

### OVERVIEW

The 8840 hotline is IOM's free assistance communication channel, providing information and guidance concerning a variety of topics linked to protection. It also serves as a complaints mechanism for IOM's beneficiaries in Haiti, favoring two-way communication and working as a feedback channel. The information contained in this factsheet covers the period of **November 2022**.

### MAIN STATISTICS

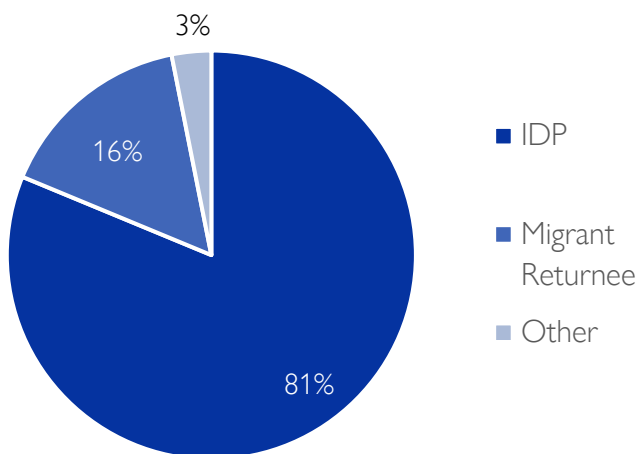
**1,534**

TOTAL CALLS IN 2022

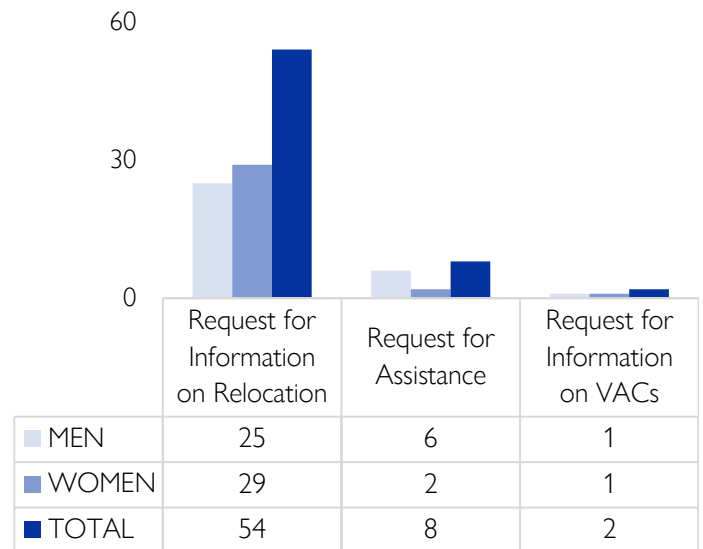
**64**

CALLS IN NOVEMBER 2022

#### CALLER STATUS



### MAIN REASONS FOR CALLING THE HOTLINE (BY GENDER)



### IOM ASSISTANCE



Psychosocial Support and Information on Medical Services



Cash-Based Interventions



Relocation From IDP Sites



Medical Support



Referral to Other Partners



Protection Services



Support for Regular Migration / Visa Applications

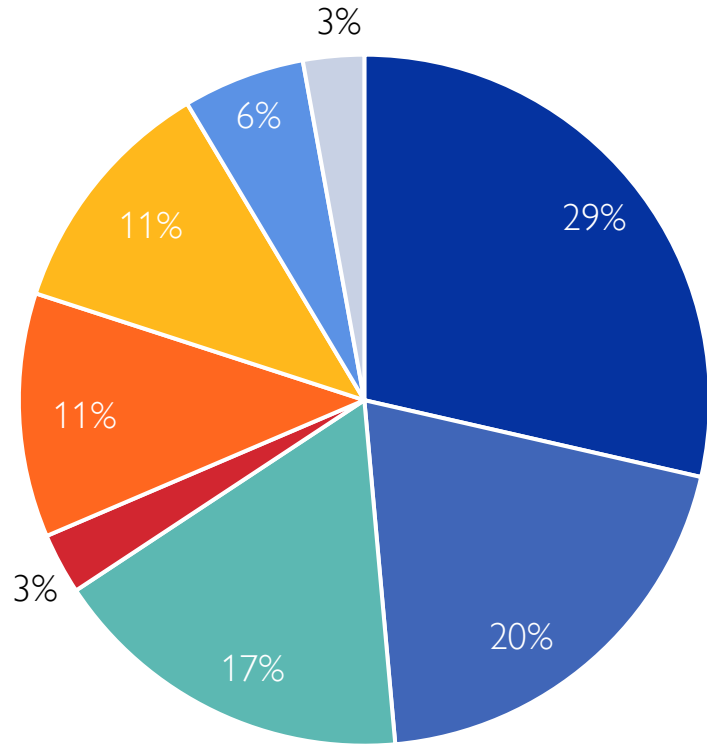


Sensitization campaign in border areas, November 2021 (© IOM Haiti).

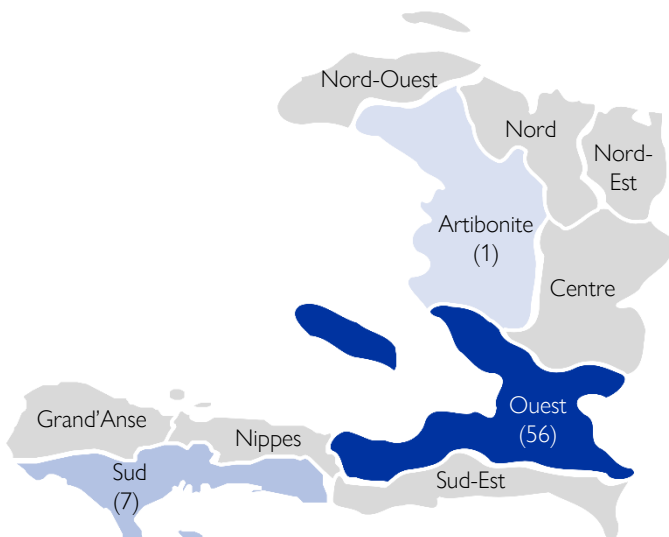


## MAIN VULNERABILITIES

- Single-Parent Family
- Serious Medical Condition
- Lactating Woman
- People Aged 60 or Plus
- Pregnant Woman
- Physical / Visual / Hearing Handicap
- Large Family
- Others



## NUMBER OF CALLS BY DEPARTMENT



## TESTIMONY OF THE MONTH

“I was living alone in a site with my 3-month-old daughter. One day, a woman asked me to sell my baby, she offered me a huge sum of money. I was pressured by the neighbors to accept the offer. I did not feel safe on the site with my baby. I called the 8840 hotline, and my case was taken into consideration. IOM urgently relocated me with my baby”

- 24-year-old woman, single mother

### FUNDED BY:

