



First 2023 Webinar Exchange of the Subsidiary Technical Group on Emergency and Security Systems Emergency Response to Situations of Violence Against Women and Domestic Violence

When:

- Wednesday, November 29 from 1 pm to 5 pm (EST)
- Thursday, November 30, from 9 am to 1 pm (EST)

Modality: Virtual

Platform: Zoom

Spanish/English interpretation available

Event jointly organized by the OAS Department of Public Security and Ecuador's 911 Integrated Security Service.

Day 1: Wednesday, November 29

1:00 – 1:10 Welcome, agenda and housekeeping

Opening panel

1:10 – 1:20 Opening remarks by Ivan Contente Marques, OAS Secretary for Multidimensional Security

1:20 – 1:30 Opening remarks by Bolivar Tello Astudillo, Director General, ECU 911 Integrated Security Service

Introductory panel

Moderator: Mariano Vales, Specialist, Violence Prevention Section, Department of Public Security, OAS

1:30 – 1:35 Presentation of panel [5 minutes]

1:35 – 1:50 Adriana Oropeza Lliteras, Head, UNODC-INEGI Center of Excellence in Statistical Information on Government, Crime, Victimization and Justice [15 minutes]

1:50 – 2:05 Britta Monika Baer, Advisor, Violence and Injury Prevention, Department of Noncommunicable Diseases and Mental Health, Pan-American Health Organization (PAHO) [15 minutes]

2:05 – 2:20 Leonardo Dorony, President, NENA Mexico [15 minutes]

2:20 – 2:40 Q&A [20 minutes]

2:40 – 2:45 Closing of panel [5 minutes]



Panel 1: Protocols and processes

Moderator: Manuel Villarreal, General Director, State System for the Coordination of Command, Control, Communications, Computing and Intelligence (C5i), State of Guanajuato (Mexico)

2:45 – 2:50 Presentation of panel [5 minutes]

2:50 – 3:05 Marco Garnica, General Deputy Director, ECU 911 Integrated Security Service [15 minutes]

3:05 – 3:20 Johnny Hidalgo González, Coordinator, Operational Logistics, 9-1-1 Emergency System of Costa Rica [15 minutes]

3:20 – 3:35 Tammy Ramírez, Call Handling Supervisor, 9-1-1 National Emergency and Security Response System of the Dominican Republic [15 minutes]

3:35 – 4:00 Q&A [25 minutes]

4:00 – 4:05 Closing of panel [5 minutes]

Panel 2: Operators' experiences

Moderator: Mayra Vásquez, Gender Violence expert

4:05 – 4:10 Presentation of panel [5 minutes]

4:10 – 4:20 Raquel Mora López, Operator, 9-1-1 Emergency System of Costa Rica [10 minutes]

4:20 – 4:30 Fausto Antonio Alpala Sotomayor, Zone Operations Evaluator, ECU 911 Integrated Security Service [10 minutos]

4:30 – 4:50 Q&A [20 minutes]

4:50 – 4:55 Closing of panel [5 minutes]

Closing

4:55 – 5:00 Closing of Day 1 [5 minutes]



Day 2: Thursday, November 30

9:00 – 9:05 Welcome, agenda and housekeeping [5 minutes]

Information Panel: PSAPs Latin America Edition

9:05 – 9:10 Presentation of panel [5 minutes]

9:10 – 9:25 Presentation of the publication PSAPs Latin America Edition by Cristina Lumbreras, Technical Director, EENA [15 minutes]

9:25 – 9:40 Presentation of some of the publication’s main findings by Karen Bozicovich, Information and Knowledge Section Chief, Department of Public Security, OAS [15 minutes]

9:40 – 10:00 Q&A [20 minutes]

10:00 – 10:05 Closing of panel [5 minutes]

Panel 3: Mexico’s experience

Moderator: Catalina Buitrago, Consultant on Gender-Based Violence for Latin America and the Caribbean region, World Bank

10:05 – 10:10 Presentation of panel [5 minutes]

10:10 – 10:25 Oscar Laguna, National 9-1-1 Emergency Service Coordinator (Area Deputy Director), National Information Center, Mexico [15 minutes]

10:25 – 10:55 911 call handling of emergencies related to violence against women, Reyes Islas, General Coordinator, and Police action in these types of emergencies, Cristian López Sánchez, Specialized Director for Assistance to Gender Violence, C5i Puebla (Mexico) [30 minutes]

10:55 – 11:10 The analysis of silent calls from a gender perspective, Michelle Olmos Álvarez, General Director, C5 Aguascalientes [15 minutes]

11:10 – 11:30 Q&A [20 minutes]

11:30 – 11:35 Closing of panel [5 minutes]

Panel 4: Alternative ways to report and monitor emergencies of this type

Moderator: Juan Pablo Torres, Technical Deputy Director of Technology and Innovation, ECU 911 Integrated Security Service

11:35 – 11:40 Presentation of panel [5 minutes]



- 11:40 – 11:55 Rosey López Monge, Panic Button, National Women’s Institute (INAMU, for its Spanish acronym), Costa Rica [15 minutes]
- 11:55 – 12:10 Sofía Sottosanti, Supervisor, Monitoring Unit for Victims of Violence (UNMOVI, for its Spanish acronym), 9-1-1 Emergency System of Salta (Argentina) [15 minutes]
- 12:10 – 12:30 Q&A [20 minutes]
- 12:30 – 12:35 Closing of panel [5 minutes]
- Closing Panel: Minimum and essential elements for a specific protocol or procedure to handle these types of emergencies**
- 12:35 – 12:45 April Heinze, 9-1-1 & PSAP Operations Director, NENA: The 9-1-1 Association [10 minutes]
- 12:45 – 12:55 Gary Almeida, National Regulatory Director in Emergencies, ECU 911 Integrated Security Service [10 minutes]
- 12:55 – 1:00 Closing remarks