CISR Donates 200 Mobile Phones to Peer-support Workers

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violent crime and political instability. AOAV identified psychological trauma as one of many motivations that lead to acts of violence and felt that CEDAC’s peer-support program could help mitigate anger, bitterness and the desire for revenge—commonly felt by people experiencing unresolved traumatic stress. AOAV decided to conduct a baseline population survey to examine mental health indicators as well as socioeconomic conditions in the communities where CEDAC works. AOAV also stepped in to provide mobile phones for all of CEDAC’s peer-support workers and bicycles for supervisors, therein providing the communication and transportation necessary to facilitate the program.

The results are impressive. Although quantitative data is still being compiled, interviews with 16 randomly selected survivors showed that participants have enthusiastically positive opinions of the services received.

“I have been lonely and sad since I lost my arm during the violence that devastated my community. A woman with one arm is nobody—people act as if she doesn’t exist. But my peer-support worker cares about me, wants me to feel better. She has made me feel as if my life has meaning once again.” — Languide Nsabiyumva

For peer-support workers, work days are long and strenuous as many homes are remote and accessible only on foot. Yet, the rewards of helping others make every step worthwhile. “Even when I’m not working, I think about the people that I’m trying to help,” said Candide Macauley, “knowing that I can make a difference in their lives is an inspiration for me.”

CEDAC collected monitoring and evaluation data on hundreds of survivors that will be analyzed during the next few months and used to improve program activities in 2013. “Each day brings new refinements to this program,” says Eric Ninagwa. “We look forward to expanding into new communities and eventually helping the entire nation. We are assisting each other to recover from Burundi’s violent past.”

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The Center for International Stabilization and Recovery (CISR) in August 2010 to its peer-support and trauma-rehabilitation specialist. He holds a Master of Public Health as well as degrees in anthropology and psychology, and became a physician assistant in 1983. He has worked in a refugee camp on the Thai-Cambodian border, at a district hospital in Sumatra, as a Peace Corps volunteer in Guinea-Bissau, in Mozambique where he taught trauma surgery for endemic trauma, in an immunization program in Angola and in a malaria-control program in Brazil. Between 2005 and 2010, he taught mental health classes for Servicorps Corps in Brazil and Honduras, Colombia, El Salvador, Ethiopia, Jordan and Vietnam.

CISR Trauma Rehabilitation Specialist Cameron Macauley rests for a moment with CEDAC Operations Coordinator Joel Nibigira on their way to visit peer-support workers in Bugarama, Burundi. A group of children want to see the mzungu anyone who is not African up close.

Newly trained peer-support workers hold their new phones. Photo courtesy of CISR.

CISR Donates 200 Mobile Phones to Peer-support Workers

On 11 June 2012, the Center for International Stabilization and Recovery at James Madison University donated 200 mobile phones to its partner organization IBUKA (“Never Forget” in Kinyarwanda), the largest support network for genocide survivors in Rwanda. Since 2009, IBUKA has operated a peer-support program for genocide survivors in Rwanda who suffer the psychological effects from the 1994 Rwandan genocide. More than 800,000 Tutsis and moderate Hutus were killed during the genocide between 6 April and mid July 1994. Many more died in refugee camps during the following months.

IBUKA trains genocide survivors to provide psychosocial support to traumatized survivors and their families in some 30 Rwandan communities. For these peer-support workers, communication is essential in order to obtain guidance and support from psychologists and program administrators. The phones help IBUKA staff handle emergencies such as suicide attempts and they enable peer-support workers to maintain contact with survivors over a wide geographic area.

In July 2012 IBUKA expanded its program from 25 to 65 peer-support workers with technical assistance from CISR. Since 2010, CISR has hosted five peer-support training workshops in Rwanda, including a training of trainers and a peer-support training for Rwandan psychologists and counselors. Participants engaged in role-play and problem-solving exercises, as well as peer-support practice sessions. They were taught specific techniques of peer counseling, such as active listening and interrogative questioning. All training materials were in Rwanda’s native language, Kinyarwanda. In addition to listening and questioning skills, the peer-support workers received technical guidance on monitoring and evaluating participants’ progress.

“This support has been enormously useful for us to provide high-quality psychosocial services,” said Janvier Forongo, executive secretary of IBUKA. “With CISR’s assistance, IBUKA is rapidly becoming one of the foremost trauma survivor support programs in Africa. The profound level of damage inflicted by the genocide requires expertise in trauma rehabilitation, and we thank CISR for helping us respond effectively.”

The Steven Nixius Foundation funded the trainings, providing a US$100,000 grant to CISR to focus specifically on East Africa. Of the total grant, $33,000 funded peer-support training in Rwanda and $72,000 funded peer-support programs in Uganda and Burundi. The remaining $5,000 of the grant bought the 200 mobile phones donated to IBUKA.

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