



Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS
SCHOOLS DIVISION OF AKLAN

August 24, 2026

DIVISION MEMORANDUM

No. 478 s. 2026

**PARTICIPANTS TO ATTEND THE WORKSHOP FOR THE DEVELOPMENT
OF OPERATIONAL GUIDELINES OF THE LEARNERS TELESafe
CONTACT CENTER HELPLINE AND REGIONAL
LEARNERS' HELPLINE**

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
Public Schools District Supervisors, Principals In-Charge of the District
Head Teacher In-Charge of the District
Senior/Education Program Specialists
Heads of Public/Private Elementary, Secondary and Integrated Schools
All Others Concerned

1. Attached is the Regional Memorandum ESSD 2026-052, dated August 13, 2026, regarding the Participants to Attend the Workshop for the Development of Operational Guidelines of the Learners TeleSafe Contact Center Helpline and Regional Learners' Helpline, which is self-explanatory on **August 26-28, 2026, at DepEd EcoTech, Sudlon, Lahug, Cebu City.**
2. Travel and other expenses incurred by the participating school personnel as Division Representative in the conduct of above-mentioned activity shall be charged against Program Support Fund of the Youth Formation Unit and Learner Rights and Protection Division subject to the usual accounting and auditing rules and procedures.
3. Full support, cooperation and immediate dissemination of this memorandum are desired.

FELICIANO C. BUENAFE JR. CESO V
Schools Division Superintendent

Encl.: As Stated

Reference: Regional Memorandum ESSD-2026-052

To be indicated in the Perpetual Index

Under the following subjects:

PERSONNEL

RIGHTS AND PROTECTION

TRAINING

ACCS



Población, Numancia, Aklan
Tel/Fax No. (265 3740 | 265 3741 | 265 3743)
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Email Address: aklan.1958@deped.gov.ph



Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS

AUG 13 2026

REGIONAL MEMORANDUM

ESSD-2026-052

**PARTICIPANTS TO ATTEND THE WORKSHOP FOR THE DEVELOPMENT OF
OPERATIONAL GUIDELINES OF THE LEARNERS TELESafe CONTACT
CENTER HELPLINE AND REGIONAL LEARNERS' HELPLINE**

To: Schools Division Superintendent of Aklan, Capiz and Iloilo
All Others Concerned

1. Attached is Memorandum DM-OUOPS-2026-11-2381 from **Hon. Malcolm S. Garma, Undersecretary for Operations**, dated June 16, 2026 regarding the **Request for Participants to Attend the Development of Operational Guidelines of the Learners Telesafe Contact Center Helpline and Regional Learners' Helpline** on August 26-28, 2026 at DepEd Ecotech, Sudlon, Lahug, Cebu City.

2. The participants of Region VI to this activity are the following:

Name	Position/Designation	Station
Jennie Rose T. Jacela, RSW	Project Development Officer II	Regional Office
Yzarda Claudette D. Ballera	Project Development Officer I	SDO Capiz
Mariane Joy M. Polonan	Project Development Officer I	SDO Iloilo
Mary Hope S. Cahilig, RGC	Guidance Counselor III	SDO Aklan – Buruanga Vocational School

3. The travel and other incidental expenses of the participants during the conduct of the activity are chargeable against local funds subject to the usual accounting and auditing rules and regulations.

4. For queries and clarifications, contact Jennie Rose T. Jacela, RSW, Project Development Officer II at region6.essd@deped.gov.ph or through mobile number +639 914714830.



Address: Duran Street, Iloilo City, 5000
Telephone Nos: (033) 337-0149; 336-2816
Email Address: region6@deped.gov.ph
Website: region6.deped.gov.ph



Certificate No. PHP QMS
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Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS

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


CRISTITO A. ECO, CESO III
Regional Director

Incl: As Stated

Reference: Memorandum DM-OUOPS-2026-11-2381

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

DATA
LEARNERS
WORKSHOPS

JRJ/ESSD-RMLC_Workshop LTCCH
035/August 10, 2026



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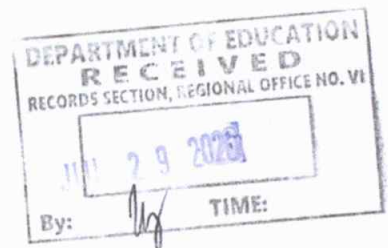


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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY FOR GOVERNANCE AND OPERATIONS



MEMORANDUM
DM-OUOPS-2026-1-1361

TO : ALL REGIONAL DIRECTORS
SELECTED SCHOOLS DIVISION SUPERINTENDENTS
FOCAL PERSONS FOR LEARNER RIGHTS AND PROTECTION
ALL OTHERS CONCERNED

FROM : MALCOLM S. GARMA
Undersecretary
Office of the Undersecretary for Governance and Operations



SUBJECT : REQUEST FOR PARTICIPANTS TO ATTEND THE WORKSHOP
FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF
THE LEARNERS TELESafe CONTACT CENTER HELPLINE AND
REGIONAL LEARNERS' HELPLINE

DATE : 16 June 2026

This is in reference to the conduct of the Workshop for the development of operational guidelines of the Learners TeleSafe Contact Center Helpline (LTCH) and Regional Learners' Helpline (RLH) by the Bureau of Learner Support Services – Learner Rights and Protection Division.

Given the expanding scope and critical role of the LTCCH and RLH, there is a need to formalize, standardize, and refine operational procedures to ensure consistent, efficient, and rights-based handling of LRP concerns across all levels. Clear and comprehensive operational guidelines shall be formalized to support effective case intake, referral, coordination, documentation, and monitoring, while ensuring adherence to child protection principles and due process. Hence, the activity shall have the following objectives;

- a. Develop standardized operational guidelines for the LTCCH and RLHs that define clear procedures for case intake, documentation, referral, coordination, monitoring, and reporting of LRP-related;
- b. Gather inputs, insights, and recommendations from relevant stakeholders through a consultation and writeshop to ensure that the guidelines are responsive, practical, and aligned with existing learner protection policies and mechanisms;
- c. Refine and harmonize the draft operational guidelines to promote consistency, efficiency, and rights-based handling of learner protection concerns across national, regional, and school levels;
- d. Clarify roles, responsibilities, and accountabilities of concerned offices and personnel involved in the operation of the helplines to ensure effective case

- management and adherence to child protection principles and due process;
and
- e. Support the decentralization of learner protection services by strengthening the operational readiness of RLHs, thereby improving accessibility and timeliness of responses to learner protection concerns.

In view of the foregoing, this Office requests the participation of Regional and Division Learner Rights and Protection Focal Persons, school heads, and guidance counselors. The Workshop will be conducted from **August 26-28, 2026**, at DepEd Ecotech Lahug, Sudlon, Cebu City. Participants are expected to arrive at the venue on Wednesday, August 26, 2026, no later than 12:00 NN, while check out shall be on Friday, August 28, 2026, at 12:00 NN.

The participants shall charge their travel expenses to their local funds or the appropriate downloaded funds of the LRPD to the Regional Offices, subject to government accounting and auditing rules and regulations. Travel dates to the designated venue are exclusive from the activity period.

The indicative program and the allotment of participants are attached herein. Accordingly, the desired participants shall register through this link: <https://bit.ly/3Qe3qCq>.

For queries or any related concerns, you may contact the LRPD through Atty. Marianne A. Dilag, Project Development Officer V, through e-mail at weprotectlearners@deped.gov.ph.

For reference and appropriate action.

Thank you very much.

LRPD-RNF-TDV-CTC

Indicative Program

“WORKSHOP FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF THE LEARNERS TELESafe CONTACT CENTER HELPLINE AND REGIONAL LEARNERS’ HELPLINE”

Day 1	
08:00 AM – 01:00 PM	Arrival, Registration, and Check-in of Participants
01:15 PM – 02:00 PM	Opening Ceremonies • National Anthem/Nationalistic Song • Prayer • Welcome Remarks • Background and Objectives of the Activity
02:00 PM – 02:30 PM	Welcome Remarks Atty. Marianne A. Dilag, CPA <i>Project Development Officer V, Learner Rights and Protection Division</i>
02:30 PM – 03:00 PM	Background, Overview, and Objective of the Consultation and Levelling of Expectations Camille Grace T. Cariaga <i>Project Development Officer III, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:00 PM – 3:40 PM	Presentation of Case Management Procedure of the Learners Telesafe Contact Center Helpline Roselhen N. Fortin, RSW <i>Project Development Officer I, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:40 PM – 4:00 PM	Mental Health Break and PM Snacks
4:00 PM – 5:00 PM	Discussion of Workshop Mechanics, Peer Review, and Brief Reminders for Day 2 Trisha Rose Anne D. Vega, RPM <i>Technical Assistant I, Learner Rights and Protection Division – Learner TelaSafe Contact Center Helpline</i>
Day 2	
06:00 AM – 08:00 AM	Breakfast and Attendance
08:00 AM – 08:30 AM	Opening Ceremonies Prayer and Energizer
08:30 AM – 10:30 AM	Workshop Session 1: Breakout Groups Participants to develop draft sections: A. Intake and Case Documentation Protocols B. Referral and Escalation Procedures C. Data Privacy and Confidentiality D. Monitoring and Evaluation
10:30 AM – 10:45 AM	Mental Health Break and AM Snacks
10:45 AM – 12:00 PM	Continuation of Workshop Session 2

12:00 PM – 01:00 PM	Lunch Break
01:00 PM – 3:00 PM	Consultation on Strategies and Defining the Gaps to Improve the Responsiveness and Effectiveness of the Helpline Camille Grace T. Cariaga <i>Project Development Officer III, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:00 PM – 03:15 PM	Mental Health Break and PM Snacks
03:15 PM – 04:00 PM	Workshop Session 3: Harmonization of Draft Operational Guidelines
04:00 PM – 05:00 PM	Discussion of Outputs
06:00 PM – 08:00 PM	Dinner
Day 3	
06:00 AM – 08:30 AM	Breakfast and Attendance
08:30 AM – 09:00 AM	Opening Ceremonies Management of Learning with Energizer
09:00 AM – 10:40 AM	Presentation of the Finalized Operational Guidelines of the Regional Learners' Helpline
10:40 AM – 11:30 AM	Closing Ceremonies Closing Remarks Atty. Razzel Anne T. Requesto <i>Director VI</i> Office of the Assistant Secretary for Governance and Operations Education Governance and Support Services BLSS- Learner Rights and Protection Division and Youth Formation Division Awarding of Certificates
11:30 AM – 12:30 NN	Lunch and check out of Participants



Republic of the Philippines

Department of Education

LEARNER RIGHTS AND PROTECTION DIVISION

"WORKSHOP FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF THE LEARNERS TELESFSAFE CONTACT CENTER HELPLINE AND REGIONAL LEARNERS' HELPLINE"

ALLOTMENT OF PARTICIPANTS

1. Regional Focal Persons, permanent and Contract of Service (COS)
2. Schools Division Office Representatives, School Heads, and Guidance Counselors/Designates

Region	RO Focal	SDO Focal and Schools Heads, Guidance Counselors/Designates	Total Allotment per RO
I	2	1	3
II	2	1	3
Cordillera Administrative Region	2	1	3
III	2	2	4
CALABARZON	2	2	4
MIMAROPA	2	1	3
V	2	2	4
VI	2	2	4
Negros Island Region	2	1	3
VII	2	2	4
VIII	2	2	4
IX	2	1	3
X	2	1	3
XI	2	1	3
XII	2	1	3
National Capital Region	2	3	5
CARAGA Region	2	1	3
Total No. of Participants			59

Approved by:


ATTY. MARIANNE A. DILAG, CPA

Project Development Officer V
Learner Rights and Protection Division