San Juan, Rosario, Valverde Vega, Sarchí Norte y Sur, Toro Amarillo, San Pedro, Rodriguez
GREECE	Xinia Matamoros Blanco	2494-1949 Fax: 2494-1478	From the CCSS 200 meters south and 75 meters west, B° Los Pinos, Grecia Centro.	Every day from 7:00 a.m. to 4:00 a.m.	Grecia: San Isidro, San José, San Roque, Puente de Piedra, Bolivar.

SAN RAMON	Lidieth Vásquez Vargas	2445-7121 Fax: 2447-1580	From the Acosta Garcia Institute, 100 meters west and 25 south, Urb Tres Marías 1, San Ramon	Every day from 7:30 a.m. to 12:00 noon but try to call for an appointment in advance.	San Ramón: Santiago, San Juan, Piedades, North and South, San Rafael, San Isidro, Angeles, Alfaro, Volio, Concepcion, Zapotal, Palmares: Zaragoza, Buenos Aires, Esquipulas, Candelaria, Granja, Alfaro Ruiz, Zarcerro, Laguna, Tapezco, Guadalupe, Palmira, Zapote, Brisas.
D.R. HUETAR ATLANTICA					
Director:	Gabriela Jiral	Tel/Fax: 2758-0621	From the Courts of Justice 100 mts north and 75 mts east, Limón Centro.		
LEMON	Sonia Pereira Jara	2758-1131 Fax: 2758-7429	Next to Cascada de Oro N°2 Supermarket, downtown Limón	Monday and Wednesday from 7:30 a.m. to 12:00 p.m., by card	Limón, Valle de La Estrella, Río Blanco, Matama, Matina, Batán, Carrandi.
SIQUIRRES	Wendy Acuña Valverde	2768-8261 Fax: 2768-9998	Adjacent to the Transit Police Station, or 100 meters east of the CR Post Office, S	Monday, Wednesday and Friday from 7:30 a.m. to 11:30 a.m.	Siquirres, Pacuarito, Florida, Germania, Cairo, Alegria.
TALAMANCA	Randall Durán Ortega	2751-0155 Fax: 2751-0439	From the courts 200 mts west, Bribri, Talamanca	Psych: Mondays 7:30 to 12:00 Lawyer Tuesday 7:30 a.m. to 12:00 and social work Friday 7:30 a.m. to 12:00 p.m.	Talamanca, Bratsi, Cahuita, Sixaola, Puerto Viejo.

POCOCI	Randal Mairena Salguero	2711-0864 Fax: 2711-1622	150 mts east of PALI or next to Zapatería La Estrella in front of Casa Blanca, Guapiles.	Monday, Tuesday and Thursday 7:30 a.m. to 12:00 p.m.	Pococi: Guápiles, Jiménez, Rita, Roxana, Cariari, Colorado, Guácimo: Mercedes, Pocora, Río Jiménez, Duacari.
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D.R. CHOROTEGA					
Director:	Roger Valderrama González	Tel/Fax: 2666-5123	75 mts. south of El Danto warehouse, Barrio El INVU Nº 1, Liberia.	rvalderrama@pani.go.cr	
CANES	Evelyn Fallas López	2668-6810 Fax: 2668-6622	300 mts north of Banco Popular, Cañas	Every day after 9:00 a.m.	Cañas: Palmira, San Miguel, Bebedero, Porozal, Tilaran, Quebrada Grande, Tronadora, Santa Rosa, Libano, Tierras Morenas, Arenal, Abangares, Juntas, Sierra, San Juan, Colorado.
LIBERIA	Maribel Peña Leiva	2665-0549 Fax: 2666-0068	200 mts east and 125 mts south of Bomberos, Liberia	Every day from 7:30 a.m. to 4:00 a.m.	Liberia, Cañas Dulces, Mayorga, Nacascolo, Curubande, Bagaces, Fortuna De Mogote, Rio Naranjo, La Cruz, Santa Cecilia, Garita, Santa Elena.
SANTA CRUZ	Marilyn Morales/ Sandra Pizarro Gutiérrez a.i.	2680-0453 Fax: 2680-3452	100 mts southeast of the Municipal Market, Santa Cruz	Every day from 7:30 a.m. to 4:00 a.m.	Santa Cruz: Bolsón, Veintisiete de Abril, Tempate, Cartagena, Cuajiniquíl, Diriá, Cabo Velas, Tamarindo, Carrillo: Filadelfia, Palmira, Sardinal, Belén.
NICOYA	Rebeca Francis Ruiz	2685-4611 Fax: 26866540	125 west of Servicentro Nicoya, main street Nicoya	Every day at all times	Nicoya, Mansion, San Antonio, Quebrada Honda, Samara, Nosara, Belen de Nosarita, Nandayure, Carmona, Santa Rita, Zapotal, San Pablo, Porvenir, Bejuco, Hojancha, Monte Romo, Puerto Carrillo, Huacas.

D.R. HEREDIA					
Director:	Alberto Bermúdez Guillén	2261-8424 Fax:2238-3010	100 mts north and 75 mts east of the Casa de la Cultura, Heredia Centro.	lbermudez@pani.go.cr	
HEREDIA NORTH	Lorelly Trejos Salas	2261-1254 Fax: 2261-2598	Diagonal to the Liceo Heredia Gymnasium or 300 meters north of the Courts of Justice, Heredia Centro.	Every day from 7:30 a.m. to 4:00 a.m.	North Heredia: Mercedes, San Fco. Ulloa, Varablanca, Barva, San Pedro, San Roque, San Pablo, Santa Lucía, San José de la Montaña, Santo Domingo: San Vicente, San Miguel, Paracito, Santo Tomás, Santa Osa, Tures, Para, San Rafael: San Josesito, Santiago, Angeles, Concepción, San Isidro: San Jose, Concepción, San Francisco.
HEREDIA SOUTH	Jorge Alvarado Tabash	2265-1501 Fax: 2265-1840	One long block south and 75 meters west of the Banco Nacional de San Joaquín de Flores.	Tuesday, Wednesday and Thursday 7:30 a.m. to 3:00 p.m.	Santa Bárbara: San Pedro, San Juan, Jesús, San Lorenzo, Puraba, Belén: San Antonio, Ribera, Asunción, Flores: San Joaquín, Barrantes, Llorente,
SARAPIQUÍ	Gabriela Salazar Calderón	2766-6126 Fax: 2766-6920	Behind the Red Cross CR, Puerto Viejo	Psychology Monday from 7:30 a.m. to 12:00 p.m., social work Wednesday from 7:30 a.m. to 12:00 p.m., legal Friday from 7:30 a.m. to 12:00 p.m.	Sarapiquí, Puerto Viejo, La Virgen, Horquetas, Llanuras del Gaspar, Carrandi.
D.R. BRUNCA					
Director:	Yolanda Barrantes Villarevia	2772-2195 Fax:2771-4970	from Coopealianza 100 mts south and 100 mts west	ybarrantes@pani.go.cr	

BUENOS AIRES	Esperanza Reyes Sequeira	2730-5154 fax: 2730-5155	ARADIKES Complex, from the CCSS Clinic 150 mts south, Buenos Aires	7:30 a.m. to 4:00 a.m. daily	Buenos Aires, Volcan, Potrero Grande, Boruca, Pillas, Colinas, Changuena, Biolley, Brunka.
PEREZ ZELEDÓN	Carmen Jerez Zapata	2771-8756 fax: 2771-4970	East side of PALI warehouses, San Isidro de PZ	Tuesdays, Wednesdays, Thursdays and Fridays all day	Perez Zeledón, Bella Vista, and Boruca.
CORRIDORS	Dinnia Vallejos Badilla	2783-5813 fax:2783-3481	Behind the Alberto Echandi School, Neilly City	*****	Corridors, Neilly City, La Cuesta, Canoas Y Laurel
COTO BRUS	Wainer Hernandez	2773-3239 fax: 2773-3459	50 mts west of Centro Turistico Las Huacas, san Vito	Every day at all times	Coto Brus, San Vito, Sabalito, Agua Buena, Limoncito, Pittier.
OSA	Nury Barrantes Picado	2788-8614 fax: 2788-8395	Ciudad Cortes , from Pulperia 5 esquinas 100 meters north	Every day at all times	Palmar Norte, Y Sur, Sierpe, Playa Dominical, Uvita, Crack, Piedras Blancas.
GOLFITO	Enrique Gómez Rosales	2775-0113 fax: 2775-2153	Alameda Neighborhood, in front of the Naval School, Golfito	monday 7:30 to 4:00p-logy and social work and thursday 7:30 to 4:00 legal	Golfito, Puerto Jimenez, Rio Claro, Pavones, Zancudo, Conte.
D.R. CARTAGO					
Director:	Eduardo Arrieta Vega	2523-3400 Tel/Fax: 2553-2092	Diagonal to the north-east corner of Las Ruinas, downtown Cartago	earrieta@pani.go.cr	
CARTAGO	Kattia Molina	2592-1154 2553-37-12 Fax: 2551-0449	100 South and 100 East of the Southwest Corner of the Courts of Justice	Monday, Wednesday and Friday from 7:30 a.m. to 11:00 a.m.	Cartago Oriental and Occidental, Carmen, San Nicolas, Aguas Calientes, Guadalupe, Corralillo, Llano Grande, Quebradilla.

THE SAINTS	Dora Emilia Masis Bonilla	2546-1082 Fax: 2546-5300	From the Public Force 150 mts west, Barrio La Maravilla, San Marcos de Tarrazú.	Monday: legal 7:30 to 12, Social Work 1 to 4:30, Tuesdays: TS morning and Social Promotion afternoon, Wed: Psychology morning and Legal afternoon, Thurs: Soc. Soc. morning and Coordinator afternoon, Friday: Psycho morning and Coord. afternoon	Tarrazú: San Marcos, San Lorenzo, San Carlos, Dota, Santa Maria, Copey, Jardin, Leon Cortés: San Pablo, San Andres, Llano Bonito, San Isidro, Santa Ana, San Antonio, Zona de los Santos.
THE UNION	Jorge Sanabria Masis	2279-8508 Fax: 2279-8505	75 mts north of the Municipality of La Union, Tres Rios Downtown	Monday, Wednesday, Friday from 8:00 a.m. to 12:00 noon and 1:00 to 3:00 p.m.	La Unión, Tres Ríos, San Diego, San Diego, San Juan, San Rafael, Concepción, San Ramón, Villas de Ayarco, Río Azul.
TURRIALBA	Ana Lorena Salazar Sánchez	2557-2391 Fax: 2556-6421	From the old Railroad Station to the Atlantic, 125 mts south, Barrio San Rafael, Turrialba.	Monday and Thursday social work and Wednesday legal from 7:30 a.m. to 12:00 p.m.	Turrialba: La Suiza, Peralta, Santa Cruz, Santa Teresita, Pavones, Tuis, Tayulic, Santa Rosa, 3 Equis, Jiménez: Juan Viñas, Tucurrique, Pejibaye.
D.R. HUETAR NORTE					
DIRECTOR:	Mariamalia Chavez Peralta	Tel/Fax:2461-0686	600 mts east of Banco Nacional, CQ	mvillaplana@pani.go.cr	
SAN CARLOS	Marianela Soto Rodríguez	2460-8272 y 24600783 Fax: 2460-1658	600 mts east of Banco Nacional, CQ	Monday, Wednesday and Friday from 7:30 a.m. to 12:00 p.m.	Canton de San Carlos, Río Cuarto.
THE CHILES	Nathalia Murillo Jimenez	2471-2122 Fax: 2471-2110	75 mts east of CENCINAI, downtown Los Chiles	Monday, Tuesday and Friday from 7:30 a.m. to 12:30 p.m.	Chiles, Caño Negro, El Amparo, San Jorge, Pocosol and Cutris districts.

UPALA	Heilyne Arias Cordero	2470-1215 Fax: 2470-1301	600 mts north of the Catholic Church, Municipal Complex, Upala centro	Every day from 7:30 a.m. to 4:00 a.m.	Upala, Aguas Claras, Pizote, Bijagua, Delicias, Dos Rios, Yoillal, Guatuso, San Rafael, Buen Vista, Cote.
D.R. CENTRAL PACIFIC					
DIRECTOR:	Flor Jara Sánchez	2664-4176 Fax:2664-4179	100 mts east of Importadora El Gallo mas Gallo, Barrio San Isidro, Puntarenas	fjara@pani.go.cr	
AGUIRRE	Ruth Mary Ledezma López	2777-3000 Fax: 2777-2119	South coast of sports plaza, old road to Manuel Antonio, Quepos	Every day 7:30 a.m. to 4:00 a.m.	Aguirre: Quepos, Savegre, Naranjito. Parrita: Esterillos Este.
OROTINA	Yorlenie Mora Acuña	2427-8858 Fax: 2427-8859	North side of the Delegación de Guardia Rural, Orotina, Orotina	every day from 7:00 to 4:00 a.m.	Orotina: Mastate, Hacienda Vieja, Coyolar, Ceiba, San Mateo, Desmonte, Jesus María, Garabito: Jacó, Tarcoles.
PAQUERA	Carlos Barquero	2641-1100 Fax: 2641-1101	North side of the School of Paquera Center	Every day from 7:30 a.m. to 4:00 a.m.	Puntarenas: Lepanto, Paquera, Cobano
PUNTARENAS	Ana Lucía Gómez Acuña	2661-3567 Fax: 2661-4424	150 mts south of the Municipal Market, Puntarenas	Every day at any time, EXCEPT Thursday mornings.	Puntarenas: Pitahaya, Chomes, Manzanillos, Barranca, Monte Verde, Isla del Coco, Chacarita, Chira, Acapulco, El Roble, Esparza, Espiritu Santo, San Juan Grande, Macacona, San Rafael, San Rafael, San Jerónimo, Garabito, Montes de Oro: Miramar, La Union, San Isidro.

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