

# Directory of Services for Trafficking Victims

**Guanacaste, Puntarenas and  
San José, Costa Rica**



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The Innovations in Addressing Child Trafficking (IAC) Program is combating child sex trafficking in the provinces of Guanacaste and Puntarenas. The IAC Program works to protect and assist child and adolescent trafficking victims, strengthen the prosecution of trafficking crimes, and prevent the sexual exploitation of children and adolescents.

IAC is being implemented by The Warnath Group from 2020-2025 in close collaboration with the Government of Costa Rica and civil society organizations, through a cooperative agreement with the U.S. Department of State Office to Monitor and Combat Trafficking in Persons (J/TIP). The Warnath Group is an organization specialized in evidence-based programs to address human trafficking, including child trafficking.

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**Map of Available Services for Trafficking Victims in  
Guanacaste, Puntarenas, and San José**  
**link: [aprendizaje.warnathgroup.com/mapa-de-servicios/](https://aprendizaje.warnathgroup.com/mapa-de-servicios/)**

# About

## What is the Directory of Services?

- It explains what trafficking in persons is
- It describes the help that trafficking victims and their families can receive in Costa Rica
- It provides contact information for service providers in Guanacaste, Puntarenas, and San José

## Who is the Directory of Services for?

- Any trafficking victim who needs assistance in Guanacaste, Puntarenas, or San José
- Anyone who knows a possible trafficking victim who needs help in Guanacaste, Puntarenas, or San José

## How do I use the Directory of Services?

- To learn about trafficking in persons
- To know what to do if you or someone you know may be a trafficking victim
- To find services in Guanacaste, Puntarenas, or San José



# How do I get help right now?

In an emergency or if you need immediate assistance, call 9-1-1.



**9-1-1**

The Immediate Response Team (ERI) is responsible for identifying ("accrediting") trafficking victims and making sure they get assistance. If you are over age 18 and think you may be a trafficking victim, call ERI for help.



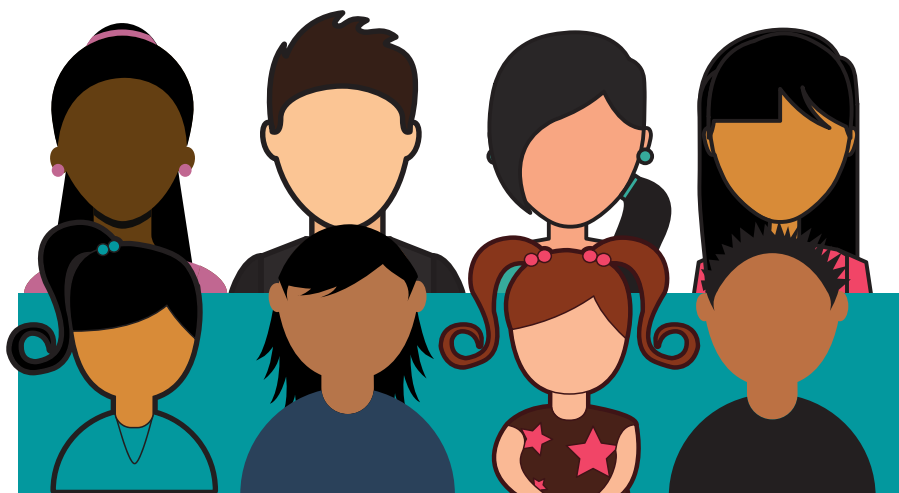
**ERI**  
**6303-7234**  
**(WhatsApp)**

Anyone under age 18 can contact PANI for help by calling or going to the local PANI office.



**PANI Línea**  
**gratuita**  
**1147**  
**8989-1147**  
**(WhatsApp)**

# Understanding Trafficking in Persons



# Defining Trafficking in Persons

Trafficking in persons is a serious crime. In Costa Rica, it is criminalized in Article 172 of the penal code and in Law 9095. Trafficking in persons is defined as:

“...using technology or any other means to employ threats, force, other forms of coercion, abduction, fraud, deception, abuse of power, exploitation of a vulnerability, or the giving or receiving of payments or concessions to obtain the consent of a person who has authority over another person, to promote, facilitate, encourage, or engage in the recruitment, transfer, transport, harboring, hiding, retaining, delivery, or receipt of one or more people within or outside the country for the purpose of forced labor or services and other forms of labor exploitation, servitude, slavery or similar practices, servile or forced marriage, irregular adoption, forced begging, forced pregnancy and/or abortion, or any type of sexual exploitation...or for the illicit extraction or illicit transplantation of human organs, tissues, cells or fluids.

In the case of minors, recruitment, transfer, transport, harboring, hiding, retaining, delivery, or receipt shall be considered trafficking in persons even if the circumstances surrounding commission of the crime, as described in the first paragraph of this Article, are not present.”

In Costa Rica, the intention to exploit someone for trafficking is a crime (exploitation does not need to have taken place).

**Trafficking of an adult victim requires act + means + purpose.** In the case of an adult victim (any victim over age 18), trafficking in persons is comprised of three components:



# Means



Threats  
or



Force  
or



Coercion  
or



Abduction  
or



Fraud  
or



Deception  
or



Abuse of Power  
or













Exploitation of  
Vulnerability  
or



Giving or Receiving Payments  
or Concessions to Obtain the  
Consent of a Person Who Has  
Authority Over Another  
Person

# Purpose

	Sexual Exploitation or		Forced Labor/Services, Other Forms of Labor Exploitation (including forced criminality) or
	Forced Begging or		Servitude or
	Slavery or Similar Practices or		Servile or Forced Marriage or
	Forced Pregnancy and/or Abortion or		Irregular Adoption or
	Illegal Intermediation in Prenatal Foster Care or		Organ Removal













**Download the Act + Means + Purpose Handout**  
**link: [aprendizaje.warnathgroup.com/trafficking-in-persons/](https://aprendizaje.warnathgroup.com/trafficking-in-persons/)**

An adult can be a trafficking victim even if they consented to their situation. Consent is irrelevant where any means has been used.

**Trafficking of a child or adolescent victim requires act + purpose.** In the case of a child or adolescent victim (any victim under age 18), trafficking in persons is comprised of only two components:



# Purpose

	Sexual Exploitation or		Forced Labor/Services, Other Forms of Labor Exploitation (including forced criminality) or
	Forced Begging or		Servitude or
	Slavery or Similar Practices or		Servile or Forced Marriage or
	Forced Pregnancy and/or Abortion or		Irregular Adoption or
	Illegal Intermediation in Prenatal Foster Care or		Organ Removal



**Download the Act + Purpose Handout**

**link: [aprendizaje.warnathgroup.com/trafficking-in-persons/](https://aprendizaje.warnathgroup.com/trafficking-in-persons/)**



It is very common that a trafficker uses tactics to force or coerce or manipulate a child or adolescent trafficking into trafficking. But the use of “means” (tactics) by the trafficker is not required to constitute trafficking of a child or adolescent victim.

**In simple terms, trafficking in persons is when someone is recruited or taken somewhere or kept somewhere or offered things (like money, food, or gifts) and then exploited to benefit someone else. This might be jobs they are forced to do, sexual activities, or committing crimes such as selling drugs. Sometimes a trafficker threatens or harms the victim to force them to do these things. In other cases, traffickers trick, persuade or manipulate victims by treating them with affection or feigning love.**

**Anyone can be a victim of trafficking.** Trafficking victims can:

- Be girls, boys, men, or women
- Be of any age (children, adolescents, youth, adults)
- Be from Costa Rica or any other country
- Be with or without documents (identification, passport, visa)
- Live with anyone – family or relatives, friends, on their own, or with persons who are exploiting them

- Live anywhere – whether in their own home, someone else’s home, on the street, or somewhere else
- Commit crimes or engage in illegal activities and still be considered victims of trafficking in persons

It is important to avoid misperceptions – sometimes fostered by media accounts – of who a trafficking victim is likely to be or what a trafficking victim looks like.

Trafficking in persons can happen to anyone.

### **Trafficking in persons can happen anywhere.**

Sometimes trafficking in persons involves moving a victim somewhere else in their home country or traveling to another country (across a border). However, trafficking in persons does not require movement or crossing a border. Trafficking often occurs in a victim's own neighborhood or even in their own home. Trafficking in persons can also happen online – such as sexual acts via a webcam or sharing sexually explicit photos or videos via social media.

**A person can be a trafficking victim even if they are not formally identified and accredited.** A person is a trafficking victim based on their experience of exploitation and regardless of whether or not they are formally identified and accredited as a trafficking victim by the authorities.

Being a trafficking victim does not depend on the trafficker or exploiter being identified, apprehended, prosecuted, or convicted. It does not impact a trafficking victim's status as a victim if they have a personal relationship with the alleged trafficker. **Trafficking in persons is never the victim's fault.**

**Anyone can be a trafficker.** A trafficker might be a stranger. A trafficker might also be someone the victim knows and trusts – for example, a family member, a friend or acquaintance, someone in the neighborhood or school, or a boyfriend or girlfriend. Traffickers might work alone or in a group.

A trafficker may contact a victim in person (for example, through friends, at school, in the community, at home or at social events). A trafficker may also contact a victim online (for example, through social media, email, or phone).

**Traffickers use various tactics to contact and control their victims.** Some traffickers use **tactics to make victims like and trust them**. For example:

- The trafficker says they are the victim's boyfriend or girlfriend and makes them feel that they cannot say “no” even when they don't want to do something.

- The trafficker gives the victim money or gifts like clothes, phones, or other nice things to make them feel like they need to do what they are told even if they don't want to.
- The trafficker befriends a victim online so that they tell them personal information and share private or personal pictures or videos with them.

Some traffickers use **tactics to scare, intimidate and control victims** and prevent them from asking for help. For example:

- The trafficker hurts or threatens to hurt the victim or their family or friends if they do not do what they are told or if they tell anyone what the trafficker is making them do.
- The trafficker threatens to share personal information about the victim or to show private photos or videos of them to other people if they do not agree to what the trafficker is asking.

Some traffickers **manipulate or trick victims**. For example:

- The trafficker offers the victim an opportunity for work or living or study that is different from what they actually end up doing.

- The trafficker gives money to the victim's family or friends in exchange for the victim doing things that they don't want to do.
- The trafficker gives the victim a place to live or food to eat in order for them to do things that they don't want to do.
- The trafficker gives the victim alcohol or drugs to take advantage of them.

## Frequently Asked Questions



### **How does someone know if they are a victim of trafficking?**

A person is a victim of trafficking when they are recruited or taken somewhere or kept somewhere or offered things (like money, food, or gifts) and then exploited to benefit someone else. This might be jobs they are forced to do, sexual activities, or committing crimes such as selling drugs. Sometimes a trafficker threatens or harms the victim to force them to do these things. In other cases, traffickers trick, persuade or manipulate victims by treating them with affection or feigning love.



### **Can men and boys be trafficking victims?**

Yes, men and boys can be victims of trafficking.

Anyone – men, women, boys, girls – can be a trafficking victim. They may be trafficked for sexual exploitation, forced labor, begging, or any other form of exploitation. All trafficking victims are entitled to protection and assistance.



### **If someone is being exploited but agreed to do the "work", "tasks" or "favors" that they are doing, can they still be a trafficking victim?**

Yes, a person can still be a trafficking victim even if they have agreed to the work they are doing or to engaging in sex or sex-related activities. Even if they signed a contract they can still be a trafficking victim.



### **If someone is in Costa Rica illegally, can they still be a trafficking victim?**

Yes. Some people who enter Costa Rica illegally or are in the country illegally are trafficked for sexual exploitation, forced labor, begging, and other forms of exploitation. Migrants who are in Costa Rica legally also may be trafficking victims. Trafficking victims are entitled to protection and assistance, including help getting back home if that is what they want, regardless of their immigration status.



**I think I know someone who may be a trafficking victim, but they think their situation now is better than the life they had before. Why should they seek out help?**

Trafficking victims (adults and children) have the right to many forms of assistance and support, including for themselves and for their family members. Seeking help could open doors to real opportunities, support, and a future where they are truly in control of their own life.



**I think I know someone who may be a trafficking victim, but they don't want to report to the police. Can they still get help?**

In Costa Rica, a person who may be a trafficking victim has the right to receive help. A reasonable suspicion that someone might be a trafficking victim is enough to act to ensure their immediate protection and assistance. Trafficking victims do not need to report their experience to authorities or be a victim-witness in a trafficking case in order to receive help. A victim has the right to choose whether or not to participate in the criminal justice process (including making a statement to police or the prosecutor or serving as a victim-witness). Please see **Section 2** on how to refer a person who may be a trafficking victim for protection and assistance.



### **What happens if exploitation or trafficking took place but no one knows about it? Can a victim still get help?**

Yes. Even if a person has never told anyone about their bad experiences, they can still get help. Even if the bad experiences happened a long time ago, they can still get help. Even if they were exploited when they were a minor and are now over age 18, they can still get help.



### **How can victims deal with the terrible experiences they have had?**

Many individuals who have been trafficked have bad feelings (such as feeling anxious, worried, stressed, sad, scared, angry, and depressed). Many trafficking victims have also been physically hurt and harmed. There are professionals who can help a person feel better in their body and their mind, and practitioners should assist trafficking victims to access the services they want and need.



### **What if a trafficking victim participated (or was forced to participate) in illegal activities while they were trafficked?**

In Costa Rica, the law (Law 9095) says that trafficking victims should not be criminalized for illegal things that they were forced to do while trafficked. All possible trafficking victims should be treated as victims and provided with protection and support.





**What if victims are addicted to drugs or alcohol?  
Can they get help?**

Yes. All victims of trafficking can receive assistance. There are also specific services available to help individuals who misuse drugs and/or alcohol and need help to overcome this addiction.



**If a child or adolescent's parents sent them to Costa Rica to have a better life, could they still be a trafficking victim?**

Yes. A child or adolescent can be a trafficking victim regardless of whether their parents or guardians agreed to the arrangements.



**A trafficker told their victim that they will hurt them if they call the police or ask for help. Is this true?**

Sometimes traffickers hurt or threaten to hurt victims and their families if they talk to the police or ask for help. They do this to control victims and prevent victims from escaping or seeking out help. Traffickers may also tell victims this because they are trying to avoid being caught by the police. If someone is being threatened or feels in danger from their trafficker, there are people who can protect them and ensure that they are safe. This Directory of Services provides information on how to help and protect victims of trafficking.

# Examples of Trafficking in Persons

The examples below are fictional but based on real life experiences.



**“Maria”** is a 16-year-old girl from a poor family in Nicaragua.

A Costa Rican couple “Mercedes” and “Andrés” were visiting her home village and offered to bring Maria to Costa Rica to be employed as a domestic worker in their home. When Maria arrived in Costa Rica, Mercedes took her passport “for safe keeping”. Maria is tasked with cleaning the house for long hours each day and caring for Mercedes and Andrés’ children but receives no payment for the work she does. Mercedes says that she won’t pay Maria because she owes her for the money she spent to bring her to Costa Rica. Each afternoon, Maria takes the children to the park to play. Although Mercedes has never hurt her, Maria is still afraid to ask anyone for help.

## **Maria is a victim of trafficking.**

Maria was recruited, transported, and harbored by Mercedes and Andrés for labor exploitation, or forced labor, or servitude. Maria should be identified as a trafficking victim and provided with protection and assistance.



Act (recruitment, transportation, harboring)



Purpose (labor exploitation, forced labor, servitude)



**“Carlos”** is a 34-year-old man from El Salvador.

Carlos was struggling to support his wife and two children when he met a recruiter who offered him a well-paying job as a fisherman in Costa Rica. The recruiter covered his travel expenses, promising that Carlos could pay him back once he started working. Excited for the opportunity, Carlos travelled to Costa Rica, where he was taken directly to a fishing boat. Once onboard, Carlos was forced to work long hours in dangerous conditions with little food and no medical care. When he asked about his salary, the boat captain told him he still owed money for his travel expenses, food, and lodging. He was threatened with violence if he tried to leave, and he had no way to contact his family or seek help.

### **Carlos is a victim of trafficking.**

Carlos was recruited, transported and harbored for forced labor, with the use of deception and later of threats. Carlos should be identified as a trafficking victim and provided with protection and assistance.

- ☒ Act (recruitment, transportation, harboring)
- ☒ Means (threats, deception)
- ☒ Purpose (labor exploitation, forced labor)



**“Julia”** is 14 years old. She lives with her parents and four younger siblings.

Her father works as a construction worker and her mother is a housewife. Her father’s salary is not enough to cover all of the family’s expenses and her parents struggle to support their family and to keep their children in school. As the oldest child, Julia feels responsible to help her family. One day, Julia saw an advertisement for girls to be part of a modeling academy. She convinced her parents to let her apply, although they did not like the idea and thought that she was too young to be a model. Julia applied and went to a casting session. In this “casting session”, she was forced to pose naked in sexual positions by the staff. She did not want to do it but she felt afraid. The staff paid her and told her that if she told anyone what had happened, they would hurt her family.

### **Julia is a victim of trafficking.**

Julia was recruited by the “modeling academy” staff for the purpose of sexual exploitation. This is child sex trafficking. Julia should be identified as a trafficking victim and provided with protection and assistance.



Act (recruitment)



Purpose (sexual exploitation)



**“David”** is 15 years old and from Costa Rica. He was thrown out of his family home when his parents learned that he is gay.

With nowhere else to go, David went to live with his friend “Juan” (who is 25 years old) in a town along the coast. David soon became Juan’s boyfriend. Juan pressured David to work in tourism to earn money and cover their living expenses. David is in love with Juan and wants to make him happy. He also does not have many opportunities for work and so he accepted what Juan proposed. Juan has arranged for David to help tourists with travel and accommodation. He also arranges for David to provide sexual services to male tourists. David gives most of the money that he earns to Juan.

**David may be a victim of trafficking.**

If Juan recruited or received David with the intention of exploiting him for sexual exploitation, this is child sex trafficking. Regardless, David is a victim of improper sexual relations and sexual exploitation. He should be identified as such and provided with protection and assistance.



Act



Purpose (sexual exploitation)



**"Sofía"** is 17 years old. She lives in an area with a lot of tourists.

Sofía and her friend "Isabella" frequently go to nice restaurants with men from other countries and then go back to their hotel rooms with them to have sex. These men give Sofía and Isabella money and gifts. Sofía likes having nice clothes and going to fancy places and she likes that she can help her family pay for things that they need. Her mother knows that Sofía is exchanging sex for money with tourists but doesn't say anything about it.

### **Sofía may be a victim of trafficking.**

This may be child trafficking for the purpose of sexual exploitation. Although there does not appear to be evidence of an "act", Sofia is a victim of sexual exploitation by adult males. Determining whether Sofia is a victim of trafficking for sexual exploitation requires additional information. Regardless, Sofia should be identified as a victim of sexual exploitation and provided with protection and assistance. Her friend Isabella should also be protected and assisted.



Act



Purpose (sexual exploitation)



**“Rosa”** is a 27-year-old woman from a rural area of Costa Rica, who lost her job during an economic downturn and was struggling to support herself.

A man Rosa met at a bar offered her a job at a beachfront hotel, saying she could earn good money working in hospitality. She accepted the offer and travelled with him to the town where the hotel was allegedly located. When she arrived, she was taken to a small house instead of a hotel. The man told her she now owed him money for travel, food, and housing. He said that she had to work in a nightclub to “pay off the debt”, but when she got there, she was forced to provide sexual services to customers. The club owner and his associates controlled her movements, threatened her with violence, and told her that if she tried to escape, the police would arrest her instead.

### **Rosa is a victim of trafficking.**

Rosa was recruited, transported and harbored under false pretenses for sexual exploitation. This is trafficking in persons. Rosa should be identified as a trafficking victim and provided with protection and assistance.

- ☒ Act (recruitment, transportation, harboring)
- ☒ Means (deception, threats, abuse of a position of vulnerability)
- ☒ Purpose (sexual exploitation)



**“Sara”** is 12 years old. She lives with her mother, father, and younger brother.

Last year, her uncle “Luis” lost his job and Sara’s parents invited him to live with them to help him. When Sara’s parents are not home, Luis takes care of Sara and her younger brother. Luis finds ways to be alone with Sara and films himself sexually abusing Sara. Luis sells these videos online. Sara wants him to stop and wants to tell her parents what’s going on, but Luis tells her that no one will believe her and that he will hurt her family if she tells anyone what is happening. Sara is afraid of Luis and doesn’t know what to do.

### **Sara is a victim of child trafficking.**

Luis receives Sara for the purpose of sexual exploitation. This is child sex trafficking. Sara should be identified as a trafficking victim by authorities and provided with protection and assistance.



Act (receipt)



Purpose (sexual exploitation)





**“Adrian”** is 16 years old. At a family gathering a few months ago, he met one of his cousin’s friends, a young man named “John”.

John was wearing really nice clothes, had a brand new pair of sneakers, and a very expensive phone. John invited Adrian to come to a party that he was having at a house he had rented near the beach. Adrian didn’t know anyone else at the party, but he was excited to attend. The house was really fancy and there were a lot of pretty girls swimming in the pool. At the party, Adrian tried cocaine for the first time. A few days later, John texted Adrian and asked to meet up. When they met up, John told Adrian that they could make a lot of money if Adrian would sell drugs at his school. When Adrian said he didn’t want to, John told him if he didn’t do it he would tell his dad that he’d used cocaine. Adrian was scared and so he agreed.

### **Adrian is a victim of child trafficking.**

John recruited Adrian for the purpose of selling drugs, which is a form of labor exploitation called forced criminality. Adrian should be identified as a trafficking victim and provided with protection and assistance.



Act (recruitment)



Purpose (forced criminality)



**"Carmen"** is 13 years old and has a cognitive disability.

Her mother and father run a restaurant and often work late at night. Because Carmen cannot be left home alone, her parents have asked different neighbors to help out. One of her neighbors, a man named "Alvaro", said that he would let Carmen come to his house to watch movies. During the nights that Carmen is at Alvaro's house, other men come to the house and pay Alvaro to have sex with Carmen. Because of her disabilities, Carmen is unable to explain to her parents what is happening.

### **Carmen is a victim of child trafficking.**

Alvaro receives and harbors Carmen for the purpose of sexual exploitation. Carmen should be identified as a trafficking victim and provided with protection and assistance.



Act (receipt, harboring)



Purpose (sexual exploitation)



**“Eduardo”** is 14 years old. His parents are migrant workers from Colombia who came to Costa Rica last year to work the harvest on a plantation.

They brought Eduardo with them to Costa Rica because they didn’t have anyone for him to stay with in Colombia. At the end of the season, the owner of the plantation where they were working said that Eduardo could stay and continue to earn money on the plantation and also go to school in Costa Rica. Eduardo did not want to stay but his parents thought this would be a good opportunity. Now Eduardo works full-time on the plantation and the owner sends his parents some money each month. Eduardo does not get any of the money that he earns and he is also not allowed to go to school. When he asked about school, the owner of the plantation told him that because he is underage and working in Costa Rica, if he goes to school he will be arrested.

### **Eduardo is a victim of child trafficking.**

The owner of the plantation received and is harboring Eduardo for the purpose of labor exploitation or forced labor. Eduardo’s parents delivered him for the purpose of labor exploitation. Eduardo should be identified as a trafficking victim and provided with protection and assistance.



Act (delivery, receipt, harboring)



Purpose (labor exploitation)

# Available Services for Trafficking Victims in Guanacaste, Puntarenas, and San José



**Map of Services for  
Trafficking Victims in  
Guanacaste, Puntarenas,  
and San José**

**link:**  
**[aprendizaje.warnathgroup.com/  
mapa-de-servicios/](https://aprendizaje.warnathgroup.com/mapa-de-servicios/)**



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## Services Available for Victims of Human Trafficking in Guanacaste, Puntarenas, and San José

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# Government Institutions



# CCSS



## Costa Rican Fund of Social Security (CCSS)

### What is the CCSS?

The CCSS provides medical care (both emergency and long-term) in hospitals and health centers throughout the country.

### What type of care does the CCSS provide?

The CCSS provides medical assistance, psychological care, and counseling to all persons in Costa Rica.

### Who is eligible for assistance from the CCSS?

All persons in Costa Rica are eligible for CCSS services.





### **How can I contact the CCSS?**

Anyone can call or go directly to any hospital to ask for help. Telephone numbers and addresses are listed on the following page.

### **What must be presented to receive CCSS services?**

If the person has an ID card or any other identification document, they can bring it with them, but they do not need any documents for the CCSS to help them.



### **Hospital Enrique Baltodano Briceño**

2666-5123

**Horario: 24/7**

Barrio Moracia, contiguo a la Cruz Roja  
Liberia, Guanacaste

### **Hospital La Anexión**

2685-8400 | 2503-1204 | 2503-1602 | 2503-1601

**Horario: 24/7**

Calle 1  
Nicoya, Guanacaste



### **Hospital de Ciudad Neily**

2783-4111

**Horario: 24/7**

De la entrada principal de Ciudad Neily, 2km carretera hacia Paso Canoas, contiguo a la gasolinera Corredores, Puntarenas

### **Hospital Manuel Mora Valverde**

2775-7900

**Horario: 24/7**

Barrio Alameda, 400 metros al norte de la Iglesia Católica Golfito, Puntarenas

### **Hospital Max Terán Valls**

2774-9500

**Horario: 24/7**

La Managua de Quepos, 200 metros sur del Aeropuerto, carretera a Dominical Quepos, Puntarenas



### **Hospital Monseñor Sanabria**

2630-8000

**Horario: 24/7**

400 metros al este de las Cabinas San Isidro  
El Roble, Puntarenas

### **Hospital San Vito "Juana Pirola"**

2773-1100

**Horario: 24/7**

Ruta Nacional Secundaria 237, Tres Ríos  
San Vito, Coto Brus, Puntarenas

### **Hospital Tomás Casas Casajús**

2786-8148

**Horario: 24/7**

500 metros norte de la Escuela Ojo de Agua  
Puerto Cortés, Osa, Puntarenas

# Conapdis



## National Council of Persons with Disabilities

### What is Conapdis?

CONAPDIS is the leading authority on disability, responsible for promoting and monitoring compliance with the human rights of persons with disabilities, in order to foster their inclusive development in all areas of society. CONAPDIS is attached to the Ministry of Labor and Social Security.

### Conapdis provides the following services to people with disabilities:

Conapdis provides the following services to people with disabilities:

- Cash transfers to people living in poverty or abandonment
- Advice and training on the rights of persons with disabilities
- Technical criteria



- Services for monitoring compliance with national and international regulations
- Disability certification service
- Legal advice for persons with disabilities, family members, and organizations
- Issuing technical criteria on the rights of persons with disabilities

### **Who can receive assistance from Conapdis?**

All persons with disabilities, their families, and organizations in the country are beneficiaries of the various services provided by CONAPDIS.

### **How can I contact Conapdis?**

For further information, interested parties can call or visit the Conapdis headquarters and any of the nine regional offices throughout the country.

The telephone numbers and addresses can be found in the following directory and link to the institutional website:

[conapdis.go.cr/conapdis/estructura-organizacional/  
regiones/](http://conapdis.go.cr/conapdis/estructura-organizacional/regiones/)

You can also send an email to request assistance or information about the services provided by the institution.

## How to obtain disability certification?

Disability certification is an official document accompanied by a card that identifies the person with a disability as having access to public goods and services, including:

- Free vehicle transit and exemption from vehicle restrictions
- Use of parking spaces and preferential service lanes
- Access to employment for persons with disabilities
- Requirements for social and economic benefit procedures for persons with disabilities

### **Servicio de Certificación de Discapacidad**

4102-3030

[certificaciondiscapacidad@conapdis.go.cr](mailto:certificaciondiscapacidad@conapdis.go.cr)

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

**Sede Regional Chorotega**

4102-3006

regionchorotega@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

225 metros sur del Seguro Social  
Santa Cruz, Guanacaste



**Sede Regional Brunca**

4102-3001

regionbrunca@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Contiguo Colegio Técnico Profesional, Barrio Villa Ligia  
San Isidro del General, Pérez Zeledón

**Sede Regional Pacífico Central**

4102-3000

regionpacificocentral@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

200 metros al este de Correos de Costa Rica  
El Roble, Puntarenas

**Sede Central Norte**

4102-3002

regioncentralnorte@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

200 metros norte del Cementerio Jardines del Recuerdo,  
carretera a Heredia  
La Valencia Santo Domingo  
Heredia

**Sede Central Sur**

4102-3005

regioncentralsur@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Edificio Monte Limar contiguo a los tribunales de  
Goicoechea en Calle Blancos de Goicoechea  
Heredia



**Sede Regional Occidente**

4102-3003

regionoccidente@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Oficentro, del Banco Nacional, 100 m sur y 50 metros  
oeste, Naranjo centro  
Alajuela

**Sede Regional Huetar Norte**

4102-3008

regionhuetarnorte@conapdis.go.cr

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

150 m sur del Liceo San Carlos, Ciudad Quesada  
Alajuela

# DGME



## Directorate-General of Immigration and Foreigners (DGME)

### **What is the DGME?**

The DGME is responsible for controlling the entry and exit of persons to and from Costa Rica and for assisting foreign nationals in Costa Rica.

### **What kind of assistance does the DGME provide?**

The DGME provides direct support in administrative processes (such as obtaining immigration documents). The DGME also helps foreign children and adolescents in Costa Rica return to their country of origin in coordination with PANI.

### **Who can receive assistance from the DGME?**

All foreign nationals in Costa Rica can receive assistance from the DGME.



## How to contact DGME?

Puede llamar por teléfono a la DGME y explicar que se trata de una persona de otro país y que necesita ayuda.

You can go directly to the DGME office to request assistance.

### DGME

- **Facebook** @DirecciónGeneraldeMigraciónyExtrajeria
- **Instagram** @MigraciónCostaRica
- **Página web:** [www.migracion.go.cr](http://www.migracion.go.cr)

### Gestión de Migraciones

8723-5534 | 8832-2206 | 8847-5356

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

La Uruca, contiguo a Aviación Civil  
San José

### Gestión de Tráfico Ilícito de Migrantes y Trata de Personas

2290-2703 | 2290-2723 | 8776-0837

[trataytrafico@migracion.go.cr](mailto:trataytrafico@migracion.go.cr)

**Horario: de lunes a viernes  
de 7:30 am a 5:30 pm**

La Uruca, contiguo a Aviación Civil  
San José

# IAFA



## Institute on Alcoholism and Drug Dependence (IAFA)

### **What is the IAFA?**

IAFA provides treatment for drug and alcohol abuse. There are IAFA offices throughout the country.

### **What kind of assistance does IAFA provide?**

The IAFA provides treatment for people who are addicted to or abuse drugs or alcohol. This includes temporary housing if needed during treatment, as well as medical care, psychological care, and counseling.

### **Who is eligible for assistance from the IAFA?**

All persons in Costa Rica can receive assistance from the IAFA.



### **How can I contact the IAFA?**

You can call the IAFA. These telephone numbers can be found on the next page.

You can also call the toll-free number:

**800-4232-800**

You can contact your local IAFA office directly for assistance. These addresses can be found on the following page.

### **What must be presented to receive services from the IAFA?**

You can present any form of identification, but you do not need documents for IAFA to help you.

#### **IAFA**

**Línea gratuita:** 800-4232-800

**Puede enviar un mensaje:**

- IAFA a través de su chat en línea  
[www.iafa.go.cr/contactenos](http://www.iafa.go.cr/contactenos)
- IAFA Facebook @iafacr
- IAFA Instagram @iafacr



**Centro de Atención Integral en Drogas (CAID)  
Liberia**

2666-3668

**Horario: de lunes a viernes  
de 7:00 am a 5:00 pm**

75 metros sur del Hospital San Rafael Arcángel  
Liberia, Guanacaste

**Centro de Atención Integral en Drogas (CAID)  
Santa Cruz**

2680-4764 | 2666-3668

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

300 metros Sur del Palacio Municipal  
Santa Cruz, Guanacaste





### **Centro de Atención Integral en Drogas (CAID) Puntarenas**

2245-9414

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Contiguo al Ministerio de Salud  
Barranca, Puntarenas

### **Centro de Atención Integral en Drogas (CAID) Quepos**

2777-4089

**Horario: de lunes a viernes  
de 7:00 am a 3:30 pm**

50 metros Norte del supermercado Palí  
Quepos, Puntarenas

### **Centro de Atención Integral en Drogas (CAID) San Vito**

2773-4751

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Frente a la Delegación de Fuerza Pública San Vito  
Coto Brus, Puntarenas

**Casa JAGUAR**

2225-1154 | 2225-1086 ext. 303

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

De la Escuela Roosevelt, 300 metros Este y 100 metros Sur  
San Pedro de Montes de Oca, San José

# IMAS



## Joint Institute of Social Assistance (IMAS)

### **What is IMAS?**

According to the law establishing it (Law 4760), IMAS aims to resolve the problem of extreme poverty in the country, guided by a National Plan to Combat Poverty.

### **What kind of assistance does IMAS provide to children and adolescents?**

The programs offered by IMAS are aimed at protecting and promoting, in an inclusive and supportive manner, the development of people living in extreme poverty and poverty through programs and projects based on a multidimensional approach.

### **Who can receive assistance from IMAS?**

Any person who qualifies as living in extreme poverty or poverty according to SINIRUBE and who meets the parameters previously established in accordance with the IMAS program offering may apply for institutional benefits.



## How can a person obtain assistance from IMAS?

To access IMAS programs and benefits, you must complete the form available on the website: [imas.go.cr](http://imas.go.cr). This is the mechanism for receiving requests for assistance from the institutional services of the IMAS Social Protection and Promotion Program. Any IMAS procedure must be carried out by an adult who is a member of the household.

Submitting this form does not mean that a benefit will be automatically assigned. The application must be evaluated by an IMAS official. Questions about filling out this form can be answered by calling the **IMAS toll-free number, 800-000-4627**.

## What must be presented to receive IMAS services?

The adult must bring the required documents once they have been attended to and assessed by the competent IMAS professional.

### IMAS

**Línea Gratuita:** 800-000-4627

**Asistente virtual:** página [imas.go.cr](http://imas.go.cr)

**Facebook:**

[www.facebook.com/InstitutoMixtodeAyudaSocial](https://www.facebook.com/InstitutoMixtodeAyudaSocial)

**Instagram:** [www.instagram.com/imascostarica/](https://www.instagram.com/imascostarica/)



### **Unidad Local de Desarrollo Social Cañas**

2669-5322

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

25 metros Este de la Sucursal de Correos de Costa Rica  
Cañas, Guanacaste

### **Unidad Local de Desarrollo Social Liberia**

2666-0627

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

De la Estación de Bomberos, 400 metros Norte  
Liberia, Guanacaste

### **Unidad Local de Desarrollo Social Nicoya**

2685-5459

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Contiguo a la sucursal de Correos de Costa Rica  
Nicoya, Guanacaste



### **Unidad Local de Desarrollo Social Santa Cruz**

2680-1142

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

200 metros Norte de la Estación de Bomberos  
Santa Cruz, Guanacaste



### **Unidad Local de Desarrollo Social Buenos Aires**

2730-1130

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Barrio la Piñera, contiguo al EBAIS La Piñera  
Buenos Aires, Puntarenas

### **Unidad Local de Desarrollo Social Chomes**

2638-8041

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Frente al Liceo de Judas de Chomes  
Chomes, Puntarenas

### **Unidad Local de Desarrollo Social Corredores**

2783-4876

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

75 metros Este de la regional del MEP, frente a  
Farmacia San Pedro  
Corredores, Puntarenas



### Unidad Local de Desarrollo Social Coto Brus

2773-3260

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

De la Guardia Rural, 100 metros Sur por el ICE  
Coto Brus, Puntarenas

### Unidad Local de Desarrollo Social Golfito

2789-7075 | 2789-7317 | 2789-7216

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

De la entrada hacia San Ramón 950 metros  
norte, casa verde musgo con anaranjado  
Golfito, Puntarenas

### Unidad Local de Desarrollo Social Jicaral

2650-0442

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Del Banco Popular, 100 metros Sur y 25 metros Oeste  
Jicaral, Puntarenas





### **Unidad Local de Desarrollo Social Osa**

2786-4333

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

30 metros Norte de la sucursal de la C.C.S.S  
Osa, Puntarenas

### **Unidad Local de Desarrollo Social Paquera**

2641-1386

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Frente a la Plaza de Deportes, del Banco Popular  
100 metros sur y 25 metros oeste  
Paquera, Puntarenas

### **Unidad Local de Desarrollo Social Puntarenas**

2663-1279

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Frente a la Fábrica INOLASA  
Barranca, Puntarenas



## Unidad Local de Desarrollo Social Quepos

2777-4006

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

200 metros Norte y 25 metros Oeste del BCR  
Quepos, Puntarenas

# INA



## National Learning Institute (INA)

### What is the INA?

The National Learning Institute (INA) offers training and technical education to people over the age of 15 who reside in Costa Rica.

### Who can receive assistance from the INA?

All persons over the age of 15 residing in Costa Rica can receive assistance from the INA if they are registered with the Vocational Training and Education Services, regardless of their nationality, ethnic origin, gender or gender identity, sexuality, religion, and/or family situation. In addition, persons between the ages of 15 and 17 can receive assistance regardless of their immigration status.

### How can I contact the INA?

You can call the INA by phone and explain that you are referring to a teenager who would like to receive technical training.



If the minor is also involved in legal proceedings, you can request that they be referred to the INA by calling 2210-6934 or sending an email to [poblacionconfidencial@ina.ac.cr](mailto:poblacionconfidencial@ina.ac.cr).

### **What must be presented to receive services from the INA?**

You will need documents proving that you are at least 15 years old, such as a birth certificate or identity document. If you do not have an identity document, you are entitled to assistance and support in obtaining one.

#### **INA**

- **Facebook** @InstitutoNacionaldeAprendizaje
- **Instagram** @ina\_costarica

### **Centro Nacional Especializado en Agricultura Bajo Riego, La Soga**

2103-9510

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Asentamiento La Soga  
Bagaces, Guanacaste

### **Centro de Formación Profesional La Cruz**

2103-9526

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Del Comando Norte, 200 metros norte,  
carretera a la frontera  
La Cruz, Guanacaste

### **Centro Regional Polivalente Liberia**

2103-9300

**Horario: de lunes a viernes  
de 7:30 am a 3:00 pm**

Barrio Capulín, contiguo a la UCR  
Liberia, Guanacaste



### **Centro de Formación Profesional Nicoya**

2103-9576 | 2103-9577

**Horario: de lunes a viernes  
de 7:30am a 3:30 pm**

Barrio la Cananga, contiguo Universidad de San José  
Nicoya, Guanacaste



### **Centro de Formación Profesional Coto Brus**

2773-3363

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Centro Cultural, San Vito  
Coto Brus, Puntarenas

### **Centro de Formación Profesional Orotina**

2105-9194

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Costado Sur del Parque José Martí  
Orotina, Alajuela (Pacífico Central)

### **Centro de Formación Profesional Osa**

2788-7000

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Ciudad Cortés, Barrio Cinco Esquinas,  
150 metros este de farmacia Ibarra  
Osa, Puntarenas



### **Centro Nacional Especializado Náutico Pesquero**

2105-9219

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

El Cocal, 200 metros este y 100 metros norte de la Escuela  
Moro y Cañas  
Puntarenas, Puntarenas

### **Centro Regional Polivalente Puntarenas**

2105-9276

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

100 metros norte de la fábrica INOLASA  
Barranca, Puntarenas

### **Centro de Formación Profesional Puntarenas**

2105-9168

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Diagonal a la Escuela Fray Casiano  
Puntarenas, Puntarenas





## **Centro de Formación Profesional Río Claro**

2789-9016

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

Costado de la Parroquia de Guadalupe  
Golfito, Puntarenas



**Centro de Formación Profesional San Isidro**

2771-3945

**Horario: de lunes a viernes  
de 7:30 am a 3:30 pm**

San Isidro del General, Villa Ligia,  
contiguo al Hotel San Isidro  
Pérez Zeledón, San José (Región Brunca)

**Unidad de Asesoría de Desarrollo Social**

2210-6934 | 2210-6940

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Frente al Parque Nacional de Diversiones  
Uruca, San José

# INAMU



## National Women's Institute (INAMU)

### **What is INAMU?**

The National Institute for Women (INAMU) is the leading institution that promotes the effective exercise of women's human rights in all their diversity, as well as their autonomy, inclusion, empowerment, and gender-based non-violence, in coordination with the Costa Rican government and civil society.

### **Who can receive assistance from INAMU?**

TAll women over the age of 18 in Costa Rica can receive assistance from INAMU. The institution is dedicated to protecting and promoting the rights of women in all their diversity.



### **How can I contact INAMU?**

You can contact INAMU by phone or email and explain the assistance or help you require. You can also visit one of their offices in person.

### **What must be presented to receive INAMU services?**

The requirements for receiving INAMU services may vary depending on the type of service requested. However, in general, it is recommended that you present identification; failure to do so does not limit the services provided.

#### **INAMU**

Central telefónica: 2527-8400

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

Derechos de las mujeres: 1125

**Horario: de lunes a viernes  
de 8:00 a.m. a 4:00 p.m.**

**Página web: [inamu.go.cr](http://inamu.go.cr)**



**Delegación de la Mujer INAMU  
Cobertura Gran Área Metropolitana (GAM)**

delegacione@inamu.go.cr

**Horario: de lunes a viernes de 8:00 a.m.  
a 4:00 p.m. (horario continuo)**

De la entrada principal del Museo Nacional,  
75 metros al sur, sobre el Bulevar del  
Circuito Judicial, San José



**UNIDAD REGIONAL CHOROTEGA**

2527-8573

regionalchorotega@inamu.go.cr

**Horario: de lunes a viernes de 8:00 a.m.  
a 4:00 p.m. (horario continuo)**

De la Clínica 25 de julio, 50 sur, 25 este, Barrio Moracia,  
Liberia, Guanacaste



### **UNIDAD REGIONAL PACÍFICO CENTRAL**

2527-3736

[urpc@inamu.go.cr](mailto:urpc@inamu.go.cr)

**Horario: de lunes a viernes de 8:00 a.m.  
a 4:00 p.m. (horario continuo)**

25 metros oeste del Colegio Técnico Profesional  
El Roble, Puntarenas

### **UNIDAD REGIONAL BRUNCA**

2527-3725

[regionalbrunca@inamu.go.cr](mailto:regionalbrunca@inamu.go.cr)

**Horario: de lunes a viernes de 8:00 a.m.  
a 4:00 p.m. (horario continuo)**

300 norte del Salón Comunal, Casa Esquinera, Río Claro  
Golfito, Puntarenas

# MEP



## Ministry of Public Education (MEP)

### What is MEP?

The Ministry of Public Education (MEP) is the institution responsible for providing educational opportunities and programs for all people in the country who wish to study. These opportunities place special emphasis on minors in order to guarantee their right to education, as established by current regulations. There are MEP offices, schools, and colleges throughout the country.

### What kind of service does the MEP provide?

The MEP has the authority to develop educational programs to facilitate the right to education for all persons in the country who require it, with special emphasis on persons under the age of 18.





This is how daytime, evening, distance learning, technical, and even combined technical and academic programs are offered.

The modalities are:

- Open Education
- Professional Institutes of Community Education (IPEC)
- Integrated Center for Adult Education (CINDEA)
- Night Academic Colleges (CAN)
- Night Schools
- National College of Distance Education (CONED)

By entering the QR code, you can access the MEP page where the different options are described:



Interactive Map: [link: https://rb.gy/qspgeu](https://rb.gy/qspgeu)



[link: https://rb.gy/wn6t4e](https://rb.gy/wn6t4e)



For more information on non-daytime educational programs, please write to the following email address:  
[educacionjovenesyadultos@mep.go.cr](mailto:educacionjovenesyadultos@mep.go.cr)

### **Advice on re-entering the education system:**

The Ministry of Public Education, through its various agencies (regional directorates, educational supervisory bodies, and central offices), places special emphasis on ensuring educational reintegration and providing socio-educational follow-up to victims, those at risk, or those made vulnerable by situations of sexual exploitation, abusive practices, or other human rights violations. In this case, the aim is to reintegrate individuals into the most appropriate and feasible educational modality, in order to guarantee their right to education and take affirmative action and measures to ensure access within the framework of current regulations. To this end, a review of the case is carried out in consultation with the potential student, and the feasible options are assessed based on the capacity of the educational centers in the vicinity of the person's home. To obtain this guidance, you can call the respective regional offices or central offices, whose contact details can be found in the attached directory.



## **Recognition of foreign qualifications:**

This service is offered as part of the services provided by the Ministry of Public Education. To access this service, please call **2256-7011 extension 6384** or write to the following email address:

[dgec.reconocimientos@mep.go.cr](mailto:dgec.reconocimientos@mep.go.cr)

The offices are located at Paseo Colón, Torre Mercedes, 7th floor. The following link provides instructions for this procedure:

[dgec.mep.go.cr/deac/certificacion-extranjera](http://dgec.mep.go.cr/deac/certificacion-extranjera)

## **Who do you offer your various educational services to?**

All persons in the country who wish to study can receive educational services offered by the MEP without distinction.

## **How to contact the MEP?**

You can go to the following directory according to territory to consult the respective supervisor according to circuit and regional address to assess the educational center that is accessible for proper admission. If there is no space available due to capacity, you can contact the Department of Health and Environment to make the appropriate communication and find a viable educational alternative.



You can also visit the following link for information on regional offices and circuit supervisors:



link: <https://view.genial.ly/63bee851024bed0012ed88cd/social-vertical-post-base-de-datos-dre-2023>

Emotional support and psychological assistance for students and their families.

### **Aquí Estoy MEP**

2459-1598 | 2459-1599

El horario de atención es de:

lunes a viernes de 7:00 a.m. a 3:00 p.m.



### **Dirección Regional de Educación Cañas**

2669-2932 ext. 202

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

50 sur del Hotel Cañas  
Cañas, Guanacaste

### **Dirección Regional de Educación Liberia**

2666-5255

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Barrio Capulin, 75 oeste de la entrada de la  
Sede de la Universidad de Costa Rica  
Liberia, Guanacaste

### **Dirección Regional de Educación Nicoya**

2686-6486

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

En el cruce de la entrada principal a Nicoya Centro  
Plaza Amara  
Nicoya, Guanacaste



### **Dirección Regional de Educación Santa Cruz**

2680-0655

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

25 oeste entrada principal de los  
Tribunales de Justicia  
Santa Cruz, Guanacaste



### **Dirección Regional de Educación Aguirre**

2777-0901

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

100 metros al sur del Gimnasio Mucho Músculo, calle camino a  
Manuel Antonio  
Aguirre, Quepos, Puntarenas

### **Dirección Regional de Educación Coto**

2783-3726

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Diagonal a las oficinas de Acueductos y Alcantarillados,  
Cuidad Neily, Puntarenas

### **Dirección Regional de Educación Peninsular**

2641-0339

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

80 metros sur del antiguo Almacén Colono Paquera  
Paquera, Puntarenas



## **Dirección Regional de Educación Puntarenas**

2663-7268 | 2663-7267

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

Contiguo al Colegio Técnico Profesional de Puntarenas  
El Roble, Puntarenas

## **Dirección Regional de Educación Grande de Térraba**

2730-0363 | 2730-0368

**Horario: de lunes a viernes  
de 7:00 am a 3:00 pm**

1.5 Km al norte de la entrada principal a Buenos Aires,  
contiguo al Registro Civil  
Buenos Aires, Puntarenas





### **Oficinas Centrales, San José**

2256-7011

**Horario: de lunes a viernes  
de 7:30 am a 5:30 pm**

Paseo Colón, Torre Mercedes, piso 7  
San José

### **Oficinas Centrales, Departamento Salud y Ambiente**

2256-7011, ext 6283, 6324, 6196

**Horario: de lunes a viernes  
de 7:30 am a 5:30 pm**

**Correo:** [salud.ambiente@mep.go.cr](mailto:salud.ambiente@mep.go.cr)

Sabana Norte, del Hotel Palma Real 150 norte  
Antiguo edificio recursos humanos del ICE, edificio A.  
San José

# PANI



## National Child Welfare Agency (PANI)

### **What is PANI?**

The National Children's Trust (PANI) is the public institution responsible for children and adolescents, which deals with the care, protection, defense, and guarantee of the rights of all minors in Costa Rica.

### **What types of services does PANI provide?**

PANI's local offices provide psychological, social, and legal services in situations where minors are vulnerable or their rights have been violated.

The Local PANI Offices (OL) are located throughout the country, with a total of 57 offices nationwide.



All OLs have teams of professionals in psychology, social work, and law, who provide services to minors and their families.

In situations where a minor requires immediate care and protection, whether due to a threat to their life or integrity or a direct violation of their rights, you can contact the Immediate Response and Care Departments (DARI) (formerly URAI), a service available 24/7, 365 days a year. Complaints can be made by calling 9-1-1, or through other channels such as in person, public and private institutions.

### **Who is eligible for PANI assistance?**

All minors between the ages of 0 and 17 years and 11 months, regardless of nationality or immigration status, who are in a situation of vulnerability or whose rights have been violated.

### **How can I contact PANI?**

If you wish to report something that is happening right now, please call **9-1-1** immediately. This service will contact DARI for immediate assistance.



You can also go directly to your local PANI office to ask for help and file a complaint.

If you have any questions or concerns, please call **1147** or WhatsApp **8989-1147**, where you will receive free guidance.

Or you can file a complaint on the PANI website: [www.pani.go.cr](http://www.pani.go.cr), **under the heading “Denuncie” (Report)**.

### **What must be presented to receive PANI services?**

If the minor has an ID card or any other identification document, they can bring it with them, but they do not need any documents for PANI to help them.

#### **PANI**

**Línea gratuita:** 1147

**WhatsApp:** 8989-1147

**Adolescentes Madres:** 800-226-2626

**Denuncias:** [www.pani.go.cr](http://www.pani.go.cr), en la viñeta ‘Denuncie’.



### **Departamento de Atención y Respuesta Inmediata Chorotega (DARI)**

8808-6817

uraichorotega@pani.go.cr,

denunciaschorotega@pani.go.cr

**Disponible 24/7**

275 metros este de la Curia de Liberia  
Liberia, Guanacaste

### **Dirección Regional Chorotega**

2666-5123

chorotega@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

275 metros este de la Curia de Liberia  
Liberia, Guanacaste

### **Oficina Local Cañas**

2668-6807 | 2668-6810

canase@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

250 metros norte del Banco Popular, edificio blanco con  
anaranjado y azul a mano izquierda, 1er piso  
Cañas, Guanacaste



### **Oficina Local La Cruz**

2679-8031 | 2679-8017 | 2679-8029

oficinalocalacruz@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Frente a la Escuela Salvador Villar  
Barrio Fátima  
La Cruz, Guanacaste

### **Oficina Local Liberia**

2665-0325 | 2665-0549 | 2665-4275

liberia@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

200 metros este y 125 sur de la Estación de Bomberos  
Barrio Los Cerros  
Liberia, Guanacaste

### **Oficina Local Nicoya**

2685-4605 | 2685-4606

nicoya@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

De la entrada principal del Templo Católico Guadalupano  
75 metros oeste, edificio mano derecha  
Nicoya, Guanacaste



**Oficina Local Santa Cruz**

2680-0453 | 2680-1195 | 2680-1203

santacruz@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Esquina de Av. Central y Calle 1, Diagonal a Claro  
Santa Cruz, Guanacaste



## PUNTARENAS

### **Departamento de Atención y Respuesta Inmediata Pacífico Central (DARI)**

8426-3493 | 2661-0513

uraipacificocentral@pani.go.cr

**Disponible 24/7**

De la terminal de buses Empresarios Unidos  
100 metros norte, edificio esquinero  
Puntarenas

### **Dirección Regional Pacífico Central**

2661-5000

regionpacifico@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

De la entrada principal del mercado, 150 metros sur,  
diagonal al Centro de Carnes Montecillos  
Puntarenas

### **Departamento de Atención y Respuesta Inmediata Brunca (DARI)**

8746-7187

uraibrunca@pani.go.cr

**Disponible 24/7**

800 metros oeste de la entrada del Colegio Técnico  
Profesional San Isidro  
Villa Ligia, Daniel Flores, Pérez Zeledón





### **Dirección Regional Brunca**

2772-2195 | 2771-8783 | 2770-1404 | 2770-1329

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

800 metros oeste de la entrada del Colegio Técnico  
Profesional San Isidro  
Villa Ligia, Daniel Flores, Pérez Zeledón

### **Oficina Local Barranca**

2660-0919 | 2660-0680

barranca@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

300 metros sur y 25 metros oeste de la entrada principal de  
la Clínica de Barranca, diagonal al  
Supermercado Los Rodríguez  
Barranca, Puntarenas

### **Oficina Local Buenos Aires**

2730-5154

buenosaires@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Complejo ARADIKES, de la Clínica de la CCSS,  
200 metros sur  
Buenos Aires, Puntarenas



### **Oficina Local Corredores**

2783-3481

corredores@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Diagonal a la Escuela Alberto Echandi, Ciudad Neilly  
Corredores, Puntarenas

### **Oficina Local Coto Brus**

2773-3239

cotobrus@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

50 metros norte de Centro Turístico Las Huacas  
Coto Brus, Puntarenas

### **Oficina Local Garabito**

2643-1606 | 2643-1924 | 2643-1149

garabito@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

600 metros este de la Municipalidad de Garabito, contiguo  
al Poder Judicial, planta baja del complejo de los Tribunales  
de Justicia  
Garabito, Puntarenas



**Oficina Local Golfito**

2775-0113

golfito@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Contiguo a los Tribunales de Justicia  
Golfito, Puntarenas

**Oficina Local Osa**

2788-8614

osa@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

75 metros norte de la Pulpería "5 esquinas",  
antiguas oficinas del Organismo de Investigación Judicial  
Osa, Puntarenas

**Oficina Local Paquera**

2641-1100 | 2641-0992

paquera@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

200 metros al Sur de la Escuela Julia Acosta García,  
Paquera, Puntarenas



### Oficina Local Pérez Zeledón

2771-8756

perezzeledon@pani.go.cr

400 metros oeste de las oficinas centrales del Banco Nacional, edificio esquinero de dos plantas, antigua COOPENAE  
Pérez Zeledón, San José (Región Brunca)

### Oficina Local Puerto Jiménez

2101-7942 | 2101-9049

olpj@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Contiguo al Servicentro Las Palmas  
La Palma, Puerto Jiménez

### Oficina Local Puntarenas

2661-3567 | 2661-5379 | 2661-0034

puntarenas@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

150 metros norte del costado este del Instituto Nacional de Aprendizaje (INA)  
Cocal, Puntarenas



**Oficina Local Quepos**

2777-3000

aguirre@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Costado sur de la plaza de fútbol de Rancho Grande  
Quepos, Puntarenas



### **Departamento de Atención Integral (DAI)**

2222-8905 | 2221-9728 | 2221-9742

atencionintegral@pani.go.cr

**Horario: 24/7**

Del costado norte de la Corte Suprema de Justicia  
50 metros al norte  
San José

### **Centro de Orientación e Información (COI)**

Línea Gratuita: 1147 | WhatsApp: 8989-1147

2523-0700 | 2523-0800 | 2523-0900 | 2523-0791

coi@pani.go.cr

**Horario: 24/7**

Entre Avenidas 10 y 12B, calle 21, Barrio Lujan, 100  
metros al este de la Escuela República de Chile  
San José

### **Oficinas Centrales del PANI**

2523-0700 | 2523-0800 | 2523-0900

2523-0881 | 2523-0873

gtecnica@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Entre Avenidas 10 y 12B, calle 21, Barrio Lujan, 100  
metros al este de la Escuela República de Chile  
San José



### **Comisión Nacional contra la Explotación Sexual Comercial de Niños, Niñas y Adolescentes (CONACOE)**

2523-2022

conacoes@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Entre Avenidas 10 y 12B, calle 21, Barrio Luján, 100  
metros al este de la Escuela República de Chile  
San José

### **Comité Técnico Institucional (CTI)**

2523-2022

trataytrafico@pani.go.cr

**Horario: de lunes a viernes  
de 7:30 am a 4:00 pm**

Entre Avenidas 10 y 12B, calle 21, Barrio Luján, 100  
metros al este de la Escuela República de Chile  
San José

### **Contraloría de Servicios**

2523-0860

contraloría@pani.go.cr

**Horario: de lunes a viernes  
de 7:00am a 4:00pm**

Entre Avenidas 10 y 12B, calle 21, Barrio Luján, 100  
metros al este de la Escuela República de Chile  
San José

# 9-1-1 Emergencies



## 9-1-1 Emergency System

### What is 9-1-1?

The 9-1-1 emergency system receives and dispatches emergency calls. It is available 24/7 and free of charge.

The system brings together the Red Cross, Fire Department, Public Security Forces, Traffic Police, National Emergency Commission, Judicial Investigation Agency, and institutions that provide advice on domestic violence.

**Call 9-1-1 in case of emergency or to report a crime.**



# Non-Governmental Organizations



# Abriendo Mentes



## Abriendo Mentes

### **What is Abriendo Mentes?**

Abriendo Mentes (Opening Minds) is a nonprofit community development organization committed to social and economic progress through education in communities along the Santa Cruz coast.

### **What kind of care does Abriendo Mentes provide?**

Abriendo Mentes offers educational programs in English, technology, employability, academic tutoring, entrepreneurship training, environmental care, art, and life skills. It also offers programs focused on violence prevention and its various manifestations, social values, and empowerment. Abriendo Mentes also helps children and adolescents access public institution care programs.



## Who can receive services from Abriendo Mentes?

Abriendo Mentes supports communities in the coastal area of Santa Cruz, located in Tempate, Cabo Velas, Cartagena, and Veintisiete de Abril. Children, adolescents, young adults, and adults can participate in the programs offered.

## How can I contact Abriendo Mentes?

You can follow Abriendo Mentes on Facebook and Instagram: Abriendo Mentes, to find out about upcoming activities.

Facebook: [@AbriendoMentes](#)

Instagram: [@AbriendoMentesCR](#)

Email: [info@abriendomentes.org](mailto:info@abriendomentes.org)

You can also contact Abriendo Mentes directly by calling the following numbers:

### Abriendo Mentes

8496-9760

8379-9290

Dirección Ejecutiva

**Horario: de lunes a viernes  
de 9:00 am a 5:00 pm**

Playa Potrero, de la iglesia católica  
200mts al norte  
Santa Cruz, Guanacaste

# Aquí Estoy



**Aquí Estoy**

## **What is Aquí Estoy?**

Aquí Estoy (Here I Am) is a free emergency psychological and emotional support service provided by the College of Psychology Professionals.

## **What kind of care does Aquí Estoy provide?**

Aquí Estoy provides telephone support for psychological and emotional emergencies such as anger, burnout, stress, anxiety, depression, domestic violence, and intimate partner violence, among others, as well as addressing suicidal ideation or suicidal behavior.

## **Who can receive help from Aquí Estoy?**

Anyone can call the toll-free telephone line during operating hours to receive assistance.



## How can I contact Aquí Estoy?

### **Aquí Estoy**

**Llame gratis:** 800-AQUESTOY (800-2737869)

**El horario de atención es de:**

**lunes a viernes de 2:00 p.m. a 10:00 p.m.**

**sábados de 9:00 a.m. a 4:00 p.m.**

**Página web:** [aquiestoy.cr](http://aquiestoy.cr)

# CEPIA Association



## CEPIA Association

### **What is the CEPIA Association?**

The CEPIA Association is a non-governmental organization that provides comprehensive support and assistance to children and adolescents and their families in 23 communities in the coastal area of Santa Cruz, Guanacaste.

### **What kind of assistance does CEPIA provide?**

The CEPIA Association provides various services to minors and adults. These include: psychological and legal counseling and assistance, extracurricular classes (art, sports, music), a care network, workshops and training for parents, a music school for children and adolescents, daycare/after-school care, scholarships to attend high school or university, workshops and training for parents, psychosocial support for families, job training and entrepreneurship, and awareness and prevention of violence and unintended pregnancies. The CEPIA Association also helps people access assistance from public institutions.



## **Who can receive assistance from the CEPIA Association?**

The main focus of attention is on minors, however their families and adults in general who are in the coastal area of Santa Cruz, Guanacaste can also access the services.

## **How to contact CEPIA?**

You can go directly to the CEPIA Association office to request assistance. The address is listed below. You can also call or write and explain that you need help.

### **Asociación CEPIA**

**Teléfono:** 2653-8365

**WhatsApp:** 8986-9470

**Facebook:** @cepiacostarica1

**Instagram:** @cepia\_costa\_rica

**TIKTOK:** @CEPIAcostarica

2653-8533

**Horario: de lunes a viernes  
de 8:00 am a 5:00 pm**

20 metros Oeste, 20 Norte de la Escuela de Huacas  
Santa Cruz, Guanacaste

# Growing Together Association



## Growing Together Association

### **What is the Growing Together Association?**

It is a non-governmental organization created by Península Papagayo. It is a collaborative platform that promotes and channels social investment actions in education and health, seeking the well-being of people and the transformation of communities in Guanacaste.

### **This association provides services that include:**

This association provides services that include:

- Preventive and psychological care in the communities of Carrillo and Corralillos Filadelfia
- Educational workshops
- Professional training and employment promotion
- Family support programs





## Who can receive assistance from Growing Together?

The Growing Together Association supports 19 communities neighboring the Papagayo Peninsula project. Girls, boys, young people, and adults can participate in the various activities that take place.

## How can I contact Growing Together?

You can follow us on Facebook: CreciendoJuntos, to stay up to date on different training courses and job opportunities, or send us a message.

People living in communities within the Papagayo Peninsula who require psychological care or preventive medicine can call to make an appointment.

### **Asociación Creciendo Juntos**

2667-0039 | 2667-0446

Dirección Ejecutiva

**Horario: de lunes a viernes  
de 8:00 am a 5:00 pm**

De la Iglesia Católica de Comunidad, 100mts Sur  
Carrillo, Guanacaste

# Face of Justice Association



## Face of Justice Association

### What is the Rostro de Justicia Association?

The Face of Justice Association is a non-governmental organization accredited by PANI that works on issues related to intervention, restoration, and prevention of commercial sexual exploitation.

### What assistance does the Face of Justice Association provide?

The Face of Justice Association provides services to adolescent girls between the ages of 12 and 17 who are victims of commercial sexual exploitation. This includes:

- Basic needs (food, clothing)
- Temporary shelter (at the shelter)
- Medical care
- Psychological care and counseling
- Recreational activities, such as art programs, music lessons, and sports
- Legal care and support



## **Who can receive help from the Rostro de Justicia Association?**

The Rostro de Justicia Association can help girls and adolescents aged 12 to 17 who are in Costa Rica and have been victims of commercial sexual exploitation. They can receive help regardless of their nationality, immigration status, ethnic origin, gender identity, sexuality, religion, and/or family situation.

## **How can I contact Rostro de Justicia?**

If you are a woman between the ages of 12 and 17 and have been sexually exploited, you can call the Rostro de Justicia Association at the phone number provided or write to them on WhatsApp to explain your situation and ask for help.

### **Rostro de Justicia**

**WhatsApp:** 8709 6527

**Facebook:** @faceofjusticeministries

8709 6527 | 8754 2667

info@faceofjustice.org

trabajadorasocial@faceofjustice.org

**Horario: de lunes a jueves  
de 7:00 am a 5:00 pm**

# Youth Action Foundation



## Youth Action Foundation (FAJ)

### What is FAJ?

FAJ is a private, non-profit foundation that works with socially vulnerable adolescents and young adults, creating opportunities for education, employment, and community living.

### What kind of care does FAJ provide?

The Fundación Acción Joven provides services that include:

- Life Skills Workshops
- Youth Employability Workshops
- Vocational Guidance
- Psychosocial Support

FAJ also helps children and adolescents access care from public institutions.



## Who can receive assistance from the FAJ?

All minors in Costa Rica can receive assistance from the FAJ.

## How can I contact FAJ?

You can call the FAJ and explain that you are referring a teenager or young adult who needs educational or career guidance.

### Fundación Acción Joven

Facebook: @accionjovencr

2271-4407 | 7007-7327  
Dirección WhatsApp

**Horario: de lunes a jueves  
de 8:00 am a 6:00 pm**

Urbanización Cataluña, casa E3  
Curridabat, San José

# Bright Future Foundation



## Bright Future Foundation

### **What is the Bright Future Foundation?**

The Bright Future Foundation is a non-governmental organization that empowers residents of the Cabo Velas district in Guanacaste through a variety of innovative educational and community development initiatives.

### **What assistance does the Bright Future Foundation provide?**

Bright Future provides education and technical training programs, infrastructure, food and agriculture, economic empowerment, and community development. They also offer temporary emergency housing to eligible Cabo Velas residents and supplies for babies whose caregivers are low-income.



## Who can receive assistance from the Bright Future Foundation?

The Bright Future Foundation assists children, adults, and families living in the Cabo Velas district of Santa Cruz, Guanacaste, who meet the requirements of its programs.

## How can I contact the Bright Future Foundation?

You can contact the Bright Future Foundation by calling them, sending them a WhatsApp message, or visiting their office.

### **Fundación Futuro Brillante**

4082-8171 | 6016-4634

Oficina

WhatsApp

Correo: [info@futurobrillante.org](mailto:info@futurobrillante.org)

**Horario: de lunes a viernes  
de 8:00 am a 4:00 pm**

A la par de la Delegación de Policía, costado Norte de la  
Plaza de Deportes  
Matapalo, Santa Cruz, Guanacaste

# Rahab Foundation



## Rahab Foundation

### **What is the Rahab Foundation?**

The Rahab Foundation is a non-governmental organization that serves adult women involved in sex work and/or human trafficking for sexual exploitation. It also serves vulnerable adolescents with the aim of providing them with tools for the prevention of risky behavior.

### **What kind of care does the Rahab Foundation provide?**

The Rahab Foundation provides a range of services to women who have been trafficked and their children, including:

- Support and counseling
- Socio-educational groups
- Literacy courses
- Support for the presentation and implementation of the FONATT Strategy





The Rahab Foundation helps women who have been trafficked and their children to access other forms of care from public institutions.

### **Who can receive assistance from the Rahab Foundation?**

- Women (aged 18 and over) who have been prostituted or trafficked for sexual exploitation
- Adolescents aged between 11 and 18 with multiple risk factors

### **How can I contact the Rahab Foundation?**

If a person wishes to receive services, they can call the Rahab Foundation by phone to request an interview to enter the program.

#### **Fundación Rahab**

- **WhatsApp** 8916-3570 (Programa para Adolescentes)
- **WhatsApp** 8906-2481 (Programa de Prostitución y Trata de Personas)
- **Facebook** @Fundacionrahab
- **Twitter** @Fundacion\_Rahab
- **Instagram** @fundacionrahab



## **Fundación Rahab**

8906-2481

Coordinación de  
Programas

8916-3570

Programa para  
Adolescentes

**Horario: de lunes a jueves  
de 8:00 am a 4:00 pm**

150 este del Banco de Costa Rica Paseo de los Estudiantes  
San José

# Be and Grow Foundation



## Be and Grow Foundation

### **What is the Be and Grow Foundation?**

The Be and Grow Foundation is a non-profit, non-governmental social welfare organization that provides comprehensive care to survivors of sexual abuse and their families, with a special focus on the treatment of incest.

### **What assistance does the Be and Grow Foundation provide?**

The Be and Grow Foundation provides low-cost psychotherapeutic care. It offers a wide range of workshops, talks, and training courses for professionals in the public and private sectors. It has published the Be and Grow Series, a series of publications and educational materials to address and prevent sexual abuse.



## Who can receive assistance from the Be and Grow Foundation?

The Be and Grow Foundation provides assistance to any minor, adult, or senior citizen in Costa Rica who is a survivor of sexual abuse. It also works with families, professionals, and communities.

## How can I contact the Be and Grow Foundation?

You can contact the Be and Grow Foundation by phone, WhatsApp message, or email. You can also visit their office in San José.

### **Fundación Ser y Crecer**

**Central telefónica:** 2280-6427

**WhatsApp:** 8984-9944

**Correo:** [info@serycrecer.com](mailto:info@serycrecer.com)

**Página web:** [www.serycrecer.com](http://www.serycrecer.com)

2280-6427 | 8984-9944

WhatsApp

**Horario: de lunes a viernes  
de 9:00 am a 5:00 pm**

Montes de Oca, Mercedes carretera a Sabanilla  
200 norte y 75 oeste del Gimnasio del Este  
San José

# HIAS Costa Rica



## What is HIAS Costa Rica?

HIAS Costa Rica is a non-governmental organization that provides services to refugees and migrants, advocating for access to their fundamental rights. Its programs take a comprehensive approach to legal protection, economic inclusion, psychosocial support, and prevention and response to gender-based violence. It has offices in San José and Los Chiles, as well as a presence in the areas of Paso Canoas and Ciudad Quesada.

## What services does HIAS provide?

- Orientation, counseling, and legal representation for refugees and migrants, as well as persons at risk of statelessness.
- Programs to promote the socioeconomic inclusion of refugees and migrants, fostering their access to decent employment, their entrepreneurial skills, and their participation in local economies.



- Protection of refugee and migrant women survivors of gender-based violence through workshops on violence prevention, case management, and psychosocial support.
- Training for representatives of public institutions and companies through capacity-building and awareness-raising workshops on working with refugees and migrants.

### **Who can receive assistance from HIAS Costa Rica?**

HIAS Costa Rica offers programs and services to all refugees, asylum seekers, and migrants in Costa Rica, including those who are victims of human trafficking.

### **How can I contact HIAS Costa Rica?**

You can contact HIAS by calling them, sending them a WhatsApp message, or sending them an email. You can also visit their offices in San José or Los Chiles, whose addresses are listed on the following page.

#### **HIAS Costa Rica**

**Línea gratuita:** 800-4427271

**Central telefónica:** 4000-4427

**WhatsApp:** 8576-7948 (sólo mensaje de texto o audio)

**Correo:** [infocostarica@hias.org](mailto:infocostarica@hias.org)



### HIAS Alajuela

800-4427271 | 4000-4427 | 8576-7948

Línea Gratuita

Central

WhatsApp

**Horario: de lunes a viernes  
de 8:00 am a 5:00 pm**

100 metros norte de la delegación policial, oficina  
esquinera dentro del salón comunal  
Los Chiles, Alajuela

### HIAS San José

800-4427271 | 4000-4427 | 8576-7948

Línea Gratuita

Central

WhatsApp

**Horario: de lunes a viernes  
de 9:00 am a 5:00 pm**

Paseo Colón, Edificio Centro Colón, piso 9, oficina 9-2,  
San José

# TeenSmart International



## TeenSmart International: Young Health

### **¿What are TeenSmart International and Young Health?**

TeenSmart International is a non-governmental organization that manages a virtual platform called Joven Salud. It is a free educational platform with online courses, health information, and information about services available to help minors. It is free, confidential, and anonymous.

### **What kind of care does Young Health provide?**

Young Health provides virtual services, including:

- Online training courses
- Online career counseling
- Job search support (resume examples, guidance on preparing for a job interview)





## Who can receive help from Young Health?

People between the ages of 10 and 24 who have access to an electronic device with internet and speak Spanish.

## How can I contact Young Health?

By registering at [www.jovensalud.net](http://www.jovensalud.net), you will be able to use all services and access all educational content free of charge. Support is provided exclusively online, through the platform.

[www.jovensalud.net](http://www.jovensalud.net)

### TeenSmart Internacional / Joven Salud

**Facebook:** @TeenSmart

**Instagram:** @joven.salud

**WhatsApp:** +1 206-209 -396

**Página web:** [www.jovensalud.net](http://www.jovensalud.net)

2253-5618

**Horario: de lunes a jueves  
de 8:00 am a 4:00 pm**

Calle 35A, Los Yoses Sur  
San José

# INNOVATIONS IN ADDRESSING CHILD TRAFFICKING (IACT)

Warnath Group would like to thank the Government of Costa Rica institutions and non-governmental organizations who participated in the creation of this resource for their collaboration.



If you are interested in being included in this directory, or if you have any questions or comments, please contact:

[iact@warnathgroup.com](mailto:iact@warnathgroup.com)

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