



Fundación **ANAR**

Ayuda a Niños y Adolescentes en Riesgo
Aids Children and Adolescents at Risk



SYSTEMATIZATION OF ANAR TELEPHONE IN QUECHUA



Fundación **ANAR**

Ayuda a Niños y Adolescentes en Riesgo
Aids Children and Adolescents at Risk

SYSTEMATIZATION OF ANAR TELEPHONE IN QUECHUA

© ANAR Foundation – Aids Children and Adolescents at Risk
Calle Montero Rosas 166, Barranco
Telefax: (051) 251-5104, anexo 306
fundacionanar@anarperu.org
www.anarperu.org

First edition
August 2014
Lima, Peru

Legal Deposit in the National Library of Peru No. 2014-11967

Managing Director:
Germán Guajardo Méndez

Systematization:
Olga Salazar Vera

Correction:
Rosario Rey de Castro

Translation:
Carmen Rosa Fernández de Dibós

Design, layout and printing
Ediciones Nova Print SAC
Av. Ignacio Merino 1546, Lince
Tel.: (051) 471-5366

Contents

FOREWORD	9
PRESENTATION	13
ANAR Telephone in Quechua	14
Systematization	16
THANKS	17
CONTEXT	19
Quechua speaking people in Peru	19
The regions selected for intervention	20
NUMBERS OF CASES SEEN	25
• Who called ANAR pone in Quechua?	25
• How did they learn about ANAR Telephone in Quechua?	27
• Who benefited through ANAR Telephone	
• in Quechua?	28
• From what regions do they consult ANAR	
Telephone in Quechua?	30
• What are the most common problems	
they call ANAR Telephone in Quechua for help?	31
• What are the problems most assisted by region?	33
ANAR TELEPHONE AND THE ORIENTATION PROCESS	
IN QUECHUA. ACCOUNTS TO LEARN FROM	37
• Presentation	37
• Approach calls: checking that the ANAR Telephone	
in Quechua works	37
• Appreciation calls: discovering you can talk in Quechua	40
• Orientation and joint work with the System for the	
Protection of Childhood and Adolescence	42





SCENARIOS OF VIOLENCE IN QUECHUA CHILDREN AND ADOLESCENTS	51
• Presentation	51
• Number of cases handled	52
– Which are the situations of violence they call for most?	52
– What are the types of abuse observed in cases of domestic violence?	53
– Who are the children and adolescents affected by domestic violence situations?	54
– Who are the main aggressors?	56
– How often and for how long have they been victims of violence?	57
• Analysis of cases	58
– The children and adolescents as witnesses of their parents' violence	58
– The children and adolescents as victims when the mother is the aggressor	64
ANAR TELEPHONE IN QUECHUA: CHALLENGES FOR ITS SOCIAL AND CULTURAL SUITABILITY IN THE RURAL AREA	71
• Presentation	71
• Brief Diagnosis	72
• Quechua speaker children and adolescents in the province of Quispicanchi	72
LESSONS LEARNED. SUMMARY	83
• Adequacy of the service in Quechua	83
• The orientation process in Quechua	85
• Approaches to the violation of rights in the cases handled, the role and scope of ANAR phone in Quechua as part of the Protection System	87
RECOMMENDATIONS	91

*«The Committee urges the State Party to double its efforts in order to:
(...)»*

*d) Expand its free helpline, ANAR Telephone, to reach children in remote areas throughout the country.»
(Recommendation 40)*

*«The Committee recommends that the State Party use the outcome of the regional consultation as a tool for taking action in partnership with civil society, to ensure that all the children are protected against any type of mental or physical violence and to generate concrete measures, and where appropriate, time-limited efforts to prevent violence and abuse, and actions to solve them.»
(Recommendation 41)*

*Committee on the Rights of the Child, 41st period of sessions
Concluding observations of the Committee on the Rights of the Child,
January 27, 2006*



PROLOGUE

2014 is the year of commemoration of the twenty-fifth anniversary of the Convention on the Rights of the Child. This treaty represents a milestone in human rights

Because of the comprehensive approach to the rights of the child and because it is the human rights treaty that counts with largest number of ratifications in the world. The Convention provides the for the recognition of the children and adolescents as subjects of rights and establishes the responsibility of the State, society and the family to ensure the welfare, care and adequate protection for the children to enjoy a decent life without violence to achieve their full development as human beings.

The Convention has guided transcendental processes at global, regional and national level. At global level, the development of Global Study on Violence against the Child and the process of follow-up of its recommendations promoted at my command are its most strategic manifestations. The Convention and Global Study have inspired important progress in legislation, public policies and practices for childhood in all the regions of the world. For example, in the field of legal protection of the child facing violence, in Latin America there has been significant progress since the General Assembly of the United Nations ordered the World Survey in the year 2006. At present, six Latin American countries have legislation that explicitly proscribes any form of violence against children:

Uruguay, Venezuela, Costa Rica, Honduras, Brazil and Bolivia. Therefore, I anticipate with great enthusiasm that the processes of

legislative debate being promoted in other countries in the region, as is the case of Peru, will conclude with the adoption of a strong legislation that prohibits violence against the children.

As we know, a legal reform process does not end with the adoption of a new law. In fact, the law gains meaning and value when it ensures its application through extensive information of its contents, for its knowledge to be real and use of the law by the children and their families, and to establish confidential, friendly and effective mechanisms for assessment and consultation, complaint and report to respond to incidents of violence against children. The creation of these specialized mechanisms is crucial to prevent and respond to violence against children in a holistic way, based on a coordinated multi sectorial action.

The Global Survey on Violence against Children,^{*} Published by my Office in 2013, illustrates the vital role of telephone helplines in assisting children in cases of violence, in confidential conditions and with the support of trained personnel to create an appropriate atmosphere for the children who come in search of advice and help.

ANAR pone in Quechua is an emblematic experience of this type of mechanism. It is a positive example that integrates focus on Child rights and the fundamental intercultural dimension for the protection of the children of indigenous people and the children who live in urban areas and belong to different ethnic groups. It certainly is an inspiring experience for other countries within and outside the Americas.

The promotion of a protection mechanism sensitive to children that integrates the intercultural dimension, benefits society and the children.

On one hand, it gives its beneficiaries the opportunity to reassess their own language and culture and to recognize themselves as members of their community and their country; on the other hand, it helps to overcome cultural barriers and to eliminate socially condoned stereotypes that influence the perpetration of discrimination and violence on ethnic grounds.

* See http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf.

As confirmed by Systematization. The service provided by ANAR telephone is also a valuable source of information for the design and implementation of policies and laws aimed at strengthening the national system of child protection.

The information provided by this mechanism is very useful to better understand the daily reality of children and deepen the analysis of the different dimensions of violence against children in the family, both when the children are direct victims of violence as well as when they suffer as witnesses. The results of the Systematization of ANAR telephone in Qechua are revealing because they give evidence that the great majority of beneficiaries that go to the ANAR Telephone are children under 12 who report in a greater percentage situations of violence in the family.

ANAR Telephone also illustrates the potential of helplines as a protection mechanism, articulation and social vigilance as a protection mechanism, it is the first contact or gateway to the national protection system. After receiving information from the beneficiaries, the Telephone plays a fundamental role as an entity contributing to generate better articulation and coordination

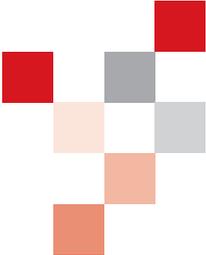
functions assigned to public institutions, thus contributing to a greater efficiency of the practices of public institutions at local, regional and national levels.

Therefore, it is essential in the light of the Convention, the Global Study and the National Plan of Action for the Children and Adolescents 2012-2021, to support successful experiences such as Telephone ANAR in Quechua as an essential reference for strengthening the national system of protection to childhood, ensuring access to this mechanism at national level, which will allow the country to move decisively towards the goal of life without violence for childhood.

MARTA SANTOS PAIS

SPECIAL REPRESENTATIVE OF THE SECRETARY GENERAL
OF THE UNITED NATIONS ON VIOLENCE AGAINST CHILDREN





PRESENTATION

This systematization is part of those expected actions of the Project «**WaWa aMachay - Protected children**. Protection of the rights of Children and adolescents, and strengthening of the national systems of child protection, with prevention, attention and rehabilitation components for cases of abuse, violence and negligence».

This initiative is coordinated by Save the Children and supported by AECID and FOCAD, and one of its major partners is ANAR Foundation, which participates through the proposal of ANAR Telephone in Quechua, helpline that provides psychological and legal orientation to every Quechua speaking child or adolescent whose rights have been violated or are at risk of it.

The Project began in 2011 and proposed as main objective, actions that contribute to strengthen the Child Protection System as well as participation of civil society as a strategic actor facing the problem of violence against children and adolescents of Peru.

The central problem the Project seeks to address is violence to children and adolescents, especially in those regions and parts of the country, which by virtue of their poverty, absence of the state, and cultural diversity have fewer opportunities to access the Protection System.

Both the Project and the experience of ANAR Telephone in Quechua prioritized intervention of Cusco regions,

Ayacucho, and Apurímac, where there is significant presence of Quechua speaking population and where high levels of violence contribute to maintain structural poverty.

Hopefully, the findings and lessons learned from the systematization of the experience of ANAR Telephone in Quechua will contribute to the objective of the project.

ANAR Telephone in Quechua

Another important role these professionals would play, would be their availability, and contribution through the calls answered to help tailor the counseling process from an approach of respect to the culture of the people. Similarly, they would be intermediaries between the psychological, social and legal attention, and particularly when the cases served should require interdisciplinary and inter-institutional counseling or intervention.

The dissemination of ANAR Telephone in Quechua in the localities selected for validation- the cities of Cusco, Ayacucho and Apurímac— was another key component expected to be adapted to the characteristics of context and population. This was not possible in Apurímac due to Budget constraints.

Due to a higher demographic concentration and better access to public telephones in the cities, dissemination activities concentrate in urban areas of the selected regions and focus mainly in schools, in order to increase the possibility that the children and adolescents themselves call ANAR Telephone in Quechua.

The dissemination process would consist above all in the conduction of preventive education workshops in educational institutions of the selected areas. In addition to conducting workshops, the Quechua speaking psychologists would also support in sensitizing teachers and parents, and would also disseminate the use of ANAR Telephone in Quechua.

The third component of the intervention model would be the establishment and strengthening of work articulated with institutions of the Protection System (Ministry of Education, MINEDU; Municipal Defenders of Children and Adolescents (DEMUNA); Health centers; Women Emergency Centre, CEM, etc.) in order to enhance referral networks of ANAR Telephone for the attention of cases, as well as to tackle the problem of violence against children and adolescents.

This systematization has focused on these three components, emphasizing the gathering of lessons learned to better intervene in cases of violence against children and adolescents, strengthen the intervention model with the Quechua speaking people and contribute to improve the joint work between the institutions of the System for the Protection of Children and Adolescents.

The systematization

The objective of this systematization is to exhibit the main findings of the experience of ANAR Telephone in Quechua, as well as to collect the lessons learned that strengthen the model of attention and its coordination with the System for the Protection of Children and Adolescent, with special attention to the cases of violence against Quechua speaking children and adolescents.

«The ANAR telephone in Quechua was raised as a place of support and first contact with the system for the Protection of the Quechua speaking children and adolescents, victims or potential victims of abandonment and violence».

The axes of the analysis were: (i) adequacy of the management of the service to the Quechua language; (ii) the process of orientation in Quechua; y (iii) approaches to the violation of rights in the cases seen, the role and scope of ANAR Telephone in Quechua as part of the Protection System.

A participatory methodology was used to gather testimonies of the Quechua speaking counselors, identifying the most significant experiences that set learnings related to the intervention model. They also reviewed and analyzed the records of registration of cases in order to identify the recurrent characteristics of the problems of violence seen, as well as the processes of guidance and inter-institutional work.

It was a decision that the systematization process focus primarily on the experience of the regions of Cusco and Ayacucho, places where you could have professionals to support the dissemination of ANAR Telephone in Quechua. These localities registered the great majority of calls.





Finally, because that experience was concentrated on Quechua speaking zones, mainly urban and not rural, it was decided that the analysis of the process of linguistic and cultural adequacy be enriched with the results of a brief diagnosis made in some rural areas of the Cusco region. This diagnosis sought to identify in an exploratory manner, the conditions required for the future to achieve tailoring of the service to the rural ambit.

THANKS



To all the Quechua counselors who with their sensitivity, knowledge and work made this experience possible:

*Eric Arenas Sotelo
Guillermo Cruz Yaranga
Sara Curitomay Cruz
Yovanna Chulla Saire
Tiziana Gálvez Chihuantinto
Richart Enríquez Yanque
Yessenia Montes Ñaupa
Patricia Vargas García
Katia Villavicencio Callo*

To all the professionals and volunteers who supported the elaboration of the document:

*Madeley de la Cruz Pérez
Katherine Martínez Chombo
Cristian Palomino Nunta
Alejandra Ricardi Ascaño
Patricia Vargas García
Patricia Magallanes Herrera*



CONTEXT

The Quechua speaking people in Peru

Today in Peru, 4 045 713 over 3 years old learned to speak in a native language, which represents 15.7% of Peruvians in that age range.*

Most of the indigenous population in Peru has as their mother tongue Quechua (83%) or Aymara (11%). The remaining 6% has as their mother tongue an Amazonian language, and the majority Ashaninka.†

Quechua is the second language in Peru. According to the 2007, census, over three million persons have as their mother tongue some of the variants of Quechua. Of which, 3 262 137 are over 5 years old and represent 13.21% of Peruvians in that age range.

In addition, near half of the Quechua speaking population in the country is between 18 and 44 years old with a percentage of 40.8%. The population aged 45 years and over account for 34% Quechua speaking people, and the population in the age range between 3 and 17 years accounts for 25.2%.

* Taken from Carreño, Pablo, «El quechua y la modernidad: Instrumentos para crear un vocabulario actual», 2013. In: <http://red.pucp.edu.pe/ridei/libros/el-quechua-y-la-modernidad-instrumentos-para-crear-un-vocabulario-actual/> [Consulta: 19 de mayo de 2014], quien a su vez refiere a Cerrón Palomino 1987: 75-76 y Hornberger y Coronel-Molina 2004: 19-24.

† Source: Instituto Nacional de Estadística e Informática, Censo nacional 2007, Población indígena por área de residencia.

The infantile Quechua speaker population accounts for 846 338 persons in all the country and is distributed in the following way: children between 3 and 5 years represent 17.5% of the infantile population, followed by children between 6 and 11 years of age with 40.6% and those between 12 and 17 years old with 41.9% of the total.

A 54.3% of Quechua speakers live in rural areas. The regions where most of the population learned Quechua in their childhood are Apurímac with 71.5%, Huancavelica 64.6%, Ayacucho with 63.9%, Cusco with 52%, Puno with 38.5%, and Ancash with 31.6% and Huanuco 28.9%.

The regions selected for intervention

CUSCO REGION

Cusco region is located in the southeastern part of Peru. Its territory includes Andean zones and high jungle areas.

In 2011 the total number of inhabitants of the Cusco region was 1 283 540, with a majority of male population (50.37%).

The children and adolescents under 15 years amounted to 397 000. The age group with the largest population is in the range of 0-4 years (10.5%), which showed greater infantile population. Following this group is 5-9 years, with a percentage of 10.3% of the total population. The sector whose age ranges from 70 to more represents only 2.6% of all inhabitants of Cusco.

Although Cusco has mineral, agricultural, resources, hydrocarbons and a great potential for tourism, the indices of poverty and extreme poverty of children and adolescents reach 61% and 29%, respectively, of the population of Cusco in general.

The differences between the quality of life of those who live in urban areas and rural areas are notorious, especially with regard to access to educational services and quality health services. In Cusco, one in two children lives in rural areas and almost half of Cusco childhood (45%) learns to speak in a native language, mostly in Quechua. Coincidentally, this group is the one facing greater

difficulties in accessing quality public services and to exercise their rights.

On the other hand, violence is still a problem that seriously affects the development of the women, children and adolescents of Cusco. According to the Demographic and Family Health Survey (ENDES) of 2011, eight of every ten women are subjected to some form of control. This type of violence affects the mental health of the victim, reduces their self-esteem and even overrides their capacity for decision making. Among the main forms of physical violence are jostling or shaking, with a percentage of 43.80%; hitting with a fist 88.50% and kicking and pulling 31.90%. In terms of sexual violence, the numbers indicate that 7.30% of the feminine population of Cusco was forced to perform acts they did not approve and 17.20% was forced to have sexual intercourse.

Violence also seriously affects the Cusco infancy. According to ENDES, verbal reprimand (84.7%) and physical punishment (30.4%) are among the main forms of punishment exercised by the mother with her children.

AYACUCHO REGION

Ayacucho region is located in the Eastern slope of the Andes and counts with a total 612 489 inhabitants (2007 census). 42, 0% of this total lives in rural areas, being 50, 3% women, 49, 7% men and the remaining 39% minors.

According to the same census, the average departmental rurality is 51,9%. The most rural districts are Vinchos (95,6%), Tambillo (94,9%), San José de Ticllas (92,8%), San Pedro de Palco (92,8%), Chungui (92,5%), Santillana (90,9%), Upahuacho (90,9%) and Chilcas (90,4%). The districts presenting minimum rurality are San Juan Bautista (2,2%) and Santa Ana de Huaycahuacho (4,7%).

In Ayacucho, 65 of each 100 inhabitants are Quechua speakers, being Cangallo the province that registers the highest proportion of population that speaks that language, and where 90 out of 100 inhabitants learned it during their childhood.

On the other hand, according to the National Household Survey (ENAHU) in 2009, the illiteracy rate for persons between 15 and



more years of age was 19, 4%. Also, Ayacucho registered a poverty rate of 62, 6% compared to the national average of 34, 8%; this means that 6 out of 10 Ayacuchans are poor.

El *Human Development Report Peru 2013* of the UNDP corroborates these numbers. The document states that the Ayacucho region ranks second to last place in the ranking of regions of the country.

It also indicated that only 43.59% of Ayacucho's population has completed secondary education, with an average of 6.38 years of study.

Finally, According to ENAHO 2009, other problems that affect Ayacucho population are health coverage, reaching only 47, 5%; adolescent pregnancy, affecting 7,2% of the young, disability issues with 8, 9%; and family violence that violates the rights of 79% of children and adolescents.

With respect to the latter issue, the 2013 UNICEF Report *All the children count* mentions that during 2012 in Ayacucho, 2116 complaints were registered for family violence, being the victim a woman in most cases (1982)..

APURÍMAC REGION

Apurímac region is located in the southeastern area of Peru. Due to its rugged geography, investment in health services, education as well as water and sanitation for all its population is complex.

According to projections of INEI, in this region live almost 453 324 people with the largest concentration of population in the provinces of Andahuaylas (35,8%), Abancay (23,6%), Chincheros (12,8%) and Cotabambas (11,4%).

In 2011, the indice of rurality of Apurímac was of 63.4%. And it is in rural areas where further problems were observed in access to quality services in education and health.

INEI figures for 2012 showed that 52.5% of all the population of Apurímac lived in poverty. This condition is accompanied by a low human development index, according to the quoted *Human Development Report Peru 2013* of the UNDP, Apurímac is ranked 22nd among all the regions in the country, which means that the

level of schooling (only 60, 57% has complete secondary), life expectancy is (72, 41 years) and per capita family income (33, 8%) does not meet the income standards necessary for the population to achieve a sound development.

To the problems of poverty are added high indices of violence reported against children and adolescents. According to ENDES, in 2012 the verbal reprimand and physical punishment were the main forms of punishment by mothers to her children, with an 87, 1% and 49% respectively. Meanwhile the Territorial Directorate of the National Police of Peru of the southeastern Region (that includes (Apurímac, Madre de Dios and Cusco) registered during 2012 a total of 602 cases of aggressions against minors, corresponding to Apurimac 155; of these, 100 were related to runaways from home.



NUMBER OF CASES TREATED



Who called ANAR Telephone in Quechua?

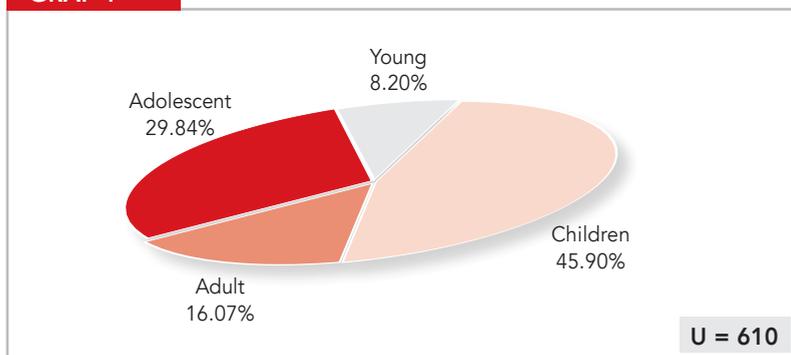
ANAR Telephone in Quechua has been created only to address problems affecting children and adolescents in our country. A particular characteristic is its model of attention, which has been especially suitable for children and adolescents who can have access to it and request help or advice. However,

ANAR Telephone also answers calls of adults who request guidance and /or support for cases of children and adolescents whose rights are violated.

Below are showed both, calls received on behalf of children and adolescents, as well as of adults.

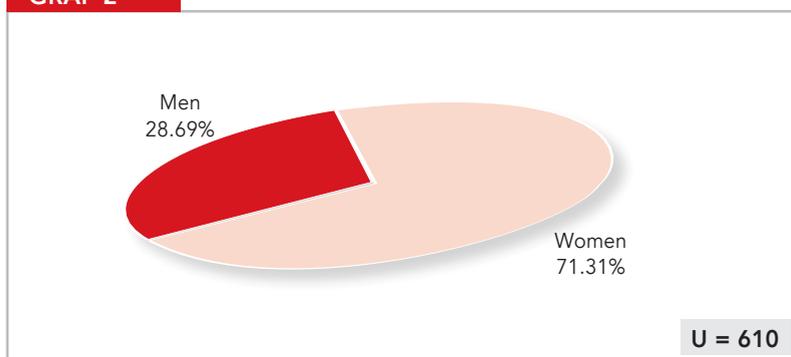
According to age Results show how almost half (45.90%) of the calls answered by ANAR Telephone in Quechua were made by children under 12 years. Follow calls made by adolescents (29.84%) and those made by adult persons (16.07%) who consulted issues affecting children or adolescents. Finally, calls made by young people account for only (8.20%).

GRAF 1



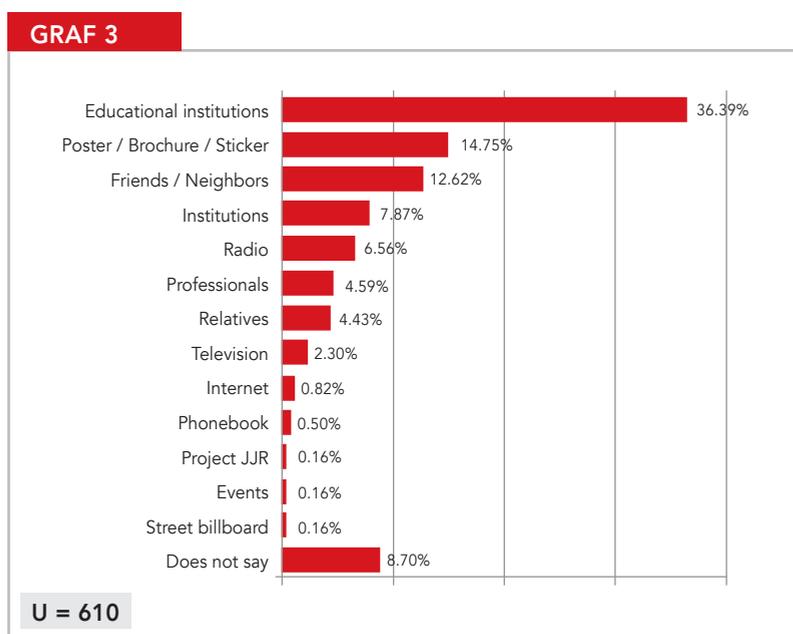
According to Gender The female population has the highest number of calls to ANAR Telephone in Quechua. As shown in Graph 2, 71.31% of the calls were made by women compared to 28.69% of calls received from children, adolescents or male adults, which indicates a greater willingness to communicate their problems and request orientation and help to solve part of the first.

GRAF 2



How did they learn about ANAR Telephone in Quechua?

The children and adolescents as well as adults knew about the service established by ANAR Telephone in Quechua in various ways, this influenced by variables such as the level of dissemination reached in one area, existing means to do it, suitability of the dissemination of the characteristics of the population, knowledge of the service by people close to them who refer the case, or by institutions that derive the case to ANAR Telephone in Quechua. Graph 3 shows the means by which the persons who called the service were aware of it.



Principal means by which they knew about the service

In Cusco and in Ayacucho the dissemination process was conducted with the support of a promoter. The main strategy used was the conduction of preventive talks (on psychosocial issues) in schools in urban areas however considering some in rural areas. This decision allowed access to a significant number of bilingual children and adolescents (Quechua and Spanish) who might be interested in ANAR Telephone in Quechua.

Graph 3 shows the results of the dissemination process, where you can see that those who called learned about the service through school (36.39% of calls). This is corroborated by observing graph 1 about the ages of the population who called in which you can see that 75.74% of the persons calling are children and adolescents (45.90% children, and 29.84% adolescents).

Other important means were posters and stickers (14.75% of calls), friends and neighbors (12.62%) and institutions that informed about the helpline or derived cases to it (7.87%).

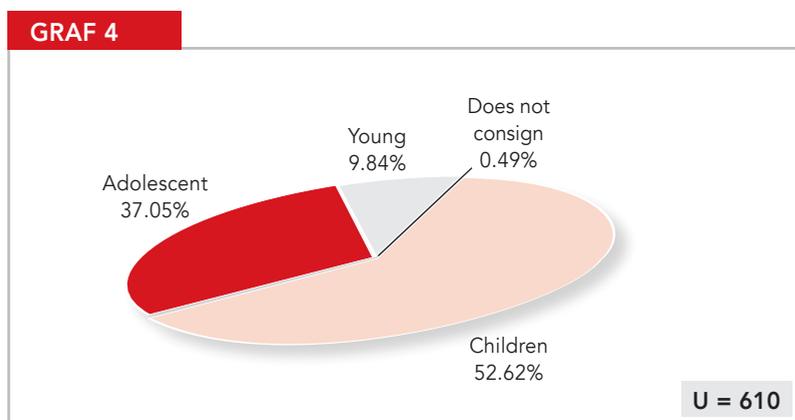
Finally, although it is a means that showed a lower rate, it is important to mention its impact in rural areas. We refer to the radio which registered 6.56% among those persons who learned about ANAR Telephone in Quechua.

Who benefited through ANAR Telephone in Quechua?

ANAR Telephone in Quechua calls «beneficiaries» all those children and adolescents or young people seeking advice or support during a call. They may call requesting proper case orientation or because they are concerned by the situation of another child. Adults also call the service for inquiries regarding cases of children or adolescents whose rights are being violated. It may be a call from the parents of the child, or any close relative, neighbor or witness of the problem.

Graph 4 shows the cases for more consultations.

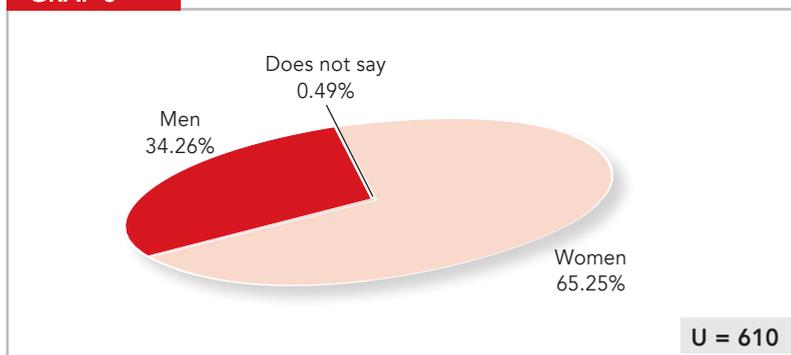
Age Group of children under 12 years is the segment of the population for which more consultations are made through ANAR Telephone in Quechua, representing 52.62% of all the calls answered. Follows the group of adolescents with 37.05%, and finally the group of young people between 18-25 years, with 9.84% of the consultations. ANAR Telephone in Quechua usually deals with queries of the latter age group, although it is a segment not prioritized by the service.



Gender In regard to gender of the beneficiaries, it is observed that the female population reaches 65.25% vs. 34.26% male. That is, there is a greater demand for attention from women than from men.



GRAF 5



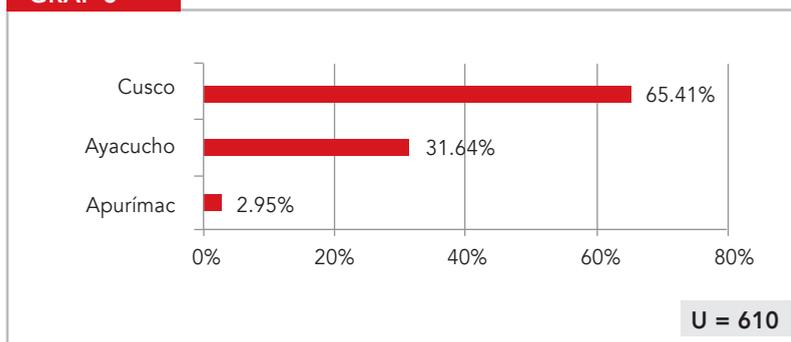
What regions do they call from to consult ANAR Telephone in Quechua?

ANAR Telephone in Quechua has a national scope and its objective is to improve access for the Quechua speaking population of all the country to free orientation on cases of children and adolescents whose rights have been violated.

However, since 2011 it has focused its intervention in three southern regions that count with a significant Quechua speaking population: Cusco, Ayacucho and Apurímac. This comprised mainly targeting actions of dissemination of the helpline in urban and rural regions.

Graph 6 shows the results obtained..

GRAF 6



Percentage of calls by region

Cusco is the region with the highest percentage of calls to ANAR Telephone in Quechua, followed by Ayacucho with 31.64%; thirdly is the Apurimac region with 2.95% of calls.

These significant differences are closely related to the presence or not of promoters dedicated to the dissemination of the ANAR Telephone in Quechua in each region, as well as the dissemination time on each.

Cusco region is the one that has counted with a promoter in charge of dissemination of the service for longer time, while Apurimac is the region that did not have anyone to do that work.

What are the most common problems for which they call ANAR Telephone in Quechua?

ANAR Telephone is a free helpline that serves all kinds of queries made by children and adolescents, or by an adult concerned by the situation of any child whose level of complexity and severity is different.

Sometimes a child calls because he/she had a serious dispute with a friend, or because he did something his mother does not like and does not know how to tell her. Other children and adolescents call because they are witnesses of the violence between their parents, or because they are victims of bullying, or because they are being abused at home.

While some situations are more serious than others, for ANAR Telephone all are important. The service considers that providing orientation on parenting to a mother, or about how to solve discrepancies between Friends, or how to understand crushes, helps prevent more serious mental health problems or situations of violence between peers, and in the family. When the identified situations are seriously violating the rights of children and adolescents, ANAR Telephone intervenes with the support from the legal and social area, providing expert advice and mobilizing the network services



Of the system for the protection of childhood and adolescence.

Graph 7 shows, in order of frequency, the type of problems that ANAR Telephone in Quechua attended during the period of the project (January 2011 – March 2014).

Principal problems attended by ANAR Telephone in Quechua

Following the frequency with which they were presented, the following are the four main problems attended:

1st Difficulties in family relationships

Nearly a quarter of the calls answered (24.59%) were queries about difficulties between brothers and communication problems with parents.

2nd Difficulties in the study center

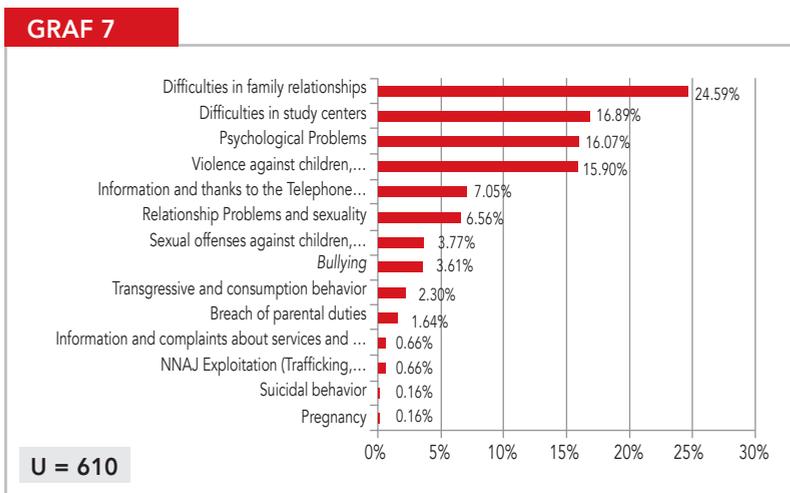
In the second place are the problems related to school, that represent 16.89% (103) of calls answered. Cases that had to deal with performance problems, learning problems, absenteeism, drop out, and difficulties with peers.

3rd Psychological Problems

Consultations associated to psychological problems reached 16.07% (98) of calls. These consultations require a specialized approach of psychologists and counselors and revolve around food disorders, conduct disorders, anxiety, phobias, depression, and aggressive impulses, among others.

4th Violence against children, and adolescents

The number of calls attended for violence against children and adolescents also reached a significant percentage, very close to the above two categories: 15.9% (97 calls). Of the 97 calls, el 85.57% corresponded to situations of violence in the family. They attended cases of physical abuse, negligence and psychological abuse, being particularly significant the cases of children and adolescents who were witnesses of violence between their parents, in which alcohol consumption appeared as a recurrent associated conduct, especially in the father.



Other type of problems reach a lower percentage of calls, such as relationship issues and sexuality (6.56%), sexual offenses against children and adolescents (3.77%) *bullying* (3.61%). In this regard, it is considered that the low number of recorded calls (although important) may be associated to the social difficulties that still exist to prevent and/or report situations related to sexual development or sexual indemnity of the girl or adolescent. In the case of *bullying*, it is a recently recognized problem whose more open and timely approach requires a greater awareness in the community.

What are the problems most attended by region?

As noted earlier, the significant differences in the number of calls recorded in Cusco, Ayacucho and Apurimac have a close relationship with the dissemination of classroom time in each area. Among the three regions, Apurimac is the one that reached fewer number of calls because they did not have promoters to support direct dissemination processes.

Graph 8 shows the percentage distribution of calls about the five main types of problems attended in each region. The description of results will be centered in the regions Cusco and Ayacucho, whose



figures are most comparable, even with the differences existing between them. The number of calls received from the region Apurímac is very reduced to make comparisons with the other two regions.

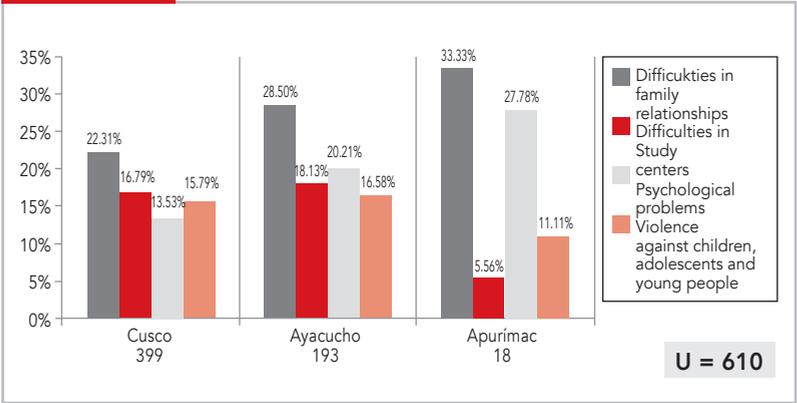
Principal problems attended according to region

Graph 8 shows that in both Cusco and Ayacucho the greater amount of consultations received are cases of children and adolescents that present «difficulties in family relationships». In Cusco region, this type of consultations reached 22.31% of the total calls, while in Ayacucho represented 28.5%. In both cases we can say that more than the fifth part of calls corresponded to this problem.

On the other hand, the calls related to «difficulties in the study center» took the second place in Cusco and the third place in Ayacucho, representing 16.79% of the total in the first case and 18.13% in the second. This difference is not significant at percentage level, which means that a similar proportion of received calls in both regions are about inquiries for difficulties of children and adolescents in their schools (difficulties with their peers, teachers, as well as problems in attendance and performance).

Calls revolving around «psychological problems» showed a significant percentage difference between Cusco region and Ayacucho region: in the first case they represented 13.53% of total calls and in the second 20.21%. Less significant is the difference observed in calls made for cases of «family violence»: in Cusco region they amounted to 15.79% of all the calls, while in Ayacucho region to 16.58%.

GRAF 8





THE ANAR TELEPHONE AND THE ORIENTATION PROCESS IN QUECHUA

STORIES TO LEARN

Presentation

This chapter will describe emblematic situations and cases that show how ANAR Telephone in Quechua Works from the receipt of the call, orientation process in Quechua and its ability to articulate efforts with the person who is calling and with the institutions of the System for the Protection of children and adolescents.

Through the testimonies and cases presented, we attempt to give account of the interdisciplinarity and integration of the intervention model, and its ability and potential to address problems as complex and serious as violence against children and adolescents.

Furthermore, it has also sought to identify the lessons learned that contribute to addressing the problem and strengthen the joint work of the System for the Protection of the children and adolescents.

The approach calls: making sure that ANAR Telephone in Quechua works

For some children, adolescents and even Quechua speaking adults it was important to have a pre service approach of ANAR Telephone in Quechua to explore and see how it worked and the care that was provided in Quechua.



ANAR Telephone as an aid tool may be perceived sometimes as a new and unknown proposal, even more if it is offered in Quechua, a language, rarely used by programs and services oriented to children and adolescents and is usually restricted to the sphere of family relationships.

The possibility that the Quechua speaking population to make contact with professionals that communicate and help them in their native tongue, favors the emergence of a sense of recognition of an important dimension of their cultural identity. This experience seems to have a restorative effect that helps build greater closeness, trust, empathy and clarity in the communication with the counselor.

Children and adolescents have explored the operation of the ANAR Telephone in various ways. Some did it through short calls characterized by laughter, singing, an initial contact question or even a brief personal comment. Here are some expressions of children and adolescents included in the received calls. We also present an example of a community leader who called to request information about the service.

Children laughing *When I took the handset and heard children laughing, I took the call trying to identify their names. One of the voices told me «Imata, imata?» (in Spanish it means what, how'?) and I immediately and asked happily «Imac sutiqui?» what is your name?') and in response I heard laughter with which the conversation was over. (PVG)*

Child singing *When finished uttering the slogan «Hello, this is the Helpline for children and adolescents. I hear you», a tender voice surprised me with a song in Quechua that said «Chaska yawi- chaqui...» ('Your black eyes'). I allowed the voice to continue without interruption, but within a few seconds the call was los. (PVG)*

Adolescente daring to tell her experience

Edilberto (14) called to sound out, because at a beginning he started telling jokes, trying to find out whether they were really understanding his language.

Howevet as the call continued, he started to tell us the problems he had with Friends at school. He told me: «willamusayki, qayninpa makanakurani kunpaywan, chaymanta rimamurayku, puqllaspa hoqmanta allin karayku» ('I will let you know, the other day I had a fight with my friend, later we talkes, played and then we were okay'). (EAS)

Community leader calls to know us

Florentina (45) called and asked me to speak in Quechua. She was with our promoter, because she had just attended an informative workshop about ANAR Telephone in Quechua. She called for more information about our attention.

As a counselor I tried to show her through my conversation that I know their customs, area and idiosyncrasies (...).

Florentina thanked me and ended the conversation saying she was going to share her experiences with her friends and recommend them to call whenever they needed to. (PVG)

Lesson learned

As noted in the previous chapter, it is likely that a significant number of Quechua speakers (especially in the rural area) do not count with any experience in the use of a telephone as a means of support and even less in their native language, which is usually limited to the private space of family relationships.

In that sense, in approach calls it is important that the Quechua counselor have a special attitude of listening and welcome to make the first contact with the children and adolescents as well as adults to build their confidence in the service and move forward to a possible process of further orientation.





Recognition calls: discovering that you can talk in Quechua

A considerable number of calls answered in Quechua were started in Spanish by the person who called. It was the counselors in most cases, who after hearing the person's accent or sometimes their limited use of Spanish, invited them to talk in Quechua if they wished to do so.

Whenever this situation occurred, a change in attitude was noted in the communication with the counselor by the person calling the contact became one of greater trust, familiarity and understanding, in some cases accompanied by a feeling of shared identity with the counselor. On another occasion, relief at not having to make efforts to understand Spanish, and on one opportunity a woman expressed her perception about the status of subordination socially given to the Quechua language.

The interesting thing about all these calls is that they offered the opportunity not only to reassess the Quechua language, or facilitate a better communication with the Quechua speaking people, but also produced a favorable impact in the subjectivities of the callers, emerging a sense of social recognition and reparation..

It is also worth noting that for many Quechua speakers it is unthinkable to communicate in their native tongue with persons they do not know or with public social services that usually do not use that language to assist the persons. Reason why the strategy of dissemination of ANAR Telephone in Quechua to be implemented in the future must be aimed at reducing such psychological and social barriers.

Here are some testimonials of calls that express what was said in the preceding paragraphs.

Discovering common identities

Oh, then you are my country woman! *Dora (40 years) calls because her daughter 15 years old has runaway. The girl lived with her father in Andahuaylas until she was 12, but her father returned her back to her mother because she was too rebellious. When the counselor learned that she was from Apurímac, she told her they could talk in Quechua if she wished to. The woman was very surprised and said yes, and after listening to the counselor's Quechua she told her: «Ahh... qunanka kanki runamasi», ('ah, then you are my countrywoman!') and could express her situation without much hesitation as before she had this possibility. (KVC)*

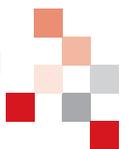
Generating greater trust and familiarity

Felicia felt more confident to talk *I received a call from Gloria (10) from Ayacucho, who asked me to talk to her mother (Felicia) because she was too stressed. It happens that her ex-husband continued to violate Felicia's house even though they had separated five years ago.*

While I listened while she told her story in Spanish, I dared to ask her to speak in Quechua because y felt certain limitations in her utterances, Felicia accepted and her tone of voice changed immediately. Fluency articulating words improved significantly. The dialogue with Felicia turned friendly because in the call were spaces of understanding and sympathy.

Communicating better in Quechua

If I had known, I would have spoken in Quechua... because I did not understand what you were explaining in Spanish *Clarisa (Cusco, 35 years) called us and almost half way in the conversation I realized she was a Quechua speaker and so I invited her to talk in her language: «Manachu quechuachapí rimaykuchwan... imaniwankimantaq Mrs. mitashcha...» ('What do you think if we talk in Quechua...') «Ama niwaychu... imatam willakunki... quechuapipas yanapankichiqchu... manam yacharanichu...» ('Don't tell me... what are you saying... you also help in Quechua... I did not know...'). «Kayta yachaspayqa quechuapich rimakamuyman karqa... ñaqa castellanupi rimapayaykamuhasqaykitaqa manam allintachu umancharani...» ('If I had known this, I would have spoken in Quechua... because I did not understand very well what you were explaining in Spanish...'). (GCY)*



The right to speak in Quechua

I would be ungrateful if I asked to speak in Quechua

Clarisa closed the call saying: «I would be ungrateful if I asked for help in Quechua knowing that it is free...», and also «...I have always tried to speak and understand Spanish because it is a requirement to be a house maid». (GCY)

Lesson learned

It is probable that some Quechua speakers who call ANAR Telephone do not know they can be assisted in their own language. In this regard, it is important that the counselor be prepared to identify the mother tongue of the person calling and invite him or her to call. Signals can be associated to accent, difficulty in the use of Spanish or place of origin,.

Orientation and the joint work with the System for the Protection of Children and Adolescents

CASE 1: Worried about her son and grandchildren

The query

«My daughter-in-law abuses my son and grandchildren. Make her understand the damage she is inflicting.»

We received a call from the DEMUNA of a district of the city of Lima who was helping a lady called Rosa (53 years), whom they did not understand because she was speaking in Quechua. When they transferred the call, Rosa told us that Teresa (daughter in law) «does not worry» about her daughters because she leaves them “on their own», sometimes she does not cook, she gets up late, does not look after them, the girls are always filthy and she only

watches television. She also says that none of the two girls goes to school and her daughter in law does not care.

Because of this situation she argues with her son Félix and she resorts to «screaming at him and abuse», so she thinks that Teresa is crazy. Rosa is afraid that she might «starve» her son and her granddaughters, so she went to the DEMUNA to denounce this and ask them to do something in this regard. Rosa said she has tried to talk to Teresa, but that she also «threatened and screamed» and that she has no «authority» to make her understand the damage she is inflicting upon her family and so asks us to help her.

Homemaking: responsibilities, biases and absences in family roles: The case raises important questions: How is this family organizing in the care of its members? Whose responsibility is it, and who is given the authority to regulate such responsibilities when they are not assumed adequately, violating the development of its members? And in the case of DEMUNA, what is expected of it?

Bias is observed in the organization of roles according to gender in the family. Women appear as dominant figures facing the problem. The father's authority appears weak and ineffective in the search for solutions. The role of the care for home, husband and daughters belongs to the woman, whether mother or grandmother. When the first does not assume her role, the second acquires presence demanding actively some type of solution, while the father and husband remains at margin.

In this scenario, the girls are not only victims of their mother's abuse, but witnesses of the conflict between the parents and their grandmother; that is, the situation is totally defenseless.

The DEMUNA appears as an institution that is expected to mediate as an authority. However another problem becomes important: Grandma is a Quechua speaker and the Demuna professionals do not know that language. ANAR Telephone in Quechua appears as an alternative.



The orientation process

Re focusing the problem to the situation of the girls: both parents are responsible

Telephone ANAR in Quechua intervened, initially providing emotional support to Mrs. Rosa, soothing her and explaining the problem better. To help her focus, we talked to her about the defenseless situation her granddaughters were in, who in addition to receiving their mother's aggression, they were also witnesses to the constant fighting of their parents and also victims of the neglect of both. She was sensitized about the importance of the father taking a more active role and leading authority in raising his daughters. It was also suggested to provide the helpline number to her son Félix in order for him to receive orientation. Additionally she was told that her case would be explained to the personnel of DEMUNA to support in the solution.

ANAR Telephone in Quechua helped Rosa to approach the problem from the vulnerability of the girls, against which both parents (and not just the mother) were responsible. The orientation process sought to make the father visible as an adult also able to take responsibility for raising their daughters and to develop greater authority to address the problem affecting them.

Derivation | Next steps with DEMUNA

After ANAR Telephone in Quechua ended the orientation process, we went on to explain to the DEMUNA responsible the situation Mrs. Rosa was going through. The DEMUNA said that they would pay a visit to confirm the facts and then proceed to receive the complaint of Mrs. Rosa about the problem affecting her granddaughters.

Making inter-institutional synergy from an interdisciplinary perspective. In the case presented it was clearly found that behind a domestic violence complaint there is a family in crisis requiring counseling, not only legal but psychological as well. It is important to apply the law to regulate the responsibilities acquired by the parents to their children, it is also a psychosocial intervention giving the family the psychological tools that will allow them to intervene and better understand the problem they are living. ANAR Telephone contributed substantively to this second objective.

Lesson learned

The approach to any complaint for family violence must be victim centered and the witnesses. That is, the members of the affected family must receive from the outset not only legal counseling but psychological orientation to help them face the situation better. The joint inter-institutional efforts from an interdisciplinary perspective contributes to improve the quality and effectiveness of the attention.

CASE 2: The city that only spoke one language

The query

«My grandson is not accepted at school because he does not have documents.»

On July de 2012 a call in Quechua was received in Lima. It was the case of Severina (60 years), a Quechua speaking lady from Apurímac who had gone to the DEMUNA of her district to request support to register her grandson Rafael (7 years) because they did not allow her to enroll him in school if he did not have an ID. She had tried to explain the problem to the representatives of the school, but they apparently did not understand her. Then when she went to the Municipality to make arrangements to get the ID, the same thing happened, reason why she was referred to the DEMUNA, but the same thing happened there, they did not speak her language and



this organism connected her to ANAR Telephone in Quechua to coordinate the aid.

The case narrated evidences the importance it has in large cities like Lima, that host and are home to migrants from all over the country, for the System for Protection of Children and Adolescents to count with support services that support them in their own language in case it is other than Spanish. Otherwise, the services whose function is to safeguard the rights of every child and adolescent, eventually violate them. ANAR Telephone in Quechua emerges as an alternative that can help reduce the Access barrier.

Orientation process

Recognizing their concern and providing legal information

ANAR Telephone in Quechua received the call of Mrs. Severina referred by the DEMUNA. Upon hearing that the counselor talked to her in Quechua, she burst into tears. She had to be provided with emotional support. After calming down, she expressed her gratitude saying «I finally feel listened to». Then, as part of the orientation, her concern for her grandson's education was assessed. They told her the ID is a very important document for persons to be recognized as citizens and be able to have access to health services and education, that for that reason the school requested it. Then the legal means to obtain the Birth Certificate and ID of her grandson were explained to her. Finally, we offered to explain her case to DEMUNA so they could help her get the documents.

Bringing her close to legal aid. Although the telephone calls received by ANAR Telephone in Quechua are attended by psychologists, an important percentage of queries are related to legal type problems that affect the exercise and enjoyment of the rights of children and adolescents, In these cases, the psychologist of the service performs the emotional support when the person is affected by this situation, and then advised by the legal areas provides legal information that helps the caller to solve her query. In the case presented, ANAR Telephone in Quechua contributed helping the person to have initial information and in the intermediation with DEMUNA to better understand her case

**When the persons
call again**

«The paperwork for my grandson is moving forward»

After a fortnight, Mrs. Severina made a second phone call to ANAR in Quechua. The reason this time was to communicate that the procedures for obtaining documents for her grandson were progressing favorably with the help of DEMUNA and she expected them to finish soon and return to her land and enroll him in school.

Follow-up of the case. ANAR Telephone in Quechua also carries out monitoring of the orientation processes. It does so through various mechanisms such as the institutions where the cases are referred; also calling the person when this person leaves a phone number or inviting him to report on the progress of the case. In the example presented it was Mrs. Severina who called again to report that her situation was being gradually solved. For ANAR in Quechua it was very important to collect this feedback, because the aid could not be sufficiently effective without the joint effort with DEMUNA.



Lesson learned

Promoting sustainable alliances between 9 institutions of the System for the Protection of the Children and Adolescents contributes to a better knowledge of the performance capabilities of each one, and to the establishment of trust relationships that facilitate the joint work, especially when a specialized approach is required facing a complex problem or highly vulnerable groups as is the Quechua speaking population.

CASE 3: Who helps me in my request?

Query

«My daughter is being abused by her mother; I want tenure.»

Julian (22 years), a Quechua speaking farmer from the northrn highlands of Peru, he told us that when he went to DEMUNA for help in his locality it was closed, but he saw the poster of ANAR Telephone in Quechua and called.

For seven months he is separated from his partner on account of problems with jealousy and constant fights between them. His 3 year old daughter is emotionally affected by witnessing them and sometimes she is also abused by her mother. When they separated they went to the Lieutenant Governor to reach an agreement: he would give S / .150 for the support of his daughter, and the mother would be responsible to care and provide education. However, he says that the mother has not been complying, that she abuses his daughter and is very messy. The Lieutenant Governor suggested to file a complaint with the Attorney for abandonment, but he did not accept. They indicated that the girl has to be with the mother. Julian seeks guidance on the process for holding his daughter.

The difficulties of the System for the Protection to give answers. The above described case shows that the System for the Protection of Children and Adolescents not always acts in an efficient and timely manner. In the narration three local institutions that could not give adequate aid to Julian are mentioned. (i) DEMUNA was closed; (ii) the Lieutenant Governor who at first helped him, did not know the laws and advised him wrongly; and (iii) the Prosecution rejected his claim but did not give him advice to that respect. ANAR Telephone in Quechua constituted an alternative to provide an adequate orientation, and if necessary intermediate before the institutions of his locality.

The orientation process

Providing adequate legal information

After listening to Mr. Julian, his concern for giving his daughter a healthy environment in which to grow up was praised, as were his efforts to seek for appropriate help. Regarding his query, the Quechua counselor, with the support of the legal area, explained that the complaint for abandonment could really not be accepted because his daughter was not abandoned, and that the complaint had to be for family violence and/or negligence. Finally he indicates that the legal area would talk to the Prosecutor's office, because apparently they did not understand the Spanish he spoke.

Clarifying the problem, offering to mediate. The orientation required in this case was mainly statutory. The Quechua counselor proceeded to make a consultation with the legal department to clarify the reasons for the complaint to not be accepted for abandonment. The kind of complain that was more relevant was determined plus an offer to intercede before the Prosecutor to explain Julian's situation and ask to take his case.



Access to the complaint

Influencing to have the case heard

After the first orientation call ANAR Telephone talked to Mr. Julian again, to inform him they had talked to the Prosecutor about his case. Coincidentally, Mr. Julian was at that moment at the Prosecutor's, which was used for the lawyer of ANAR Telephone to connect him with the Prosecutor's assistant, insisting, that he be given all the facilities necessary to file the complaint. In the end, Mr. Julian was invited to call ANAR telephone again in case he should have any problems with attention at the Prosecutor's Office.

ANAR Telephone doing social surveillance. ANAR Telephone in Quechua not only provides orientation and consultancy. When warranted, it also performs social surveillance of the institutions for infancy that do not comply with their functions sensitizing them and urging them to reconsider the situation and to adequately address the request for help made. In the case presented, it is clearly seen the role played by ANAR Telephone liaising with the Prosecutor's and urging it to reconsider Mr. Julian's complaint.

Lesson learned

Social monitoring processes also play a coordinating role and contribute to improving the practices of institutions for the protection of childhood and adolescence. This collaboration is based on a criterion of enforceability that seeks always to ensure the protection of the rights of children and adolescents. ANAR Telephone in Quechua also assumes this role.

SCENARIOS OF VIOLENCE IN QUECHUA CHILDHOOD AND ADOLESCENCE



Presentation

During the intervention period of Anar Telephone in Quechua, the cases handled for problems in the family ambit reached 42.13% in relation to calls received. Thus cases related to «difficulties in family relations» accounted for 24.59%, «family violence» 15.90% and those attended for «breach of parental obligations» a 1.64%. Such findings stress the centrality of the family as a strategic player in the development of the child or adolescent, as well as the protection and promotion of their rights.

Therefore, for purposes of this systematization it was decided to select these problems, particularly those of family violence, which are those whose severity dramatically violate the lives of Quechua speaking children and adolescents.

The analysis seeks to generate some reflections on the organization of violence in families, associated factors, how the family structure their response to the problem, and their performance on the protective services assessment to childhood and adolescence. Findings are expected to contribute to improved intervention strategies in such cases

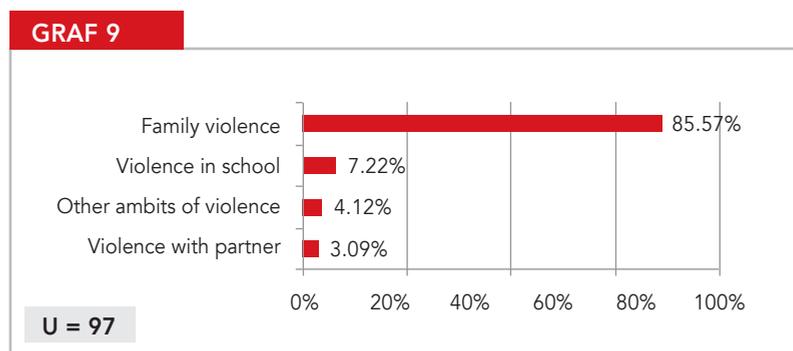
The analysis seeks to generate some on the organization of violence in the families, their associate factors, the manner in which the family structures its response to the problem and their

performance on the protective services assessment to adolescence. Findings are expected to contribute to improved intervention strategies in such cases.

NUMBER OF THE CASES ATTENDED

■ What are the situations of violence more called for?

The calls for violence against children and adolescents take a fourth place among types of queries attended, accounting for 15,9% of the total calls. The figures show that these situations of violence may appear in diverse ambits: family, school, relationship with partner or others and in the neighborhood. In these areas, family violence was the type of problem most attended accounting for 85.57% of all the calls related to any situation of violence which is shown in graph 9.



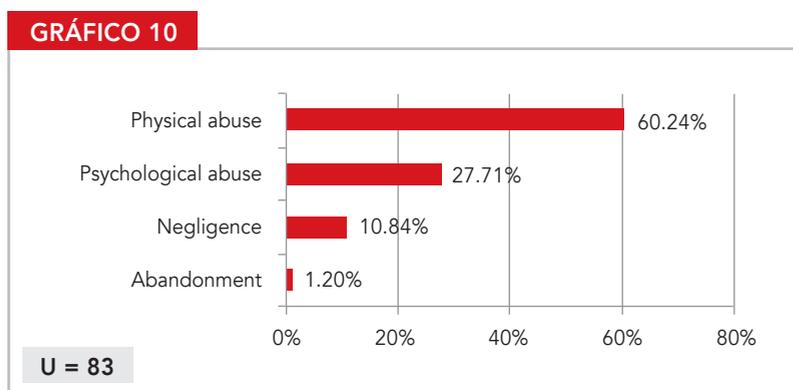
Since the cases handled for family violence are a majority, in the following pages the presentation of results will focus on the description of such calls.

■ What are the types of abuse observed in the cases of family violence?

Family violence is a vast category that can encompass situations of active aggression such as verbal abuse and beatings; and also situations characterized by passive aggressions such as neglect of the need for development of the child or adolescent, conduct that led to its highest degree may conduct to situations of neglect.

This type of violence affects all the members of a family, even when the aggressions are specifically directed to any of them, be it an adult or a child. However, it is always the children and adolescents who are most violated due mostly to their situation of dependence, emotional, physical and economic with regards to adult figures.

Graph 10 shows the different types of abuse observed in the cases attended for family violence. All of them refer to abuse made directly or indirectly to children and adolescents of the regions where ANAR Telephone in Quechua intervened.



The most frequent types of abus

Graph 10 shows that physical abuse is still a recurrent problem that affects a significant percentage of children and adolescents. Thus, in 60, 24% of the total calls attended for family violence, physical abuse situations were identified. In many situations they were justified as remedial measures, while in others the situation was the result of an unjustified reactive conduct.

On the other hand, although psychological abuse ranks second place accounting for 27, 71% of the calls, it is important to note that this usually becomes invisible when physical abuse is predominant. That is, the percentage reached could be greater if all the cases of physical abuse were included. It is worth mentioning that in this type of abuse are also included the cases of children and adolescents who are witnesses to violence between their parents.

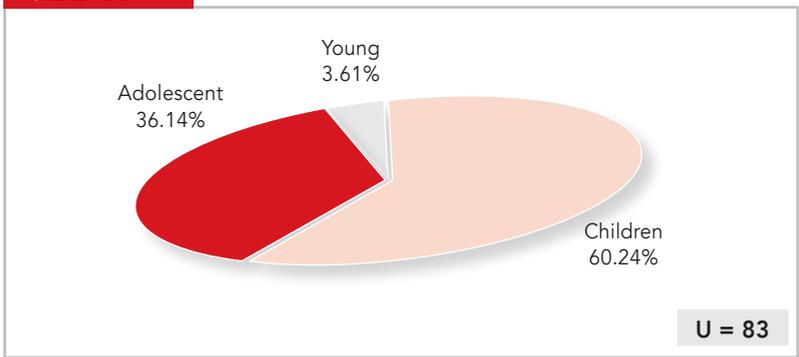
Finally, it was found that the cases for neglect rank third with, 84% of the total calls for family violence. In these cases the main aggressor is the mother, who is the figure with greater participation in raising and daily care of the children and adolescents.

■ Who are the children and adolescents affected by the situations of family violence?

Age of the children and adolescents

Through the report of calls it was determined that 60,24% of the situations of abuse identified affect children under 12 years of age. Following are the cases of adolescents between 12 and 17 years with 36,14%. Calls of Young people over 18 years of age affected by this type of problem register a minority percentage (3.61%). Graph 11 gives account of these findings

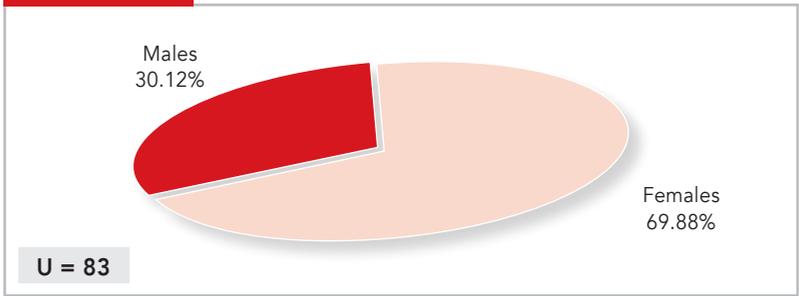
GRAF 11



The children and adolescents, victims according to gender

Also, the results indicate that feminine children and adolescents are the most affected by situations of abuse, accounting for 69.88% of cases.

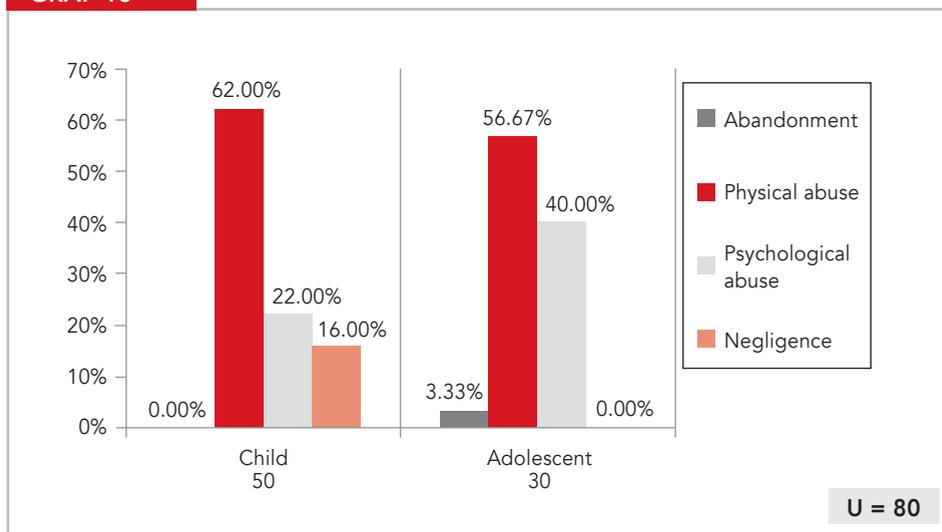
GRAF 12



Types of abuse according to age group

Finally, analyzing the types of abuse according to age groups, the results showed that physical abuse is the problem most called for both children as well as adolescents. In both age groups this type of problem was presented in over 50% of the cases. Second place are the cases attended for psychological abuse, with 22% in the groups of boys and girls and 40% in the adolescent group. The eight cases attended for negligence only affected the group of children under 12 years of age.

GRAF 13



■ Who are the main aggressor figures?

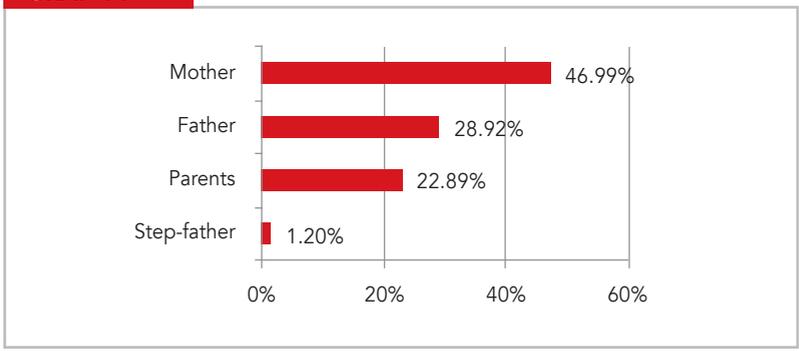
The mother and father as aggressors

According to the analysis, the mother appears as the main aggressor in the cases of family violence, accounting for 46.99% of the total calls registered. Usually the calls are associated to situations in which the mother applies the punishment as a corrective measure, or to situations in which, overwhelmed her capacity to establish discipline she reacts disproportionately and abuses her children psychologically and physically. In this raising problems, generally the father is absent.

It is important to notice that the cases in which the father or both parents appear as aggressor figures (28,92% and 22,89% respectively) are referred mostly to situations in which the child or adolescent is witnessing violence. In a significant percentage of these assaults are initiated by the parent and that were associated with alcohol consumption. In some cases, these attacks with beatings and insults extend to children.

Graph 14 shows the results

GRAF 14



■ **How often and for how long have they been victims of violence?**

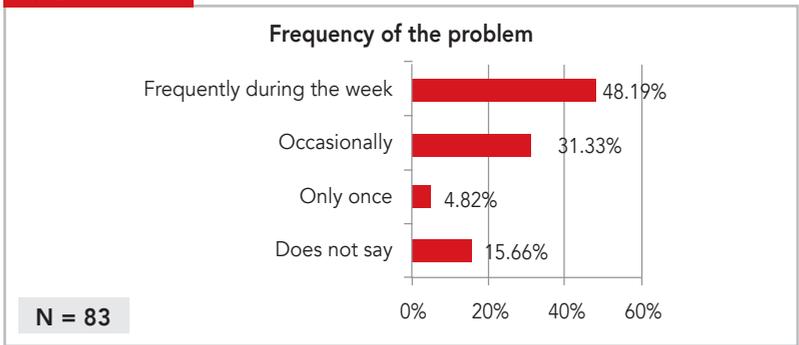
Violence as an old and frequent problem

Examination of the figures shows that in the majority of cases attended (48.19%) ,the aggressions suffered by children and adolescents are a daily problem in their lives. Also, in most cases the persons seeked for help when the problem was had more than a year after initiated

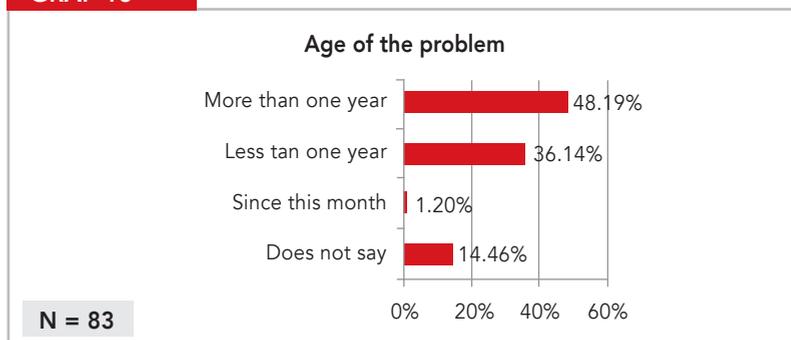
These results reveal not only the level of physical and psychological victimization to which this children and adolescents are exposed to, but also the serious difficulties the families have to seek for help in a timely manner.

Graphs 15 and 16 give account of such findings.

GRAF 15



GRAF 16



CASE ANALYSIS

■ The children and adolescents as witnesses of the violence between their parents

A considerable number of cases attended for family violence in ANAR Telephone in Quechua are associated to situations of violence between the parents. The main is often the father and the direct victim the mother. In these cases, the children and adolescents are witnesses seriously affected in their psychological identity due to the degree of lack of protection they experience from the two main figures responsible for their care and development.

This serious affective and moral neglect is perceived by the children and adolescents through threatening behavior by the father and permissive attitudes by the mother, which is inferred from the following quotes from case records:

Rosa's
case
(12)

«She says that when her dad hits her mom she prefers to hide or escape, because if she tries to help her mom he would also hit her.»

Laura's Case (9) *«Laura tells us that three days ago her father, who was drunk Hit her mother with kicks, and punches in the street. Laura tells us she was present and she was scared (...) and cried for help, and some neighbors came. She and her mother went to the police station to file a complaint, but did not make it for fear that they would take her father to prison. (...). She says that the next day, her father came with her grandparents to apologize to her mother and she forgave him.»*

In some cases, physical violence between parents is also extended to children and adolescents.

Katia's case (10) *«My father always gets drunk, he hits my mother, whenever he is drunk he hits my mom. The last time he drank was the day before yesterday. Each time he comes home drunk, he ends up hitting my mom, he slaps her face. He also hits me; he has kicked me in the back.»*

In the records the reasons for fights between parents do not appear clear. The children and adolescents who call ANAR Telephone in Quechua as witnesses only express their emotional impact on what happened. However, a recurrent mention when describing the scenes of violence is the father's consumption of alcohol. Generally the father hits the mother when he comes home drunk.

Cristina's case (11) *«Cristina (11) calls to tell us that her parents are fighting almost every day. She points out that Pedro (29) and Flora (27), her parents fight almost daily because her father comes home drunk and hits her mother.»*





Sara's case *«Sara begins the call telling us she saw her parents fighting. She told us this happened in her home and she saw what was happening from her hiding place. She says she saw her father hit her with his fists and then he kicked her. She says al this upsets her because her mother started crying. She say her dad every time he comes drunk hits her mom.»*

The strategies applied by children and adolescents to face or mitigate the impact of violence on their lives are diverse. Awareness of the problem and an explicit requirement of help, even when in all cases they are alone facing the situation and with several family and social barriers to obtain the help they need.

Some children or adolescents assume a position of active defense of their mother when she is being attacked. In these situations, the father sometimes extends his violence towards the child. This is expression in the following quote from case records:

Dina's case (7) *«Dina says that after she saw her father hit her mother, she started crying and had a swollen eye. She also says that, she stood in front of her Dad to tell him not to beat her mom, but he hit her with his hand on her stomach.»*

Another aspect to take into consideration in the cases analyzed is that many of the children and adolescents have slim opportunities of receiving any kind of help from known or close and near persons. Sometimes because they do not know where to turn, others because they perceive that persons from their circle minimize the seriousness of the persons in their surroundings minimize the seriousness of some situations of violence and they even promote their acceptance.

I do not know who to turn to.
Eric (13) *«Eric says his father, Victor (53), drinks frequently and when he is drunk he abuses his wife and children physically and psychologically. He mentions he is afraid because now, when his mother returns home, his father will hit her. When he is asked if he has other relatives and/or older friends who can help him, he says no.»*

My father's relatives support him.
Yenny (11) *«Yenny tells us that she has relatives such as her grandmother and other uncles, who know these facts but they always give support to her father because they are his family. Currently her mother's family are in a faraway location and they know nothing about this.»*

The persons I know consider this normal.
Rosa (12) *«Rosa says that despite everyone in the neighborhood listen and know about the abuse, 'they do nothing'. She comments that even though she has many friends, she has not commented this problem because they would 'scoff'. When asked why they would scoff, Flor says that apparently dads fights are common and so they no longer talk about that.»*

In this scenario, the possibility of backup and support is reduced. The child or adolescent is perceived as defenseless against the violence he sees between his parents, he feels the threat of also being assaulted, he does not know who to turn to, or fears the censure and inaction of the persons who are near, who know them.

They do not have many alternatives, that is why in the majority of cases of violence, the children and adolescents resort to evasive strategies. These strategies usually take form in actions close to their daily lives, where they feel certain temporary safety. For example, take refuge in their bedroom, go out to play in the streets, go to the farm and talk with the animals. All these actions imply not only getting away from the problem physically, but especially emotionally.





**I take refuge
in my bedroom
Cristina (11)**

«Cristina points out that when the fights between her parents start, she and her youngest sister go to their bedroom, and close the door because they are very afraid.»

**I talk with my
animals and
calm down.
Rosa (12)**

«Her father arrives at home drunk and hits her mother. Rosa says she is afraid her father gets home at certain hour. She says that when she feels sad á

**I seek oblivion
going to the
street. Sandra
(13)**

«Sandra says that when things happen she tries to forget them or tries to ignore them going to an internet booth or to the street, but finally, she ends feeling very guilty for all that happens.»

In summary, the children and adolescents witnesses of the violence between their parents are also victims of it and their situation is made invisible by their own parents, relatives and persons in their community. Nevertheless, in many cases, they represent the healthy and conscious part of the problem of the family nucleus actively seeking for help and protection even when it is hard to obtain.

The response offered by ANAR Telephone in Quechua to this cases was organized around four objectives:

- Accompany and mitigate the feeling of defenselessness through active listening and emotional support.
- Validate the real and serious problem they live with their families and provide information to help them better understand the situation.
- Recognize and reinforce the pursuit of personal strategies to mitigate the emotional impact the violence produces.
- Explore with them and identify someone close or known to lean on emotionally or to look for help in an institution near their homes.

Following some excerpts of experiences recorded by the counselors:

Cristina (11) *«We show empathy for what is happening with her, we value her attitude to seek for help, we explain that it is very important she can count with someone to give emotional support. This person must be somebody she trusts and to whom she can tell what is happening. We try to see if she can think in someone around her environment».*

Carmen (15) *«We explain that alcoholism is a disease that makes the person more aggressive. However, if he receives treatment he can quit consuming alcohol.»*

Rosa (12) *«Identification of some activities she likes to do to get up courage, such as singing, playing, talking to her animals. (...) She was told that we cannot go to her community and talk to her father, but we could indicate institutions to which she can go to like DEMUNA».*

In conclusion, provide psychological support and accompaniment through Telephone ANAR to these children and adolescents who generally do not count with near referents of support or who do not know where to go, it is an opportunity to begin communicating their situation and receiving help.





■ The child and adolescent as a victim when the mother is the aggressor

Of the total calls received for problems of family violence, 46,99% show the mother as the person who exercises violence against children and adolescents. In many cases physical punishment or psychological abuse happens in a context of correction of a behavior of the children, because the mother appears as the principal responsible for raising them. This is evidenced by the following selected excerpts from the case record sheets:

Miriam (12) *«Miriam is worried because her mother is going to beat her. She indicates that the occasions in which she does thing wrong, or skips school her mother hits her with a stick. She sometimes even pulls her hair or pinches her.»*

Luis (10) *«Luis comments that last week he broke a dish so his mother got mad. He also tells us that when he did mischief like jumping on the sofa falling almost on his head, his mother upon seeing him hit with a belt.»*

Lucero (14) *«Lucero calls crying and mentions that her mother has mistreated her, she told her terrible things like she is good for nothing and "kept". She told us that once she told her she should die and that made her very sad, she was depressed and cried a lot. The adolescent commented that her mother gets mad at anything, like when she is fifteen minutes late coming from school.»*

However, the analysis shows that the aggression of the mother is also manifested as an unjustified refusal against the child. In these cases, the physical and / or psychological abuse is manifested

unexpectedly, accompanied by strong feelings of anger and actions that attempt seriously against the physical and psychological integrity of children and adolescents. Following we consign some excerpts from the reports:

Raúl (12) *«Raul (12 years) tells us that his father travels to Puerto Maldonado. When his father is away, his mother beats them...He says: 'My mom always kicks us out of home, me and my little brothers (Paul 10 years and Raul 7), she does not hear us, she hits us with the stick or with whatever is at hand'.»*

Tilsa (6) *«Lorena says that her niece Tilsa is the smallest girl at home and the most spoiled; however, she is constantly abused physically and psychologically by her mother (NC). She refers she tends to explode that is why you can always hear screams and crying in the house. She comments that Tilsa is constantly threatened for everything, be it to eat, sleep, do her homework or obey.»*

Katia (8) *«Margot (32 years) Margot (32 years) tells us that she has always been impulsive and lost control when she is angry. She says she has four children, who are victims of physical abuse, and that her daughter Katia is the main victim. She tells us that on several occasions she has thrown things at her and has broken her head. She also mentions that these abuses are almost daily..»*

A third form of embodiment of family violence are those situations where the mother does not play her role of care and protection of her child/children. 16% of the cases seen are of this type of abuse. In these cases emotional coldness is usually observed in the mother, accompanied by negligent conduct with respect to food, education and health of their children. Even in some cases the mother is an absent figure. Here are some examples:



Luis (7) *«Sara (34 years) indicates that her mother abuses her youngest in every way, because she leaves him abandoned at school, does not feed him well,, he looks neglected and she even hits him. There are days when the child does not go to school, apparently because she does not get him ready and she forgets to send him to study.»*

Daniel (8) *«Cristina (50 years) Calls to tell us that she is worried for her grandson Daniel, because the mother (Claudia, 27 years) leaves him abandoned because she leaves the house for several days and does not care for the child, that she does not know whether or not he eats. She indicates that Daniel is unprotected and without the care a child his age deserves, because he is currently living with his maternal grandmother, but neither does she care for him properly.»*

Julio César (4) *«Clara (37 years) calls us to tell us that her nephew Julio César was living in Arequipa with his maternal grandparents because his mother always leaves him to take care of her business. She says that after the grandparents asked her more time with her son, the mother got mad and took him to Cusco. Clara found out that the mother has left him in the care of a family who are friends, and that apparently the child is filthy, with the same clothes and they do not know for how long he was left while his mother is traveling again.»*

It is also essential to analyze how the family is organized to address and solve this scenarios of violence. The father is an important figure within the family nucleus. From him you would also expect responsibility for upbringing and care of the relationships, and an active role in the search for alternatives when conflicts arise between the family members.

The cases reported, however usually show the father as a peripheral figure and often absent. This would be based on the provider role attributed to him and excludes him from the responsibilities of parenting. In some cases only the father tries

to mediate in the conflicts between the mother and the children. There are also other cases where the father abandoned the family and left the mother alone to facing parenting. Following are some selected texts of reports of cases reported

Carlos (5) «Sandra (76 years) refers that Carlos is her grandson and that on one occasion he was in her charge she took him to the doctor and he told her he had anemia and parasitoids. She informed the mother and she said she would take him to the pediatrician. The mother did not. She said the mother is a person who does not like to receive advice. So, on one occasion she told her son, the father of Carlos, and he answered that he works and does not have time.»

Gloria (8) «Gloria's mother hit her with a belt on her back. Gloria mentions that her father is in Lima working. The call unexpectedly was ended.»

Gladys (13) «Gladys tells us that her brother has talked with her mother about her temper, but she does not pay attention. Gladys lives alone with her mother and her seven year-old sister because her stepfather Works in Lima; her father abandoned her before she was born. She says her mother is not bad, but at times says terrible things that depress her. »

Alonso (10) «Raul says that his wife Margarita is always yelling, she is grumpy, nagging, resentful. If someone dares to contradict her, 'she instantly gets mad'. He says that it is difficult to talk to her, that she has a strong character. He indicates she has no patience to deal with the children (among them Alonso who is 10 years), even with him she is intolerant and many times they have 'come to blows'.»



When the family unit is fragile, impotent and little organized to face any problem in their affective relationship autonomously, the one intervening is the extended family, that appears as secondary witness of the degree of neglect and physical and psychological violation the child and/or adolescent is going through. The grandmother, uncles and cousins are the ones who have more possibilities of recognizing the problem, either because they have close communication with the family, or because they assume the occasional care of the child and/or adolescent.

Ricardo (5) *«Sandra (76 years) calls to consult about her grandson Ricardo. She says the mother does not care for him adequately. She has talked to her daughter in law asking to have the boy, but as she did not want to, she is willing to make the complaint. However, she fears the action of the Judge, she does not want the mother to go to jail.»*

Pedro (12) *«Susana calls us because her nephew Pedro is being abused by his mother because he lost some money She tells us that the child went to her house to avoid abuse, but his mother went and took him away. Susana says she wants us to intervene right now.»*

Also, in some cases it is observed that the neighbors or classmates are the ones that realizing the problem, go to ANAR Telephone to request their intervention or ask for orientation on how to file a complaint without being harmed.

**Carla (15),
Lucía (9)
and
Melisa (7)** *«Roberto (20 years) manifests he has neighbors who are very aggressive with their children Carla, Lucia and Melisa, especially the eldest, because he saw several times how they pulled her hair, and yelled at her. Roberto would like to know if he could denounce them without being harmed.»*

Eric (12) and Manuel (6) *«Teresa (45 years) calls to talk about a family he knows two months ago and has many problems of violence. She notes that the mother is physically and verbally abusive with her two sons Eric and Manuel, that she has a temper problem and assaults them easily. She knows that her son is classmate of one of the children. Also, that the reason no one wants to do or say anything to the mom is because there is a suspicion that she has family in the courtroom, and that she could get anyone into trouble as revenge for what they do or claim. She does not know what to do with this situation, how to help these kids. »*

The response of ANAR Telephone in Quechua to the cases described was adapted to the situation described. Sometimes it comprised the psychological support, as well as motivation and reflect with the callers to explore alternative solutions before resorting to the complaint. In other cases, when the complaint was already decided, coordination actions were performed with the Protection System institutions give attention to the problem. And in others, the approach is focused on the interest and commitment of the caller who called so she would seek help from services like DEMUNA or CEM. Excerpts of the reports on the intervention of the social area:

Sandra (30) *«It is suggested that if the channels of dialogue are exhausted, she may report the case to DEMUNA or the Family Prosecutor. Before, it is suggested that the father be sensitized to assume his protective role.»*

Manuel (27) *«He was oriented about the complaint in the Family Prosecutor. The referent would have to travel six hours to arrive in the province where his nephews live and file the complaint. The referent accepted and indicates he will do so in a couple of days.»*



Rosa (12) *«Contact with DEMUNA was sought. As it was not possible, it was attempted with the CEM, but they did not consider sufficient information was given. They did not do the intervention because they did not have the right address.»*

Elena (29) *«We are informed that she went to DEMUNA, who intervened calling and interviewing the mother she is invited to carry out a joint follow-up between her and the legal area of ANAR Telephone.»*

The strategies implemented revealed the interaction of three variables in the process of counseling provided: the first is the level of involvement and commitment that the caller can take to move on her own and resort to seek support from any institution system protection referred to (there may be information barriers, time, geography, age, etc.). The second variable is the availability of enough information to contact the family of the victim (sometimes the witness does not have sufficient information) ; and the third is the level of interest and responsiveness of the protective services for further information on the case and provide assistance (sometimes they expect others to give them the necessary information). When these variables are favorable, the effectiveness of the aid provided by the ANAR Telephone in Quechua increases.

ANAR TELEPHONE IN QUECHUA: CHALLENGES FOR ITS SOCIAL AND CULTURAL ADEQUATION IN THE RURAL AREA



Presentation

ANAR Telephone in Quechua was created to provide every Quechua speaking child and adolescent access to psychological, social and legal guidance in their own language whenever the exercise of their rights is violated or is found to be at risk, linking protection system whenever necessary.

It was also designed so that the scope of a national service, seeking to reach the entire Quechua speaking population in rural and urban areas.

However, in order to explore and validate the model of intervention, we chose to focus their action approach, diagnosis and diffusion in three regions-Cusco, Ayacucho and Apurímac-, all with a high percentage of population that is Quechua speaker.

The experience focused mainly in the capital cities of these regions due to their high concentration of population, easy access to social and public telephony services, as well as the possibilities of the project budget.

With respect to rural areas, it was decided to make a brief analysis of exploratory to collect information about how children and adolescents seek help when their rights are violated, and support resources that exist in their family and community.

This diagnosis was made in the province of Quispicanchi in the Cusco region . That location was chosen because there is more

contact with key institutions that could contribute to the rapid gathering of information. The results of the diagnosis would help make some recommendations to adequate ANAR Telephone to the rural areas with Quechua speaking population.

ANAR Telephone in Quechua was created to provide every Quechua speaking child and adolescent guidance and access to psychological, social and legal orientation in their own language whenever the exercise of their rights is violated or at risk of it, linking it to the System for Protection as necessary.

BRIEF DIAGNOSIS

Quechua speaking children and adolescents in the province of Quispicanchi

I. FRAMEWORK FOR ACTION

- **Purpose of the diagnosis**

Diagnosis sought to collect relevant information to contribute to adequate ANAR Telephone in Quechua to the psychosocial, cultural and geographical characteristics of the Quechua speaking childhood and adolescence of the rural areas

- **What was the objective of the diagnosis?**

The objective of this diagnosis was to explore the main perceptions of the children and adolescents of the highlands of the province of Quispicanchi about the most important psychosocial problems affecting them, as well as the strategies they put in practice to request help and the social and technological resources for support they have in their communities.

- **How was the place for the diagnosis selected?**

The essential criteria applied for the election of the área of the diagnosis were four:

1. Geographic proximity to Cusco so that commuting were easy and fast.

2. Presence of Quechua speaking rural population.
3. Knowledge of key institutions and persons who would provide information about the reality of the area and facilitate access to the population..
4. Existence of public phones in the area to evaluate the potential use they would provide to people as a means to request help

The area chosen was the province of Quispicanchi, and specifically the district of Ccatcca and the population center of Kcauri, part of said district.

Kcauri is one of the principal population centers of the district of Ccatcca. It is divided into five boroughs located along the Transoceanic highway.

The election was based on the revision of documents on the characteristics of Cusco, and also in queries to informal informers of the region and key institutions such as The Society of Jesus who counts with a network of social Works in the province of Quispicanchi.

- **What methodology was used to carry out the diagnosis?**

As the main objective was to identify the perceptions of the population of Kcauri on the main psychosocial problems affecting them, as well as the practices used to seek support, the methodology applied was qualitative.

Four groups were chosen to collect information

1. Key informers of the district of Ccatcca and of the population center of Kcauri
2. Quechua speaking children between 10 and 13 years of age of the population center of Kcauri
3. Quechua speaking Adolescents between 15 and 18 years of the population center of Kcauri
4. Mothers of the population center of Kcauri.

In the work with groups two techniques were used:



- a) **Open interviews to representatives of institutions and services of the district of Ccatcca.** Eight interviews of forty minutes each. The interviewed institutions were the DEMUNA of Ccatcca district and the NGO World Vision. In the population center of Kcauri were interviewed representatives of the Healyh Center, the Police Station the Minoe Municipality the headmaster of the educational center, the Justice of the Peace and the Superior of the Society pof Jesus.
- b) **Participatory workshops.** Three workshops of ninety minutes each were performed. The first one was dededicated to the children and adolescents between 10 and 13 years of age; the second to adolescents between 15 and 18 years of age, and the third to the mothers. In the workshops the dramatization of a story was raised to facilitate the evocation of experiences and perceptions on major issues affecting children and adolescents of Kcauri the town center. In the development of the workshops they had to switch the Quechua language and Spanish because some children and adolescents said they preferred the latter language.

Invitation to the workshops was provided by the educational institution of the place and the Municipality provided their venue to hold them.

In addition to work with the groups a process of recognition and field observation was conducted to identify the public telephone services, internet as well as social services for support. Also, a field journal was to record the use of the Quechua language by children and adolescents in the area, as well as informal conversations with some of the people who were assessing the readiness of the population to resort to a helpline using their mother tongue.

II. THE RESULTS

a. **The problems that most concern the Quechua population of Cusco**

The results of the diagnosis show that for the group of children, the group of adolescents and the group of mothers, the main

problem that concerns them are the fights and violence between their parents. Being witnesses to the violence between parents affects the child and adolescent emotionally and leave them with few or no immediate possibility of leaning or turning to near adults in search for help.

The second more significant problem reported by children and adolescents of the Kcauri center is associated to the configuration of gender identity still maintained in Andean rural areas of the country. Thus, alcoholism appears as an important concern especially related to the father and male adolescents, while adolescent early pregnancy is a central concern in case of female adolescents. Both situations present a relative social acceptance due to its recurrence, but at the same time are perceived as problems violating the quality of family relationships.

TABLE 1

Ranking of the main psychosocial problems perceived by the inhabitants of Kcauri Center

Girls and boys (10-13 years)	Adolescents (15-18 years)	Mothers (23-56 years)
1° Verbal fights violent between parents (psychological abuse). 2° Alcoholism of the father.	1° Violent verbal fights between parents 2° Alcoholism in fathers and Young males. 3° Adolescent Pregnancy 4° <i>Bullying</i> .	1° Psychological violence in the couple 2° Psychological abuse of teachers to their children (discrimination). 3° Conduct problems of children and adolescents.



b. Who do they turn to for help?

The results show that children and adolescents who need help for a personal problem show that children who need help with a personal problem rely primarily on persons known and representative of their family networks. Uncles, grandparents or godparents are the busiest. This situation varies in the case of adolescents, who point to friends as the main reference for advice..

In both groups, parents appear as the last resort to seek for help against any problem. This is maybe because they are involved in the problem or difficulties of communication with them.

Similarly, in the group of mothers results show that dealing with difficult situations such as first choice resort to friends or other family members. The school teacher is a leader when there are behavioral problems with the children, and the president of the community or the Magistrate in marital conflicts.

Then close relationship circles, personal and of trust are the principal resources for emotional support, advice or to channel additional aid. . You resort to more specialized services such as the Police Station and the Health Center in more serious situation such as family or sexual violence.

These findings are relevant for the design of prevention strategies and attention to the violence towards children and adolescents. It is essential to strengthen the capabilities of key actors such as community authorities, teachers and judges of the peace, to provide more effective support to families as well as to help link them with system institutions protecting the children.

Graph 2 shows who or where go for support each of the groups consulted.

TABLE 2

Girls and boys (10-13 years)	Adolescents (15-18 years)	Mothers (23-56 years)
<p>1° Resort to family such as uncles or grandparents</p> <p>2° They look for the nearest godfather.</p> <p>3° They resort to the police station when it is a problem of abuse</p> <p>4° They tell what happened to their mothers.</p>	<p>1° They talk to one of their friends.</p> <p>2° They look for a trusted teacher.</p> <p>3° They talk to their parents.</p>	<p>1° They look for a friend or relative.</p> <p>2° They resort to a trusted professor (when the problem is related to their children).</p> <p>3° They resort to the Judge of the Peace of the community (when dealing with conflicts of the couple). They go to the Health Center or Police Station (in situations of violence).</p>

c. The use of the Quechua language: selectivity of Quechua and alternations with the Spanish language

In addition to the three workshops in the population center of Kcauri to gather information – one with a group of children and adolescents and the third with a group of mothers, the local school was also visited and as commercial visited the local school and a Sunday trade show, where he talked informally with groups of adults and teenagers, some of them from distant communities.

Main findings are the following:

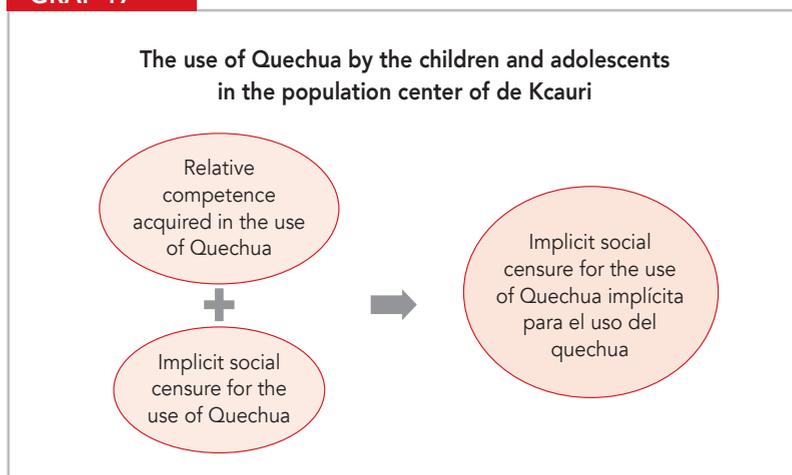
1. Children and adolescents from faraway communities speak more the Quechua language in the public spaces that in the resident group of the



The population center of Kcauri, circumscribing their use to the family. At school and in relationships between peers the use of Spanish predominates, combined eventually, with phrases in Quechua.

2. However, both groups of children and adolescents of the town center as the Kcauri from remote communities speak Quechua with some reserve around people they do not know. Some censorship for its use in social networks that are not trusted is observed.
3. It was also interesting to note the preference of the group of children and adolescents for the use of Spanish instead of Quechua in the development of dramatization presented by the counselor. Both groups declared having greater facility to act using Spanish, because not all felt totally competent. To speak their native tongue. Some claimed "they understood well" but not necessarily "speak well", because they had not been born in the locality of the study.
4. The mothers showed a greater facility and liberty for the use of Quechua in everyday life and in family and public spaces even if on communications with their children they shifted Quechua and Spanish.

GRAF 17



The aforementioned findings are valuable for the design and implementation of strategies that facilitate access of the population to the Systems of Protection for children and adolescents.

It is clear that mothers are the ones who have best use of the language, and therefore it would be pertinent and clear to offer them problems and bilingual services, that is why it would be a key strategy to sensitize and empower them, to detect cases of children and adolescents victims of violence, and connect them with the local services of protection for children.

In the case of children and adolescents, the use of Quechua is selective and alternating with Spanish. In that sense it would be interesting to offer them the bilingual programs and services to enable them to communicate in one language or the other, and thus progressively reduce the barriers of censorship or lack of dominion of their mother tongue.

d. Access to the Telephone: limites and opportunities

As part of the diagnosis made in the province of Quispicanchi, information on access for children and adolescents as a public service and its potential use to request some assistance if necessary was collected.

Field observation was carried out in the districts of Andahuaylillas, Lucre and Ccatcca and the village center Kcauri.

Also representatives of local institutions were interviewed: in Ccatcca the head of DEMUNA, in Kcauri the Mayor and in Ocongate, Father Superior of the Jesuit congregation, which performs a set of social work in that district and all proposed Quispicanchi province.

Finally, the workshops held with groups of children, adolescents and mothers, as well as sessions for information about ANAR Telephone conducted in schools of Ocongate and Kcauri, also provided important information to assess the accessibility of the population to telephone services.

Main findings are as follows:



- *What type of telephone is more accesible for the population?*

Public fixed telephony is falling increasingly Quispicanchi province. At the sites visited an average of one phone per city or town center was found. Only in one case (Kcauri village center) two were found and one of them was out of service.

By contrast, mobile telephony is growing, with increasing number of people being familiar with this technology. An important factor contributing to this change in communications is the construction of the Interoceanic Highway and the consequent increase in tourism, that scenario is also facilitating greater access to internet services.

It is important to consider this situation to promote the use of the telephone as a tool for help. All the helpline created for the population, particularly for the vulnerable children and adolescents, should be able to count with facilities. In this sense, the Peruvian State should offer the possibility conducting free calls through the mobile phone, which would favor access to thousands of children and adolescents in remote areas of our country.

- *How to protect privacy in the call?*

When a child, adolescent or adult seek help or advice, through a helpline such as ANAR Telephone, they feel the need to protect their *privacy* because they are trusting very delicate issues that affect their emotional stability, integrity and their relationships in family or school. Hence the importance of ensuring privacy in accessing the ANAR Telephone.

The expanded use of mobile phones in rural areas of Cusco favors such a condition because it is portable equipment for private use. By contrast, the few public telephones identified in the area under study were placed in grocery stores, places with permanent movement of people.

- *Who uses more the telephone, and what is needed to promote its use as a means of support?*

The results show that adults are more willing and have knowledge of the use of the telephone as a communication tool, especially cell phones. Following are teenagers and finally children, who are less familiar with this communication means.

When asked about the willingness to use ANAR Telephone as a tool to request help or advice, adults and adolescents showed interest especially if the possibility was enabled through cellular phones. Meanwhile, the children expressed curiosity yet fear to seek help through a phone conversation with a person unknown to them.

Despite the interest expressed in using ANAR Telephone as a tool for help, the results also show the preference of the population to seek help from people they know, they trust and are present in their community. Seeking help or advice from persons they do not know and cannot see because they are at the other side of the line, could be a deterrent factor if you have not worked an approach or familiarization with the service in the communities before. This is a demand especially with the stakeholders interviewed, as DEMUNA representatives, the local government, and the Health Center and school principals.





LESSONS LEARNES

SUMMARY

Adequacy of the service to the Quechua language

The implementation of ANAR Telephone in Quechua implied adequating the service to the characteristics of the Quechua speaking population. A central issue was the inclusion of psychologists whose mother tongue was Quechua. A second key factor were the strategies implemented to publicize the service among the quechua speaking children and adolescents. The experience gained and the brief diagnosis made give us some clues and lessons:

1. It is important that the selection process of guiding not only considers their mother tongue is Quechua, but also and above all that they have life experiences and growth in Quechua speaking communities. In that sense, the frame of reference of the guidance process should not only be linguistic but also cultural, to promote empathy and facilitate communication.
2. That the children and adolescents call ANAR Telephone in Quechua depends fundamentally in their awareness of its existence, therefore it is crucial to know how to promote it among the Quechua speaking and rural population. As Quechua is a predominantly oral language, dissemination in writing works better in Spanish. Lowest phone use in rural areas as well as the great cultural value given to close relationships makes it necessary for the dissemination to apply direct contact



strategies such as workshops, simulations and even promote better understanding and feeling of trust in the use of ANAR Telephone as a means of support.

3. The population of the rural communities of Cusco speak Quechua with more frequency than those who live in urban areas. Meanwhile the children and adolescents tend to be reluctant to speak Quechua in public spaces such as school and are more confident in private and family spaces. By contrast their mothers are less selective and show greater willingness and flexibility to communicate in their mother tongue in diverse scenarios.
4. The children and adolescents in rural ambits, are used to turning to more persons they trust to seek help and they show more reserve with public services that might exist. Adults tend to be more empowered to resort to the authorities and institutions when the situation warrants.

The strategy for dissemination and positioning of the service ANAR Telephone in Quechua must take into account these characteristics to generate greater trust in the children and adolescents, as well a to capitalize on the interest and greater disposition of adults to seek for help in their own language. A dissemination p4roccdess focused in parents and authorities of the community, (President of the Community, Governor, Justice of the Peace)may be an interesting means to connect ANAR Telephonewith the families of the rural ambit.

5. Also, in remote rural áreas where the presence of DEMUNA or CEM is inexistent—, the school , the peace courts and rural authorities can play a n important role in the protection of the rights of children and adolescents victims of violence. It is important to work with these stakeholders, mainly with the teachers so they are aware of the cases presented, listen to the children and adolescents victims, and cannel the help of specialized institutions located in the provincial capitals.
6. Finally, experience has also shown that it is sometimes the Spanish-speaking people who encourage and help link people with the ANAR Telephone in Quechua. Therefore it is necessary

and important to spread the service of ANAR Telephone in Quechua among the community in general.

The orientation process in Quechua

Using the telephone as a means of assisting and communicating at a distance with a stranger in Quechua language can be rather unfamiliar for the Quechua speaking community. In that sense, it was cherished to collect some valuable insights and lessons about the ways how this populations is close to the call for help, and to the impact communication in Quechua has in the orientation process.

1. Not every call to ANAR Telephone in Quechua is identified in an orientation process. There are also calls of exploration of the service. This is particularly important in the case of the Quechua speaking population because it contributes to create trust and the possibility of being helped though the service. In these approach calls you can hear laughter, singing, jokes, while at other times the person calling explicitly requests information about the service. The care and skill the counselor demonstrates to address these calls can encourage the person to expose his inquiry.
2. Experience also revealed that not always the persons calling ANAR Telephones have the knowledge that they can communicate in Quechua. It is important that the counselor be aware of the signs as an accent, little fluency in Spanish, etc., indicating that it may be a Quechua-speaking person, in order to present the alternative of speaking their language.
3. In the orientatoion process in Quechua it is found that empathy and communication are favored when the caller and counselor are recognized as people sharing a linguistic and cultural context. The sense of shared identity contributes to establish a greater emotional connection and to explain the inquiry better. However it may also affect the neutrality of the counselor. In this regard, it is important the careful supervision of the cases.



4. With regard to the intervention of ANAR Telephone in Quechua in cases of family violence, three variables interact and affect the scope of the psychological, social and legal orientation provided:
 - The first is the level of involvement and commitment of the person calling to move on their own and resort to seek support of a person or institution of the system for protection referred (*information barriers may exist, weather, geography, age, etc.*).
 - The second variable is the existence of sufficient information to contact the victim's family (*the Telephone provides the possibility that the person keep anonymity or sometimes, the witness does not have enough information*).
 - The third is the level of interest and responsiveness of the protection services to further information on the case and come to the aid of those affected (sometimes they expect others to give them the necessary information).

When these variables are favorable, the effectiveness of the aid provided by ANAR Telephone in Quechua increases.

Approaches to the violation of rights in the caseload. The role and scope of ANAR Telephone in Quechua as part of the System for Protection

1. An important finding, product of the analysis o cases was to determine the reality of the Quechua-speaking children and adolescents when they are witness to violence between their parents

Vulnerability and threat experienced in the family unit also turns them into victims, because they deeply affect their psychological integrity and put the physical at risk.

Also the chances of obtaining protection from someone close, family or institution are reduced in most cases, which is due to, a family and community environment that considers violence natural, and that implicitly censures the possibility for the child to seek for help. The institutions of the system for protection tend to not identify such cases as violence against children and adolescents. Reversing the situation is paramount.

2. In those cases where the children or adolescents are assaulted by one of their parents, it is the mother the most frequent aggressor figure, most times in corrective circumstances. Physical punishment and threat are recurrent and accepted parenting practices.
3. In the education of children, the father is often absent or a peripheral figure. This attitude is based on the provider role that is attributed, and which excludes the responsibility of parenting. Only in a few cases the average father mediates in the conflicts between mother and sons / daughters. There were also cases of parents who have abandoned the household and the mother is the one facing parenting of the children alone.
4. In these cases unlike the above, when a child is witness to violence, other persons close to the family who realizing the problem, try to help with advice or seeking support from some institution to intervene or to file a complaint. These persons are usually the grandparents, uncles and classmates. Institutions of the system for protection appear as receiver instances of the cases reported but not as instances observers of the problem in their community.
5. When the complaint becomes a possibility in the short term, it is important to promote intersectorial strategies focused or centered in the victims and witnesses. That is, an approach in which the affected members of the family receive from the start, not only legal counseling but psychological orientation to help them better cope with the situation they are going through. This interdisciplinary approach helps to improve the quality and effectiveness of care. This is one of the features that can be highlighted in ANAR Telephone in Quechua.



6. Experience shows the existence of language barriers in the access of Quechua-speaking people to services of the System for Child Protection not only in rural areas but also in urban areas.

In big cities like Lima, also live Peruvian Quechua speakers, and when they come for help to protective services, they are not able to assist them in their mother tongue. Hence the importance of the System for the Protection of Children and Adolescents interlinking responsive services in native languages other than Spanish. Otherwise, the services whose function is to protect the rights of all children and adolescents rather infringe them in the end. ANAR Telephone in Quechua is an alternative that can help reduce the access barrier.

7. The experience of ANAR Telephone in Quechua shows that when alliances between institutions strengthen and are made sustainable better understanding of the performance capabilities is achieved and the trust relationships of each that facilitate the support to children and adolescents are secured, especially when a specialized and intersectional approach is needed to a complex problem or highly vulnerable groups as is the case of Quechua-speaking people.
8. Finally, experience shows that exercising a social surveillance role with the institutions for protection of the child can also contribute to and articulated work, especially when working to improve business practices, sensitizing and raising awareness in the officials in charge. This collaboration is based on a criterion of enforceability that seeks always to ensure the protection of the rights of children and adolescents. ANAR Telephone also fulfills this role.



RECOMMENDATIONS

1. The moral and psychological integrity of the children who are witness to the violence between their parents is seriously affected due to the situation of defenselessness they experience. Also, they are at constant risk of suffering physical assault. In this regard, it is recommended that Peruvian law on family violence and violence against women recognize the child or adolescent as collateral victims who must also be protected and assisted.
2. The presence of services for protection of children and adolescence in many rural localities is poor. Also, public institutions are not always near and accessible. It is family networks and organized community representatives who are often considered as the main beam reference when a problem requires attention. In this regard, it is recommended to promote and strengthen articulation of the Joint System for Comprehensive Attention to children and adolescents, with community organization system, so as to work jointly in the prevention, detection and timely assistance in situations of violence affecting children and adolescents in these localities.
3. In this same context, it is recommended that the Ombudsmen for Child and Adolescent of the rural areas make more emphasis in preventive education systems, as well as of detection and attention of cases of violence, applying a model of of itinerant intervention that constitutes a closer, reliable and effective service for the population residing in dispersed geographic areas.



4. Family violence is a problem that is legally regulated in order to ensure the protection to the victim, and sanction to the person responsible for the act of violence. However, as the family is the closest main guarantor of the rights of children and adolescents, promotion of preventive policies, detection and early intervention to address situations of domestic violence is recommended from a perspective of mental health from their early stages to those recovery of the victims stages.

5. Finally, we must stress the importance of promoting, through education in the family, the school a change in the culture of gender relations from early childhood. The various situations of domestic violence identified, show as problems associated to imbalances in the roles of parenting of children, as well as a recurring tendency to see as a natural gender violence in marital relationships.

« ANAR Telephone in Quechua is (...) a positive example that integrates the approach of children's rights and their fundamental intercultural dimension for the protection of children of the indigenous people and children who live in urban areas and belong to different ethnic groups. It is certainly an inspiring experience for other countries in and out of the Americas. »

« (...) the service provided by ANAR Telephone in Quechua is also a valuable source of information for the design and implementation of policies and laws aimed at strengthening the national system for the protection of children. »

« (...) it is crucial that in the light of the Convention, the Global Study and the National Plan of Action for Children and Adolescents to rely on successful experiences such as ANAR Telephone in Quechua 2012-2021, as an essential reference for strengthening of the national system for the protection of children. »

MARTA SANTOS PAIS

Special Representative of the Secretary General
United Nations on Violence against Children

With the support of:  **Save the Children**

