MEETING OF MINISTERS RESPONSIBLE  OEA/Ser.K/XLIX

FOR PUBLIC SECURITY IN THE AMERICAS (MISPA) GTS/SES/doc.3/21 rev. 1

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First Meeting of the Subsidiary Technical Working Group Original: Spanish

on Emergency and Security Systems

May 6-7, 2021

Washington, D.C.

**RECOMMENDATIONS**

(Document referred on May 7, 2021 to the process of the Eighth Meeting   
of Ministers Responsible for Public Security in the Americas)

1. Invite the OAS member states to consult and use the Guide for Establishing and Strengthening National Emergency and Security Systems, the technical preparation of which involved operational, administrative, and strategic experience in handling, coordinating, and managing different types of emergencies, with professional coordination and follow-up provided by the OAS Department of Public Security.
2. Request the representatives or delegates of OAS member state emergency and security systems to share experiences in responding to emergencies in the context of COVID-19 so that all can learn from the adjustments, improvements, and innovations implemented.
3. Urge the OAS member states to adopt regulations, strategies, lines of action, and procedures—in keeping with each country’s laws—to curb misuse of emergency numbers, as well as to share measures and actions with other emergency and security systems in the region that have had positive results in connection with this issue.
4. Encourage OAS member state emergency and security systems to make emergency services more integrated and accessible by developing protocols for handling emergencies involving persons with disabilities and individuals with mental health issues, training and preparing operators and dispatchers effectively, and incorporating appropriate communications technologies for responding to these types of emergencies, in collaboration with specialized public agencies and with the support of international and civil society organizations.
5. Urge the OAS member state emergency and security systems, in partnership with specialized public agencies and with the support of international and civil society organizations, to develop special procedures for systematically handling requests, calls, and reports from victims of gender-based violence and domestic or family violence.
6. Request guidance and support from the OAS Department of Public Security for documenting, organizing, and sharing OAS member state emergency and security systems’ experiences in dealing with COVID-19, the misuse of emergency numbers, providing assistance to persons with disabilities and individuals with mental health issues, and responding to cases of gender-based and domestic or family violence, making use of the emergency and security services community (ESS-Community).
7. Thank the ECU 911 Integrated Security Service (SIS ECU-911), which chairs the Subsidiary Technical Working Group on Emergency and Security Systems (GTS-SES), for coordinating the preparation of the Guide for Establishing and Strengthening National Emergency and Security Systems, in collaboration with the 911 Emergency System of Costa Rica, the 911 Emergency System of Paraguay, the National Information Center of Mexico, and the 911 Emergency System of the Dominican Republic.
8. Extend very special appreciation to all officers of emergency and security services or their equivalent in the region, who are on the frontlines in the fight against COVID-19.

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