

DIRECTORY OF SERVICES

FOR CHILD AND ADOLESCENT
TRAFFICKING VICTIMS

GUANACASTE, PUNTARENAS, AND
SAN JOSÉ, COSTA RICA



Updated June 2025

About

What is the Directory of Services?

- It explains what child and adolescent trafficking 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 child or adolescent who needs assistance in Guanacaste, Puntarenas, or San José
- Anyone who knows a child or adolescent who needs help in Guanacaste, Puntarenas, or San José
- Any adult who has experienced trafficking exploitation (most services are available to both adult and child trafficking victims)

How do I use the Directory of Services?

- To learn about child and adolescent trafficking
- 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.



ERI
6303-7234
(WhatsApp)

If you think you may be a trafficking victim, call ERI for help.

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)

What is child trafficking?

Child trafficking is when a person exploits a child or adolescent for benefit.

A child or adolescent is a victim of human trafficking when they are recruited, taken somewhere, kept somewhere, or offered things (like money, food or gifts) and then exploited to benefit someone else. This might be jobs they are too young for, sexual activities, or committing crimes such as selling drugs. Sometimes a trafficker threatens or harms the child or adolescent to force them to do these things. In other cases, traffickers treat children and adolescents with love and affection in order to trick or manipulate them. People who exploit children are committing a serious crime.

**Trafficking is never the
victim's fault.**

**If you or someone you know
may be a trafficking victim,
help is available.**

The crime of child and adolescent trafficking is made up of two parts - Act + Purpose.

Act

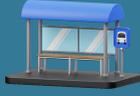
promoting, facilitating,
encouraging or engaging



Recruitment
or



Hiding
or



Transfer
or



Retaining
or



Transporting
or



Delivery
or



Harboring
or



Receipt

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



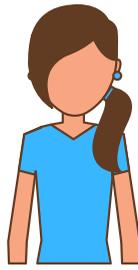
Organ Removal

Stories of Child Trafficking in Costa Rica

There are many forms of child and adolescent trafficking. Children and adolescents may be trafficked for:

- sexual exploitation
- forced labor and other forms of labor exploitation (including forced criminality)
- forced begging
- servitude
- slavery or similar practices
- servile or forced marriage
- forced pregnancy and/or abortion
- irregular adoption
- organ removal

These stories are fictionalized examples of child and adolescent trafficking in Costa Rica based on real life experiences.



“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 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. Sofia thinks that her mother knows that she is having sex with men for money but doesn’t say anything about it.

Is Sofía a victim of child trafficking?

Sofía may be a victim of trafficking for sexual exploitation. More information is needed to know if Sofía is a child trafficking victim. But regardless, she is being sexually exploited by adult men. As a child (someone under age 18), Sofía cannot consent to having sex for money. It is the responsibility of the authorities to intervene and stop her exploitation. Regardless of whether or not Sofía is formally identified as a trafficking victim, she and her friend Isabella need protection and assistance.

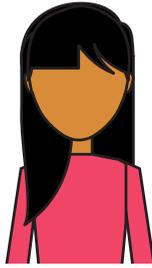
Is someone trafficking Sofía?

With the information provided, it is not clear if someone is trafficking Sofía. However, Sofía is being sexually exploited by the adult men who are paying to have sex with her. Anyone under age 18 who is engaged in commercial sex is a victim of sexual exploitation.

How can Sofía get help?

Sofía could ask for help from an adult she trusts, for example, someone in her family or neighborhood. If her mother does not do anything to help her, there may be others in her family who will help her to get protection and assistance.

Sofía could also ask for help from a professional who is responsible for helping children and adolescents, like a counselor or a teacher at her school, or a doctor, nurse, or psychologist at a clinic or hospital. Sofía could call PANI, which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist Sofia directly and also coordinate assistance from other institutions and organizations. Sofía could also contact a non-governmental organization to get help and support. If Sofía fears for her safety or she can't find anyone to help her, she could also call 9-1-1.



“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 thought that she was too young to be a model. Julia applied and went to a casting session. In this “casting session”, she was told to pose naked in sexual positions by the staff. She did not want to do it but she felt afraid to refuse. The staff paid her and told her that if she told anyone what had happened, they would hurt her family.

Is Julia a victim of child trafficking?

Yes. Julia is a victim of trafficking for sexual exploitation. She is under 18 years old and was recruited to pose naked for photos. This is child trafficking.

Are the casting agency staff traffickers?

Yes. The staff of the casting agency trafficked Julia. They recruited her and sexually exploited her by taking naked photos of her. This is trafficking for the purpose of sexual exploitation.

How can Julia get help?

Even if Julia is afraid of the casting agency staff, there are people who can help and protect her. Julia could tell her parents what happened to her at the casting session. She could also tell another adult whom she trusts.

Julia could ask for help from a professional who is responsible for helping children and adolescents. This might be a counselor or a teacher at her school, or a doctor, nurse, or psychologist at a clinic or hospital. Julia could call PANI, which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist Julia directly and also coordinate assistance from other institutions and organizations. Julia could also contact a non-governmental organization to get help and support. If Julia fears for her safety or she can't find anyone to help her, she could also call 9-1-1.



“David” is a 15-year-old boy. 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 encouraged David to work in tourism to earn money and cover their living expenses. Juan arranged for David to promote hotels and tours to tourists. After some time, he also pushed David to have sex with male tourists. 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. David gives most of the money that he earns to Juan.

Is David a victim of child trafficking?

David may be a victim of child trafficking for sexual exploitation. More information is needed to know if David is a child trafficking victim. But regardless, David is being sexually exploited by male tourists

and he is in an improper relationship with Juan who is 25 years old. As a child (someone under age 18), David cannot consent to having sex for money. It is the responsibility of the authorities to intervene and stop his exploitation. Whether or not David is formally identified as a trafficking victim, he needs help to leave this exploitative situation and should be protected and assisted.

Is Juan a trafficker?

With the information provided, it is unclear if Juan is a trafficker. If Juan recruited or received David with the intention of exploiting him for sexual exploitation, then he is a trafficker. Additional information is required to make this determination. Regardless of whether or not Juan is found to be a trafficker, he is in an improper sexual relationship with a child (someone under age 18) and is encouraging a child to engage in sexual relations with other adult men, which is against the law.

How can David get help?

David could ask for help from a professional who is responsible for helping children and adolescents. This might be a doctor, nurse, or psychologist at a clinic or hospital. David could call PANI, which is the agency responsible for helping all children and adolescents in

Costa Rica who are facing problems. PANI can assist David directly and also coordinate assistance from other institutions and organizations. David could also contact a non-governmental organization to get help and support. If David fears for his safety or he can't find anyone to help him, he could also call 9-1-1.



“María” 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 her to Costa Rica to be employed as a domestic worker in their home. When María arrived in Costa Rica, Mercedes took her passport “for safe keeping”. María 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 María because she owes her for the money she spent to bring her to Costa Rica. Although Mercedes has never hurt her, María is still afraid to ask anyone for help.

Is María a victim of child trafficking?

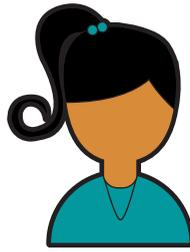
Yes. María is a victim of trafficking for forced labor because she is under 18 years old and is being forced to work. This is child trafficking.

Are Mercedes and Andrés traffickers?

Yes. Mercedes and Andrés are traffickers. They recruited María and transported her to Costa Rica to work in their home where they are exploiting her for domestic work. This is trafficking for forced labor.

How can María get help?

María does not need to be afraid to ask for help even if she is not legally in the country. María can receive help even though she is a foreigner. María could call PANI which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist María directly and also coordinate assistance from other institutions and organizations. María could also explain her situation to a professional who is responsible for helping children and adolescents. This might be a doctor, nurse, or psychologist at a clinic or hospital. María could also contact a non-governmental organization to get help and support. If María fears for her safety or she can't find anyone to help her, she could also call 9-1-1.



“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 exploiting her. 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.

Is Sara a victim of child trafficking?

Yes. Sara is a victim of trafficking for sexual exploitation. She is under 18 years old and is being forced to appear in videos of child sexual exploitation. This is child trafficking.

Is Luis a trafficker?

Yes. Luis is a trafficker. He is receiving Sara and selling

videos of himself sexually exploiting her. This is trafficking for the purpose of sexual exploitation.

How can Sara get help?

Even though Sara is afraid of her uncle, there are people who can help her and protect her from him. Sara could tell her parents about what is happening and together they could seek out protection and assistance.

She could also tell a counselor or a teacher at her school, or a doctor, nurse, or psychologist at a clinic or hospital. These kinds of professionals are responsible for helping children and adolescents. Sara could call PANI, which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist Sara directly and also coordinate assistance from other institutions and organizations. Sara could also find help from a non-governmental organization. If Sara fears for her safety or she can't find anyone to help her, she could call 9-1-1.



“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 brand new 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.

Is Adrian a victim of child trafficking?

Yes. Adrian is a victim of trafficking for labor exploitation. He was threatened by John in order to force him to sell drugs in his school, which is a form of labor exploitation. This is child trafficking.

Is John a trafficker?

Yes. John is a trafficker. John recruited Adrian in order to make him work for him by selling drugs. This is trafficking for the purpose of labor exploitation.

How can Adrian get help?

Adrian could tell his parents or another responsible adult what is happening.

Adrian could tell a counselor or a teacher at school, or a doctor, nurse, or psychologist at a clinic or hospital. These kinds of professionals are responsible for helping children and adolescents. Adrian could call PANI, which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist Adrian directly and also coordinate assistance from other institutions and organizations. Adrian could also find help from a non-governmental organization. If Adrian fears for his safety or he can't find anyone to help him, he could call 9-1-1.



“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 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. On 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 cognitive disability, Carmen is unable to explain to her parents what is happening.

Is Carmen a victim of child trafficking?

Yes. Carmen is a victim of trafficking for sexual exploitation. She is under 18 years old and is being received and harbored by Alvaro for sexual exploitation. This is child trafficking.

Is Alvaro a trafficker?

Yes. Alvaro is a trafficker. Alvaro is trafficking Carmen by receiving and harboring her so that other men can have sex with her. This is trafficking for the purpose of sexual exploitation.

How can Carmen get help?

Because of Carmen's disability, she is unable to explain to her parents what is happening or to seek help. Children and adolescents with disabilities are particularly vulnerable to trafficking and exploitation and are often less able to seek assistance and support. It is therefore especially important for her parents, friends and those around her (like teachers and medical professionals) to know the indicators of trafficking so that they can help protect Carmen.

Assistance is available to Carmen from different organizations and institutions. Because she is a child, it is important to contact PANI, which is the agency responsible for helping all children and adolescents who are facing problems. PANI can assist Carmen directly and also coordinate assistance from other institutions and organizations. Another important source of assistance is Conapdis, which is the institution dedicated to providing assistance to persons with disabilities. If someone suspects that Carmen needs help, they can call 9-1-1 or call PANI or Conapdis directly.



“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 work in 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, Esteban, 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 for him to earn money and study. Now Eduardo works on the plantation, which he is not allowed to leave. 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, Esteban told him that because he is underage and working in Costa Rica, if he goes to school he will be arrested.

Is Eduardo a victim of child trafficking?

Yes. Eduardo is a victim of trafficking for labor exploitation because he is under 18 years old and is being exploited to work on a plantation. This is child trafficking.

Is Esteban a trafficker?

Yes. Esteban is a trafficker. Esteban recruited and received Eduardo for exploitative labor on the plantation. This is trafficking for labor exploitation.

How can Eduardo get help?

Eduardo does not need to be afraid to ask for help even if he is not legally in the country. Eduardo can receive help even though he is a foreigner and without documents or legal status in Costa Rica.

Eduardo could call PANI, which is the agency responsible for helping all children and adolescents in Costa Rica who are facing problems. PANI can assist Eduardo directly and also coordinate his assistance from other institutions and organizations. If Eduardo fears for his safety or he can't find anyone to help him, he could also call 9-1-1.

Directory of Services

The following institutions and organizations offer services for children and adolescents in Guanacaste, Puntarenas, and San José.

You can contact them for more information or if you need help.





If you need help, you can also talk to an adult you trust, such as a parent, teacher, counselor, doctor or nurse.



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

link: aprendizaje.warnathgroup.com/mapa-de-servicios/

Directory of Services

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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

**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

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

**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
- 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. 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

Facebook:

www.facebook.com/InstitutoMixtodeAyudaSocial

Instagram: 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.

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?

All 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



**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

urpceinamu.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

regionalbruncaeinamu.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

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

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

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, Ciudad 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

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, 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, 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

oficiallocalacruz@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



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

gtecnic@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

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

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

Dirección

7007-7327

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

**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

Página web: 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



Acoger al extranjero.
Proteger al refugiado.

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



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, 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

TeenSmart Internacional / Joven Salud

Facebook: @TeenSmart

Instagram: @joven.salud

WhatsApp: +1 206-209 -396

Página web: 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

In an emergency Call 9-1-1

An emergency is when someone needs immediate help.

911



For example:

- you don't feel safe
- you are physically hurt
- someone is threatening you
- you think you are a victim of trafficking
- someone you know might be a victim of trafficking

INNOVATIONS IN ADDRESSING CHILD TRAFFICKING (IACT)



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