



Republic of the Philippines  
**Department of Education**  
 REGION VIII - EASTERN VISAYAS

March 22, 2024

**REGIONAL MEMORANDUM**

ESSD – 2024 - **344**

**CONDUCT OF TRAINING FOR LEARNERS TELESFEE CONTACT CENTER  
 HELPLINE (LTCCH) AND LEARNER RIGHTS AND PROTECTION (LRP)  
 FOCAL PERSONS ON BASIC PSYCHOLOGICAL FIRST AID (PFA)**

To: Schools Division Superintendents } Division of Leyte  
 All Others Concerned

1. Attached is Memorandum OM-OUOPS-2024-15-02044 dated March 12, 2024, on the Training for Learners Telesafe Contact Center Helpline (LTCCH) and Learner Rights and Protection (LRP) Focal Persons on Basic Psychological First Aid (PFA) on April 15-19, 2024, at NEAP CALABARZON, Malvar, Batangas.

2. Relative thereto, this Region identified the following participants to the training:

No	Station	Name	Designation	Contact Information
1	Regional Office	Eden A. Dadap	Regional Focal	09126063544
2	Leyte Division	Lea Linda Taboy	Division Focal	09486578732

3. Immediate dissemination of and compliance with this Memorandum are desired.

  
**EVELYN R. FETALVERO CESO IV**  
 Regional Director

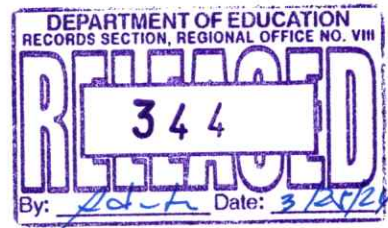
Enclosures: None

References: As stated

To be indicated in the Perpetual Index under the following subjects:

LRPO          PFA          TRAINING

ESSD-SPPS-EAD





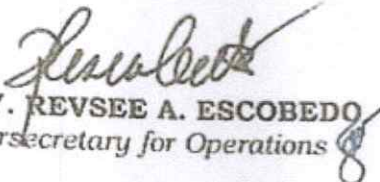
Republika ng Pilipinas  
**Department of Education**

OFFICE OF THE UNDERSECRETARY FOR OPERATIONS

**MEMORANDUM**

OM-OUOPS-2024-~~01044~~ 02044

TO : **All Regional Directors**  
**All Schools Division Superintendents**  
**All others concerned**

FROM :   
**ATTY. REVSEE A. ESCOBEDO**  
*Undersecretary for Operations*

SUBJECT : **Conduct of Training for Learners Telesafe Contact Center Helpline (LTCCH) and Learner Rights and Protection (LRP) Focal Persons on Basic Psychological First Aid (PFA)**

DATE : March 12, 2024

This has reference to the "Training for Learners Telesafe Contact Center Helpline (LTCCH) and Learner Rights and Protection (LRP) Focal Persons on Basic Psychological First Aid (PFA)" to be held on April 15-19, 2024, at NEAP CALABARZON, Malvar, Batangas.

Pursuant to DepEd Order No. 3, s. 2021<sup>1</sup>, the Learner Rights and Protection Office (LRPO) serves as the lead office in planning, implementing, coordinating, and evaluating programs, projects, and activities, including intervention mechanisms, related to child protection at different governance levels of the Department. In line with DepEd Order No. 40, s. 2012,<sup>2</sup> the LRPO is mandated to "promote and maintain zero-tolerance to all forms of violence against children" and to establish a monitoring and reporting mechanism for all child protection related concerns.

In response, the Learners Telesafe Contact Center Helpline (LTCCH), a pioneering program of the Department of Education, is designed to serve as an avenue where learners, teachers, parents, and stakeholders can report learner concerns. Its primary objective is to establish a reporting mechanism for learners who fall prey to abusers. Putting a premium on DepEd's zero-tolerance for any act of child abuse, bullying, violence, neglect, and exploitation.

Given the increasing number of reported cases received by the LTCCH since its launch in November 2022, the LTCCH's Action Officers, as well as their counterparts from the Regional and School's Division Office, have acquired hands-on experience in handling challenging situations involving learner-victims. This experience

<sup>1</sup> DepEd Order No. 3, s. 2021, "Creation of the Child Protection Unit and the Child Rights in Education Desk in the Department of Education"

<sup>2</sup> DepEd Order No. 40, s. 2012, "DepEd Child Protection Policy"

In this regard, the LRPO will conduct a PFA training workshop that aims to enhance the capacity of participants' knowledge and skills to provide basic psychological first aid and offer immediate support and intervention to learners who are or may be victims of child abuse, exploitation, violence, discrimination, bullying, and other forms of abuse.

Therefore, we cordially invite the Regional Learner Rights and Protection Focal Persons or their alternate Regional Office-Contract of Service Personnel, as well as selected Focal Personnel from Schools Division Offices (SDO), to attend and participate in the aforementioned training-workshop. Correspondingly, the Regional Office shall identify the selection of SDO focal participants based on the following conditions:

1. There should be only one participant from Schools Division Office (SDO); and
2. Participants should be the official learner rights and protection focal persons and/or their alternates.

The selected participants will have their travel expenses charged to the downloaded Program Support Funds to the Regional Offices, subject to existing budgeting, accounting, and auditing rules and regulations and internal policies of the Department of Education.

Further, all participants are required to pre-register through this link <https://tinyurl.com/5327u5jr> not later than **Wednesday, April 10, 2024.**

Should you have any clarifications and concerns, please do not hesitate to contact LRPO at [lrpo@deped.gov.ph](mailto:lrpo@deped.gov.ph) or through the landline at (02) 8638-1782.

Immediate dissemination and compliance to this Memorandum are desired.

For your immediate compliance.

[LRPO/DSSD & MPDA]