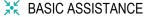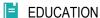Service Mapping is a web app designed to provide useful information about services for refugees and migrants, host communities, returnees and persons at risk of statelessness, among others. The mobile tool allows you to see where you can access up-to-date information, services, assistance and the location of Support Spaces available in each country.

Support Spaces (in Spanish: '*Espacios de Apoyo*') is a regional initiative supported by the Regional Interagency Coordination Platform for refugees and migrants from Venezuela (R4V), which seeks to promote in a coordinated and joint manner, a network of spaces where people receive information, orientation and basic services that respond to their urgent needs.

Types of Services

BASIC ASSISTANCE
• Financial support
• Shelter
• Transportation

EDUCATION
• Legal support, information, guidance
• Schooling, school reinforcement

FOOD SAFETY
• Coupons
• Community kitchen
• Financial support
• Food bonus
• Information & guidance

INFORMATION
• Identification & referral of cases with specific needs
• Information & guidance

HEALTH
• Dignity Kit
• HIV Counseling / treatment
• Information & guidance
• Material support
• Mental health
• Primary care
• Identification & referrals
• Sexual & Reproductive Health
• Vaccination

LIVELIHOODS
• Entrepreneurships
• Information & guidance
• Labor insertion
• Technical training

CONNECTIVITY & LOGISTICS
• Telephone
• Internet/WiFi hotspot

NUTRITION
• Hydration & feeding
• Information & guidance

PROTECTION
• Legal
• Family reunification
• Persons with specific needs
• Child Protection
• Human trafficking and smuggling
• Gender-based violence

WATER, SANITATION & HYGIENE
• Access to safe water
• Showers/toilets
• Hygiene kit

What is available

• **Access platforms** — • Service Providers
  • Refugees and migrants (mobile)

• **Downloadable PDF of services** – for users offline

• **User guide** - for service providers how to use the tool

• **Feedback form** – End user and service providers

What's next?

• **R4V Chatbot**
• Continue improving web app (mobile) based on user feedback

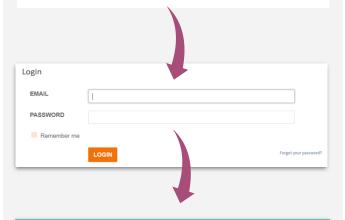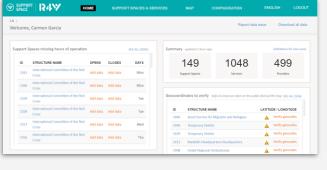# USER TYPES & PLATFORM ACCESS

SERVICE PROVIDERS

Desktop Web Platform & Tools

• Empowers actors to provide up-to-date information for the Support Spaces and/or services they provide.
• Create & edit Support Spaces and Services.
• Create & edit user permissions.

TO ACCESS THE R4V TOOL

1. Go to: **https://espacios.r4v.info**

2. Enter your email (credentials) & password.

Login

EMAIL

PASSWORD

Remember me

LOGIN   Forgot your password?

REFUGEES & MIGRANTS

Web app with Google Maps integration

• Easily accessible by refugees and migrants through mobile phones or other devices.
• Get useful information for each service by location, assistance, working hours and more.
• Google Map directions to services & Support Spaces.

TO ACCESS THE R4V TOOL

1. Use your cell phone's camera to scan the QR code and access the map.

…or type this link into your browser:
espacios.r4v.info