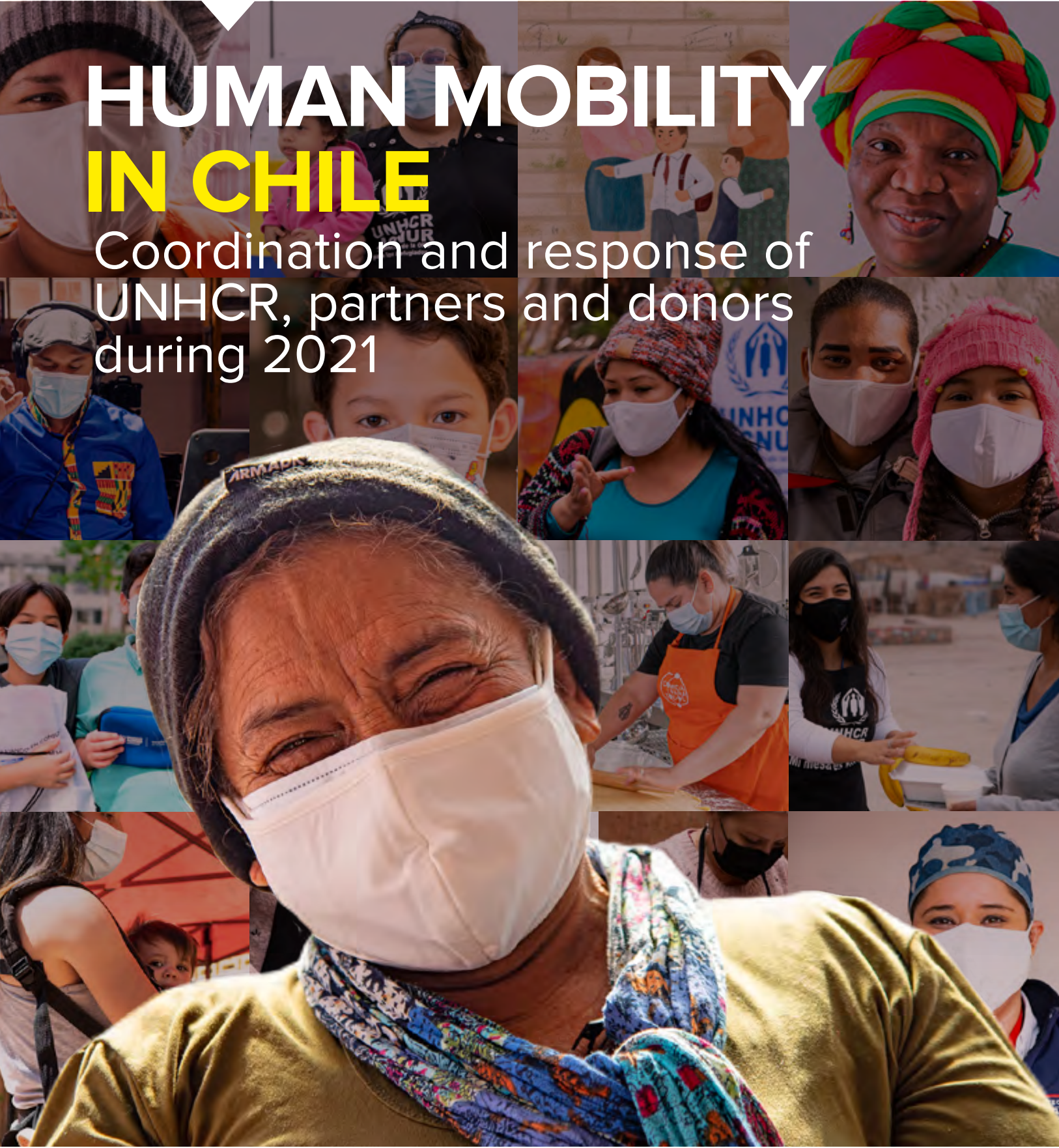




**UNHCR**  
The UN Refugee Agency

# HUMAN MOBILITY IN CHILE

Coordination and response of  
UNHCR, partners and donors  
during 2021



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Coordination and response of UNHCR, partners and donors during 2021



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For more than 70 years, UNHCR has helped millions of people restart their lives. These include refugees, returnees, stateless persons, internally displaced persons and asylum-seekers. Protection, shelter, health, and education efforts, which are carried out through support and coordination with partners, donors and communities, have been crucial, helping to restore destroyed pasts and building more promising futures.

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# INDEX

|  |     |
|--|-----|
| <b>Prologue</b> .....  | 6   |
| <b>Introduction</b> .....  | 8   |
| <b>CHAPTER 1</b>   |     |
| <u>A look at the Southern Cone</u> .....   | 10  |
| <b>CHAPTER 2</b>   |     |
| <u>Detecting people’s needs refugees</u><br><u>and migrants</u> .....  | 16  |
| <b>CHAPTER 3</b>   |     |
| <u>Coordinated work with the central</u><br><u>government and local governments for the</u><br><u>protection of people</u> ..... | 21  |
| <b>CHAPTER 4</b>   |     |
| <b>UNHCR’s main activities and</b><br><b>initiatives in 2021</b>   |     |
| <u>UNHCR’s work in the northern macrozone</u> .....  | 25  |
| <u>Promoting protection</u> .....  | 28  |
| <u>Community based protection</u> .....  | 30  |
| <u>Children and adolescents</u> .....  | 32  |
| <u>Entrepreneurship and labour insertion with</u><br><u>gender approach</u> .....  | 34  |
| <u>Strengthening links with the private sector</u> .....   | 36  |
| <u>Strengthening integration and non-discrimination</u> .....  | 37  |
| <b>CHAPTER 5</b>   |     |
| <u>Working with our partners</u> .....   | 41  |
| <u>Summary of partners, sectors and locations</u> .....  | 46  |
| <u>What is next for 2022 with our partners?</u> .....  | 48  |
| <b>CHAPTER 6</b>   |     |
| <u>Cities that forge a more solidary Chile</u> .....   | 55  |
| <u>How to be a Solidary City?</u> .....  | 56  |
| <u>In 2021, Chile reached 11 agreements with</u><br><u>Solidary Cities</u> .....   | 58  |
| <b>CHAPTER 7</b>   |     |
| <b>Delivery of humanitarian aid directly and</b><br><b>through partners</b>  |     |
| <u>Assistance of basic needs</u> .....   | 61  |
| <u>Equipment for supporting spaces</u> .....   | 63  |
| <u>Strengthening of shelters</u> .....   | 64  |
| <u>Conditioning of emergency devices / Transitory</u><br><u>Health Station</u> .....   | 65  |
| <u>UNHCR donations in 2021</u> .....   | 66  |
| <u>Donations from UNHCR partners in 2021</u> .....   | 72  |
| <b>CHAPTER 8</b>   |     |
| <u>Work of the National Platform R4V in Chile</u> .....  | 87  |
| <u>What does the platform do?</u> .....  | 89  |
| <u>Summary of attendances in 2021</u> .....  | 94  |
| <b>CHAPTER 9</b>   |     |
| <u>Needs, opportunities and goals for 2022</u> .....   | 97  |
| <u>Thanks to each of partners and donors</u> .....   | 100 |





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## PROLOGUE

The last two years of the pandemic have been devastating. Border closures increased the departure of people from countries where they suffer persecution, intolerance or human rights violations. In fact, just considering Venezuela, there are already 6 million human beings who left their home in search of a safer place to restart their lives.

The risks have been dramatic. During the journey, many of them faced conditions that put their lives in check, such as extreme climates, complex geographies, in addition to human trafficking and trafficking criminal networks. In addition, the increase in xenophobia is added as an unfortunate consequence of this situation.

This scenario has challenged us to strengthen international cooperation and intensify our capacity to respond to this crisis, because poverty and inequality have increased in the region, affecting the most vulnerable people, such as refugees. Thousands of them

continue to rely on humanitarian aid to eat and sleep, while access to education and health are a privilege for many families.

That is why fostering effective local integration becomes one of the biggest challenges to offer long-term solutions that guarantee health, education, housing, among other essential services for refugee and migrant people.

The world is living in complex times and Russia's invasion of Ukraine and the displacement generated by the armed conflict is an unfortunate example that justifies the existence of agencies such as UNHCR to protect people. In addition to this situation that marked the beginning of 2022, in Latin America we continue to face the COVID-19 pandemic and the largest exodus in the history of our region.

For our Southern Cone region, and especially for our Regional Office covering Argentina, Chile, Bolivia, Paraguay and Uruguay, obstacles to access to territory and refugee status determination procedures were of great concern in 2021. In this regard, UNHCR advocated to the governments to maintain entry exceptions for people in need of protection, in addition to resuming asylum procedures and implementing alternative options for refugee and migrant people to virtually register their applications or adopt remote interview modalities, among other exceptions.

We also work in coordination with civil society, government human rights institutions and public defenders to ensure access in specific cases identified by the office. We made strategic progress with specialized partners who have identified cases, provided support and intervened with the authorities in order to guarantee access to territory and refugee status determination procedures.

Since 2020, thanks to the impact of UNHCR, Uruguay has maintained entry exceptions to authorize access to the territory of people in need of international protection and guaranteed access to the determination of refugee status, RSD procedure, which it does not happen in the other countries. In addition, UNHCR supported the Permanent Secretariat of the National Refugee Commission (CORE) in the development of an abbreviated procedure to analyse and resolve the asylum applications of Venezuelans, which was approved and implemented. The CORE recognized 189 Venezuelan nationals during 2021.

Following UNHCR's advocacy and proposals, Argentina adopted a protocol for conducting remote refugee status determination interviews.

In the case of Paraguay, it continued to apply a prima facie approach to Venezuelans and other nationalities, recognising 2,148 Venezuelans and 653 Cubans during 2021.

And in Chile, thanks to the support of our donors and the excellent coordination work with our partners, important advances were made that you will know in the next pages.

Thus, we can proudly say that the Southern Cone reached great achievements. In 2021, together, Argentina, Chile, Paraguay and Uruguay, supported more than 15,000 people with health consultations; more than 12,000 with non-food items; 5,000 people with shelter and temporary accommodation; and more than 13,500

with cash assistance. More than 21,500 people were able to obtain counselling and 28,000 were provided with legal assistance. And a particularly relevant fact for our operation: we support more than 200 victims of the scourge of gender violence. Numbers are important because they give a true dimension to the work in the territory, although even more important are the people behind the numbers.

But we still have a big task ahead of us. The emergency is not over and the work, especially with the host communities, is more necessary than ever. To meet all these needs, we must continue to work as a team. That is why I invite and motivate all the actors of society so that we do not lower our arms. The world is giving us a great lesson and responding with a gesture of humanity and solidarity is the great door to continue saving lives.



**By Juan Carlos Murillo**  
Regional Representative for  
South America





# INTRODUCTION

During 2021, the number of Venezuelan refugees and migrants in the world amounted to 6.04 million, and despite of the enormous generosity the Latin American brothers and sisters have had during this process, and the tremendous contributions of recipient governments, as UNHCR we know and are well aware that the Venezuelan humanitarian crisis has had a tremendous impact on communities of welcome, many times filling them of legitimate fears due to the pressure and

overload that has been generated in public systems, among other concerns.

At the same time, we also see how, despite the countries' efforts to receive them, the movement of Venezuelan refugee and migrant people has not stopped. On the contrary, in the context of the COVID-19 pandemic, the situation of these people -especially women, boys, girls and adolescents- has become even more precarious:



at a regional level there is a growing trend of people moving along unofficial roads and passes, who face adverse conditions when seeking better opportunities of life. On the other hand, from the point of view of socio-economic and cultural integration, the pandemic considerably limited the access of refugees and migrants to obtain formal jobs and livelihoods for subsistence, and increased demonstrations of xenophobia and rejection of people from other countries.

To overcome these challenges, UNHCR is confident that collective commitment remains essential. We say clearly that this situation can only be successfully addressed with the solidarity and cooperation of each and every member of the international community, as well as with their commitment to sharing responsibilities, as proposed by the Global Compact on Refugees, enhancing the whole-society approach.

Last year, complementing the efforts of the authorities, we assisted more than 98 thousand people and that would not have been possible without the support of our donors and partners, nor without the articulation with the government, both at a national, regional and municipal level. That is why, to know the details, we built this document that aims to narrate in greater depth the work of UNHCR in Chile.

In the first chapter we contextualize the reality we live at a regional level and the response we deliver through our regional office in Argentina; in the second chapter we expose the different tools used in 2021 to know the main needs of refugees and migrants, because this crisis is not yet over, and will present new challenges during 2022.

Later, we give an account of the coordinated work we carry out with the government of Chile, mainly thanks to the support of the Ministry of Foreign Affairs, to which we thank for the coordination, at a national, regional and local level.

Fulfilling our mandate to accompany and complement the work carried out by the State to protect people, from chapter 4 onwards you will find the details of UNHCR's response to the situation of human mobility in Chile.

We also highlight the importance of continuing working together with the United Nations System and the R4V Platform, which, during 2021, made considerable progress.

We hope that this document will serve as an inspiration for all actors, not only for those who work with human mobility issues, but for all those who believe that the integration of people as a whole can contribute to the social, economic and cultural development of the country.



**Rebeca Cenalmor Rejas**  
Head of UNHCR  
Chile, in 2021

CHAPTER 1



# A look at the Southern Cone

The continuous preventive measures for COVID-19, announced by regional governments in 2021, led to prolonged border closures that radically changed the operational context at the borders of South America. The flows of refugees and migrants entering through unauthorized crossings increased and, along with this, the obstacles to accessing the asylum system and guarantees of international protection. Likewise, exposure to protection risk due to smuggling networks, trafficking and trafficking in persons also intensified.

Taking this into consideration, UNHCR in the region sustained and reinforced its direct interventions and those of other key human rights-focused institutions (such as the Ombudsmen's Offices and Public Ombudsmen's); and the ability to provide legal guidance and specialized protection services to refugees and migrants.

The program to meet the basic needs of the most vulnerable refugee and migrant people was also maintained, through Cash Based Interventions (CBI), which avoided facing other protection risks. Some 4,926 families in the five countries received assistance, through transfers, worth more than USD 1.73 million. Winter assistance reached 8,294 families.

It should be noted that the age, gender and diversity approach was included throughout the CBI project cycle, starting with the needs survey, through Participatory Appraisals (PA) where women, children, older adults and people with disabilities played a key role. From the total number of beneficiaries, around 63% of the transfers were delivered to households where women were the main focal point.

Through seven Points of Assistance and Orientation (PAO) at the main border points of Argentina, Bolivia and Uruguay and following the concept of an inter-agency one-stop shop, UNHCR partners were the first responders, providing orientation and humanitarian assistance to meet basic needs and access to rights.

UNHCR also strengthened networks with refugee and migrant community associations, national and local authorities, the private sector, academia and other stakeholders, key to providing solutions to refugees and migrants, and maintaining their self-sufficiency.

The Solidary Cities project, promoted at the regional level, became a platform to stimulate state initiatives that favoured the socio-economic integration of refugees and migrants in the host communities. Together with the local governments of Argentina, Chile and Uruguay, UNHCR implemented several projects related to job training and professional retraining of segments of the population with previous skills and experience. These experiences made it possible for them to enter the labour insertion. Important progress was made in the south of Chile, within the framework of the Solidary Cities initiative, with the municipalities of Talcahuano and Concepción, and the activation of a project in the city of Temuco for socioeconomic integration (see Chapter 6 on Solidary Cities in Chile).

Through its operational partners, UNHCR provided assistance for entrepreneurship and employment initiatives. This included training workshops on business plan development and financial education; as well as business and self-employment activities, to increase their resilience and self-sufficiency, in which 16,026 refugee and migrant people participated. As evidenced during the participatory diagnostics, access to vocational training allowed refugee and migrant people to develop not only their knowledge and/or skills, but also the apprenticeships that favour vocational retraining and, consequently, the opening up of new options to ensure their socio-economic inclusion.

In fact, in Argentina, the specialized partner MIRARES provided non-reimbursable seed capital to 270 refugees and migrants, between 20 and 45 years old (89% women), for the creation of small businesses and independent marketing in economic sectors such





as gastronomy, textiles, building, delivery and other specific services. In case of Bolivia, UNHCR's partner, Scalabrini Bolivia Foundation, provided assistance for entrepreneurship initiatives through technical support and seed capital to 90 refugees and migrants (96% women, between 30-59 years old).

UNHCR also innovated with a talent round in Cordoba, Argentina, in which 20 private sector companies were able to see first-hand the talent of people with training and experience. In Buenos Aires and the metropolitan area, and thanks to the contribution of L'Oréal, more than 300 women were able to train in programming, digital marketing and develop job skills.

In Asunción, Paraguay, skills were strengthened entrepreneurs of refugees and asylum seekers, thanks to an important project with Capital Foundation. Some of the topics worked on were social-emotional skills, sustainable business management and financial education. This was done through online and face-to-face training, technical support and individualized follow-up.

Seeking to support and enhance the education of children and adolescents, which was hit so hard by the pandemic, in Bolivia, UNHCR worked with World Vision to promote friendly spaces. Together with Caritas Switzerland and the Munasim Kullakita Foundation, women, boys, girls and young refugees and migrants in vulnerable situations were supported through psychosocial support, education and recreational activities, with mechanisms of "day centre" and "mobile classroom", in the main cities of Bolivia: La Paz, El Alto and Santa Cruz. One of these experiences took place at the Munasim Kullakita Foundation, in the Bolivian capital, where attendees were prepared to return to the educational system in 2022.



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to watch the video



In Uruguay, UNHCR supported local authorities in Chuy in an inter-agency effort to provide temporary accommodation for refugee and migrant people who arrived in the city.

It is worth mentioning the help provided by HELP, the information platform of the UNHCR, where profiles were developed for the five countries, fed with updated information throughout the year.

Within the framework of the Global Pact on Refugees, UNHCR made significant progress towards the gradual inclusion of refugees and migrants in national social protection programmes and services in Argentina. The registration of refugees and migrants with temporary residence in the national single tax programme, available in close coordination between informal workers and small entrepreneurs, is an achievement in 2021.

In Chile, UNHCR also scaled up its response to provide humanitarian assistance to those most in need. That is why presence was established in the city of Iquique, its work was reinforced with regional and local authorities,

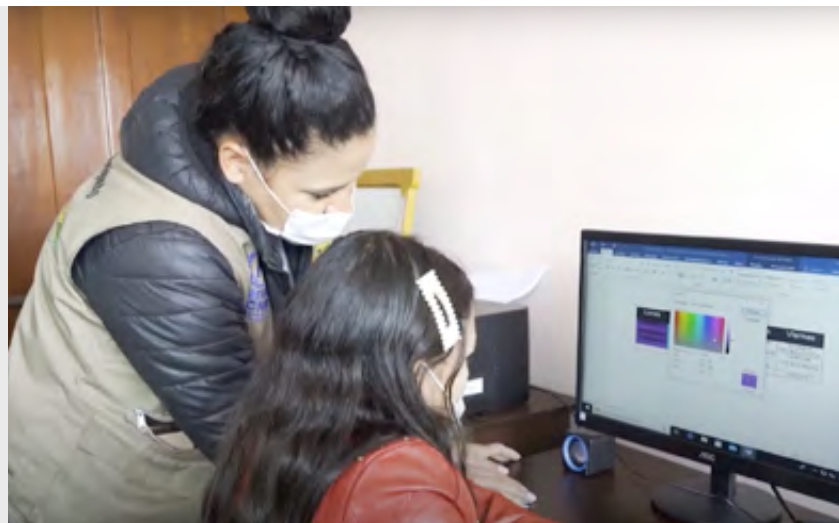
in addition to central ones, and additional support was provided, mainly through partners for advice and legal representation of refugee and migrant people.

It is important to mention that, in the context of the pandemic, the World Health Organisation (WHO) recommended vaccination against COVID-19 as a fundamental primary prevention tool, to limit health effects and restore gradually a new normal that would mitigate the economic consequences.

In this regard, the proper implementation of national vaccination strategies, for their procurement, distribution and administration, represented an unprecedented challenge at a global level. UNHCR, together with IOM and other relevant UN actors, as well as civil society partners, advocated for the inclusion of refugees and migrants in national vaccination plans, on an equal basis with nationals, based on a response of inclusive public health.



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# Argentina, Chile, Paraguay, Uruguay and Bolivia

- ARGENTINA
- BOLIVIA
- CHILE
- PARAGUAY
- URUGUAY





## UNHCR benefited to refugee and migrant people with:



**229,503** Material and psychosocial support.



**7,724** Legal assistance.



**4,926** Cash Based Interventions (CBI).



**46,672** Support in accommodation.



**12,261** Guidance on business opportunities/labour market.



**529** Family reunification.



**7** Points of Attention and Orientation (PAOs) at the main border crossings of Argentina, Bolivia and Uruguay, which operated as a first response and provided guidance and humanitarian assistance.



**14** Support Spaces, in Chile, under the concept of inter-institutional single window.

Learn more about UNHCR's work in South America on Twitter: @ACNURSuramerica

CHAPTER 2





# Detecting the needs of refugee and migrant people

Chile experienced an intense 2021, whose political, economic, social, legal and health scenarios directly impacted the lives of refugees and migrants.

Despite the closure of borders and confinements to prevent the spread of COVID-19, the need for protection boosted the income through irregular passages of Venezuelans to southern Latin America. Thus, Chile became the fourth recipient of refugees and migrants from Venezuela in the world (448,000), behind Colombia (1.84 million), Peru (1.29 million) and Ecuador (508,930).

To contextualize, according to the National Institute of Statistics (INE) and the Foreign Department and Migration of Chile, in the last 10 years foreigners residing in Chile increased from 305 thousand (which corresponded to 1.8% of the total Chilean population) to 1,462,103 people in 2020 (7.5% of the population). Of that total, the majority come from Venezuela (30.7%), Peru (16.3%), Haiti (12.5%), Colombia (11.4%) and Bolivia (8.5%). The profile shows that 744,815 are men (50.9%) and 717,288 women (49.1%); almost half (48.0%) are between 25 and 39 years old, and of that percentage, 17.8% are between 30 and 34 years old, that is, active people of working age.

With regard to income in recent years, according to information published by the Ministry of the Interior and the Investigation Police (PDI), based on reports of self-complaints for irregular entry, if in 2019 entered 8,048 people in this condition, in 2020 the figure more than doubled, to 16,848, and in 2021, according to information published by the government, it tripled, reaching 56,000 revenues.

Although the needs vary as people move towards the south of the country, among the main challenges faced by the Venezuelan community is the lack of documentation to obtain a job and the challenges associated with this, such as food insecurity, access to housing, the limited access to basic water, sanitation and hygiene services; the expressions of discrimination and xenophobia and the increase in gender-based violence (GBV).

Considering that by the end of 2022 the Venezuelan population in Chile could reach 561,876 people, according to a report by the National R4V Platform, to respond assertively to this changing context and guide the priorities of UNHCR's work, during 2021 they were applied different methodologies that allowed to know in a permanent way the needs of refugee and migrant people.<sup>1</sup>

The first of these was the "rapid need assessment", used by UNHCR, IOM, UNICEF, PAHO/WHO and OHCHR, under the Resident Coordination of the United Nations System, within the framework of the emergency situation that was experienced during the second half of January and the first of February, a period in which around 1,600 refugee and migrant people were "stranded" in the town of Colchane (3,730 m.a.s.l., with a population of 1,600 inhabitants), suffering extreme environmental conditions in a situation of vulnerability.

In total, 136 surveys were applied in Colchane, Pozo Almonte and different points of the city of Iquique (Terminal Rodoviario, the Brazil and Teniente Ibáñez squares, the city centre and the coastal area). Of these, 101 were applied to people who entered Chile during the last month.

These surveys considered information from a total universe of 342 people (117 men, 93 women, 68 girls and 64 boys) of which 94.78% were of Venezuelan nationality, and mostly between 18-29 years old. Of the people who responded to the surveys, 68 identified with the female gender, and 68 with the male gender.

On the risks faced on the way to Chile (question with multiple alternatives), 83 people (61%) mention having felt discriminated against because of their nationality;

<sup>1</sup> Report of the National Platform of Chile: Analysis of the set of needs for the Response Plan for Refugees and Migrants 2022: <https://www.r4v.info/sites/default/files/2022-03/R4V-JNA-2022-final.pdf>



51 people (37.5%) mention having suffered assaults, robberies, thefts and / or threats; 22 people have suffered violence by the armed forces and police. In addition, 38 people say they have suffered a risk of expulsion and 30 people mention having suffered separation from their family.

When asked about the three main unmet needs, people reported accommodation, transportation for family reunification, and access to water and food. The survey also reflects the need for people to receive information on migration status and the procedure for recognition of refugee status, as well as health care, both physical and mental. To the asking about specific health needs, respondents prioritized childcare, access to medicines and the COVID-19 vaccination plan.

62.5% (85 people) said that their life and/or physical integrity or that of their relatives would be at risk of returning to their country of origin, which shows that the higher percentage of the surveyed population may have international protection needs.

Between May 5th and June 5th, UNHCR implemented the “High Frequency Survey” (HFS) tool, a regional initiative to measure and monitor the profile of Venezuelans who have settled in 16 Latin American countries and which serves to identify evolution, trends and gaps and protection needs. In the case of the application of HFS in Chile, 406 people were interviewed. 75% of people who had not considered asylum, indicated that they had no information among the reasons why they did not apply for refugee status, while some others indicated that the pandemic had made paperwork more cumbersome; whereas they were afraid of being informed that seeking asylum at the border was not possible; or to be deported (sometimes due to their irregular entry).

3% said they had access to one or fewer meals a day and 37% to two. People residing in precarious accommodation, other than renting, were also identified. of apartments or houses (57%), such as: rentals in hotels or hostels (2%), accommodated or invited (5%), in shared accommodation with other families (13%) and rental of rooms (17%); also 25% of them reported sharing bathrooms with other families.

75% of people indicated having some specific need (critical medical condition, nursing woman, people over 60 years of age, etc.). The number of people who reported having a critical medical condition (with treatment) was 23%. 4.5% of people indicated having a physical or mental disability. Specific needs were identified for victims of violence (2.4%), single mothers or fathers with minors (4.1%) and pregnant women (2.7%).

### High Frequency Survey (HFS)

**61 %** had not considered applying for refugee status in Chile.

**75 %** of the people who did not apply for asylum said they had no information among the reasons why they did not apply for refugee status.

**3 %** said they had access to one or fewer meals a day.

**57 %** People who resided in precarious accommodation, other than the rental of apartments or houses.

**2 %** Rentals in hotels or hostels.

**5 %** Hosted or invited.

**13 %** Shared accommodation with other families.

In this same line, between November 2nd and 6th, 2021, participatory diagnoses were carried out that serve to collect accurate information on specific protection risks faced by people seeking recognition of refugee status; and to understand their capacities and resources, in addition to listening to solutions they propose.

A total of 80 people participated, most of them of Venezuelan nationality, between the ages of 13 and 65. While the sample is not representative, the results reflect the experiences and perceptions of the people who participated in these dialogues.

All expressed concern regarding the requirements and times to access a visa in Chile; their ignorance regarding the procedures for regularization and concern about their economic and labour situation.

Young men and women between 13 and 17 years old revealed feeling lonely, which generated unstable moods; who assumed the role of caretakers of their younger sisters and brothers, due to the high workload of their parents. They also expressed concern about being victims of xenophobic comments and shared the need for more information to access higher education.

In the case of adults, women and men, they mentioned that not having a visa often exposes them to labour exploitation and difficulties in renting a home, which in turn generates greater overcrowding and loss of privacy.

In the case of LGTBQ+ adults, they also mentioned the lack of knowledge to access health and exposure to transphobic violence, especially towards those who are living on the street.

Between October and November, the Faculty of Social Sciences of the University of Tarapacá, with the support of UNHCR, the Católica del Norte University and the Regional Presidential Delegation of Tarapacá, carried out the study "Humanitarian needs of Venezuelans with recent entry to Chile", which made visible the harsh conditions that refugees and migrants who are entering northern Chile live, through unauthorised border crossings, and characterized the main humanitarian challenges related to urgent attention that guarantees their protection and integration in the country.

This was a non-representative study, based on field surveys of 190 adults and 54 children and adolescents, in Iquique and Colchane. Of the total number of adults



surveyed, 17.9% mentioned that they paid a third party to enter Chile, with values ranging from 30 to USD 1,800, with an average of 230. 68% of them also considered that their lives or those who accompanied them were in danger during the journey. Even so, a significant percentage (59.5%) said they felt safer in Chile than before starting the displacement.

Regarding the humanitarian needs of Venezuelans on the move and their basic needs, 74.6% (129) of the respondents stated that they did not have a place to sleep that same night and, when asked if it has been cold at night, 71.1% of adults surveyed answered that on all or most nights. At the same time, a sizeable percentage said that during the last week they did not reach the three minimum meals per day: only 28% of respondents said they had breakfast every day and 41% that they could have lunch every day, mainly light snacks, food that they gave him away or products bought with the money they managed to gather.

Half of the children surveyed report having felt sad during the last few days, which denotes the special impact that forced displacement has on this group of the population. In turn, most point out that they have little availability of time to play and have fun. Regarding education, 65.4% of the children surveyed are at least one year behind to what would correspond to their age, according to the Venezuelan school system.

The report contends that it is necessary to ensure a differentiated approach to be able to respond to the specific needs of NNA since they enter Chile, ensuring adequate attention to their needs in terms of physical and emotional health, educational and recreational.

With the purpose of developing an appropriate response, the National Platform of Chile, co-led by UNHCR, and whose objective is to support and complement the efforts of the Government of Chile to respond to the needs of refugees and migrants who have arrived in 2021, a Joint Needs Analysis (JNA) was conducted in 2021 to identify key information on specific and general needs in all sectors of the response.

As detailed in this document (<https://www.r4v.info/es/document/evaluacion-conjunta-de-necesidades-plataforma-chile-rmrp-2022>), there was evidence of an increase in vulnerabilities related to security issues, and to acts such as theft, intimidation and exploitation,

committed against refugee and migrant people arriving in Chile, as well as delays in visa renewal processes due to national lockdowns.

The JNA also highlighted that 13% of the Venezuelans interviewed lived below the poverty line; many work informally or are overqualified, and often earn less than the minimum wage. Regarding the above, there are reports on discrimination and xenophobia in the workplace that support the above. With regard to health issues, primary care services, including mental health, are often constrained by the limited capacities of facilities at the national level, the costs of medical expenses and lack of information or knowledge about the functioning of the Chilean health system.



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# CHAPTER 3







## Coordinated work with the central government and local governments for the protection of people

The United Nations High Commissioner for Refugees highlighted the work with the central, regional and local government, which made it possible to respond to the context and needs presented in the previous chapter.

In this sense, is highlighted the joint visit to the northern macrozone with the Ministry of Foreign Affairs of Chile, local authorities and embassies of countries that support UNHCR's work in Chile, to positively impact the host community, such as refugees and migrants, stands out. In addition, it highlights the meetings held throughout the year with this and other public ministries, such as the Interior, Women and Gender, Social Development and Family, which accompanied a number of initiatives described in the next chapter and facilitated the implementation of humanitarian assistance from UNHCR and its partners.

The efforts at the managerial and technical level, carried out through the support of the General Directorate of Consular Affairs, Immigration and Chileans Abroad Affairs of the Foreign Ministry, allowed to comply with UNHCR's protection mandate, in addition to strengthening the R4V platform, which the agency co-leads with IOM (see chapter 8).

A clear gesture was the headquarters agreement signed in October to regulate and institutionalize the way in which UNHCR cooperates with Chile under its premises of international protection and humanitarian assistance.

The Undersecretary of Foreign Affairs at that time, Carolina Valdivia, said that "Chile will continue to make progress in fulfilling its commitments to protect refugees and we endorse our greatest will to support people from different people. nationalities that need it, in accordance with our updated national regulations and also with our commitment to international responsibility and the humanitarian vision".

At the regional level, the coordinated work in the country stands out, especially with the presidential delegates, governors and mayors of Arica and Parinacota, Tarapacá and Antofagasta, whose permanent communication allowed UNHCR and its partners - thanks to the support of donors - to advance in protection and solutions. for refugee and migrant people.

# The signing of the agreement was carried out with the presence of that then Undersecretary of Foreign Affairs of Chile, Carolina Valdivia, and the UNHCR Regional Representative for South America, Juan Carlos Murillo





## CHAPTER 4

A photograph of two women embracing warmly outdoors. The woman on the right has long, wavy brown hair and is wearing a blue sleeveless top and a blue wristband. She is smiling broadly. The woman on the left is wearing a white t-shirt and a blue cap, and is holding a document. They are standing in front of a stone wall and trees. The background is slightly blurred, showing a park-like setting with trees and a building.

# Main Activities and initiatives of UNHCR in 2021

## UNHCR's work in the northern macrozone

The humanitarian crisis linked to the phenomenon of human mobility, in the northern macrozone of Chile (regions of Arica and Parinacota, Tarapacá and Antofagasta), monopolized an important part of the national attention throughout 2021. Despite the closure of borders due to the COVID-19 pandemic and the states of constitutional emergency decreed by government authorities, refugees and migrants continued entering through unauthorised border crossings, mainly in the areas of Colchane (Tarapacá Region) and Ollagüe (Antofagasta Region).

The authorities of the commune of Colchane, various reports from partner organisations, as well as what UNHCR observed on the ground, have reported an average daily income of between 500 and 600 refugee

and migrant people through that sector during the last quarter of 2021.

The worsening of climatic conditions, due to the beginning of the meteorological phenomenon known as the altiplanic winter, at the end of 2021, and the increase in restrictions on entry, among other factors, caused a considerable increase in the risks of protection: 22 refugee and migrant people lost their lives due to causes related to the border crossing in Colchane sector, only during the past year.

During 2021, the UNHCR, as part of the articulation of the R4V Platform, mainly covered the basic needs of refugee and migrant population, through the delivery of humanitarian assistance, the equipping of support







spaces, the strengthening of shelters, and the assistance to emergency devices and reception centres deployed by the authorities.

In order to complement the response of the central and regional government in the northern macrozone, in relation to the provision of temporary shelters, UNHCR, at the request of the regional authorities, donated 48 housing units for refugees (RHUs) in Playa Lobito sector, located 25 kilometres south of Iquique. In addition, UNHCR provided housing items (100 sleeping bags, 400 mattresses, 100 floor protectors and 100 blankets), installed seven cell phone recharge totems and 28 chemical toilets in places with high refugee and migrants influxes; were provided 3,300 humanitarian hygiene and food kits through municipalities and authorities in the area; and furniture was donated for the migrant care office in the municipality of Iquique and for the day centres for the care of refugee and migrant families at the Hogar de Cristo/UNICEF in Iquique and Colchane. In relation to the government's transitional arrangement for Colchane, UNHCR, for 49 days, provided 200 lunches and dinners daily. In addition, it was donated food and hygiene kits, chemical baths and information leaflets.

Important support was also given to the Municipality of Arica, mainly through the delivery of humanitarian assistance for 2,000 refugees and migrants, 120 hygiene kits, 300 food kits and 800 diapers.

In this same city, monitoring was carried out throughout 2021 at the bus terminal, where refugees and migrants were given essential information about their rights

in national territory, particularly about access to the procedure for refugee status determination; or on health requirements and requirements during transit; and the rights of children and adolescents. In this region, as in the entire northern macrozone, the operation of shelters and micro-shelters for refugees and migrants was supported, directly as well as through the financing of inputs for refugees and migrants. The preparation of breakfasts in four transitory micro-shelters in Arica; indirectly through the municipality, since it is this institution the responsible for assessing the specific needs and determining who, in short, make entrance to the shelters. Based on this assessment, humanitarian aid (food boxes, hygiene and feeding kits, diapers, etc.) was directed and prioritized funded by UNHCR for the benefit of refugee and migrant people.

In Antofagasta, on the other hand, thanks to the support of UNHCR, the “Ciber Migrante” space was inaugurated within the facilities of the Archbishopric of Antofagasta, which has eight computers and Internet-connected printers, which refugee and migrant people could use it for free. With the commitment to welcome, accompany and open opportunities, this space is also open to the members of the host community. It should be noted that in this region, coordination with competent authorities in the support and strengthening of shelters and health residences in cities in the region, especially in Antofagasta, was prioritized.





As part of a joint initiative with IOM, UNHCR conducted a series of face-to-face and virtual trainings and workshops for 110 police officers (carabineras and carabineros) from the eight main police stations and substations in the Tarapacá Region (Colchane, Iquique, Pozo Almonte, Huara, Alto Hospicio, El Loa, Quillagua and Pica). The objective was to provide them with tools for the daily exercise of their work, in particular, the care of refugee and migrant people who arrive in the country in situations of vulnerability, ensuring the protection of its basic guarantees through a human rights approach. Similar activities were also carried out in the regions of Arica and Parinacota, and Antofagasta, during 2021.

Working with partner organisations was a fundamental part of the interventions and contributions of the UNHCR in the northern macrozone during 2021. Thanks to UNHCR's support to these organisations, 51,820 refugees and migrants benefited from humanitarian benefits, multipurpose cash transfers, emergency shelter, rental subsidies, protection and legal advice, psychosocial care, educational support and primary, secondary and tertiary health care throughout the

northern macrozone (22,366 in the Antofagasta Region, 15,634 in the Tarapacá Region and 13,820 in the Arica and Parinacota Region).



**UNHCR's projects and activities seek to have a positive impact on the local community, as well as in refugees and migrants, which allows to promote and cooperate in the development of the Country**

## Promoting protection

With the objective of fulfilling UNHCR's mandate to protect refugees and migrants, intense work was carried out in different areas during 2021.

With regard to the prevention and reduction of statelessness in Chile, UNHCR, through its Jesuit Migrant Service and the Alberto Hurtado University, identified and provided legal representation to 105 people at risk of statelessness and carried out campaigns to address the situation of children registered as children of foreigners in transit.

In addition, administrative procedures were carried out to obtain the birth certificate of Colombian children, born to Venezuelan parents, in Chile and other Latin American countries, to obtain a Colombian passport and process visa applications to regularize their immigration status. From this work, it was possible to identify 105 people at risk of statelessness and confirmed the nationality of 20 cases. In addition, 220 people received training on the right to nationality and the prevention of statelessness.

It is worth mentioning that UNHCR continued its efforts to promote the adoption of nationality laws that prevent or reduce statelessness. In that same sense, together with the United Nations Children's Fund (UNICEF), the constituent process that the country is experiencing was proposed, which will give rise to a new constitution for Chile, which includes guarantees of the right to nationality and the prevention of statelessness at birth.

Regarding legal issues, legal assistance was provided to the refugee and migrant population, through alliances with the National Institute of Human Rights (2,644 people), the Diego Portales University (3,040 people) and the Jesuit Migrant Service (1,662 people).

In 2021, a total of 7,346 people, most of them located in the Northern Zone and the Metropolitan Region, received legal assistance to file asylum applications and other legal needs related to the Procedures of the Determination of the Status of Refugee (RSD) and respect for the principle of non-refoulement.

During the second half of the year, UNHCR supported the Jesuit Migrants Service to provide information and advice to persons subject to expulsion proceedings, in order to ensure the principle of non-refoulement.

Specifically, the efforts coordinated by legal organisations allowed 932 people to receive legal assistance and representation, avoiding the separation of family groups and the return of people in need of international protection. In addition, the UNHCR office in Chile referred 249 people for legal assistance, with legal awareness, counselling, assistance and judicial representation.

The refugees and migrants who accessed legal assistance were mainly of Venezuelan origin, aged between 25-49 years, located in the Metropolitan Region, who entered Chile irregularly and were at risk of being deported or had been denied the possibility of initiating an asylum process.





**Wendy Gahon (24) and her son Anthony are Venezuelans and arrived in Chile in 2021. Both were benefited with the health project of the International Federation of the Red Cross, being able to access medical checks and to cash transfer card for medical expenses. “To Get here, we cross rivers in canoes, and the desert, in the north when entering Chile. It was very difficult because on the way I fainted and my son who was alone with me, suffered psychologically, felt lonely, because he saw me on the floor and did not know what to do. I had a decompensation, my life and my son were in danger,” Wendy recalled. “For us, this program has been to great help, to great support, especially in this time of pandemic. “The biggest fear I have with the coronavirus is that my son will catch it. I have lost loved ones in Venezuela in the wake of COVID-19 and I am very scared to get infected and leave my son alone,” she added.**

In terms of health, UNHCR and the International Federation of Red Cross joined forces to ensure access to health for refugee and migrant families in Chile. The project included comprehensive assistance that included primary medical care, referrals to specialties, diagnostic examinations and purchase of medicines.

Finally, the second year of the implementation of MigrApp, an interactive virtual platform created by the Jesuit Migrant Service (SJM), dedicated to providing assistance and information live and in all regions of Chile, and which during 2021 attended more than 31,800 consultations, stands out.

“A daily during our outputs to terrain we can see that by several reasons the refugee and migrant people many times do not have any key information about their own rights and duties in the country, as well as neither about the services they could have access and it would make a tremendous change in their lives. From UNHCR we are incredibly happy to support this initiative that provides information timely and orientation to the community; we are also proud that MigrApp do not just be a traditional start-up, but a space of encounter and reception that is characterized by the deal warm, human of excellence that is delivered by the volunteers”, highlighted Dolphin Lawson, boss of UNHCR’s Protection Unit.

It should be noted that MigrApp is available in Spanish, English, French and Creole; can be downloaded for free for Android, iOS or since the web and is available in some countries of the region.



© Jesuit Migrant Service (SJM)





## Community based protection

During 2021, work with communities focused on three areas: promoting access to information and communication with people of interest; strengthening community organisations and increasing protection spaces for special groups, such as LGBTIQ+ people, persons living with HIV, and survivors of gender-based violence (GBV).

In order to facilitate access to complete, truthful and timely information, as well as communication with the population, UNHCR in Chile implemented a chatbot pilot under the name of “Tu paisa”, through WhatsApp, in order to the relevant information for refugee and migrant people it was available on a large scale, simply and free of charge. There, people could access information on various issues such as forms of family reunification, access to the refugee status recognition procedure; types of visas and requirements, access to health, education; information on support spaces, HIV and services for survivors of GBV, among others. These options are kept permanently up to date. During 2022, UNHCR will evaluate the operation of this tool.

As part of this effort, and within the framework of the

inter-agency work with UNAIDS, an informative brochure on access to comprehensive health and HIV prevention was developed, focused on the foreign population in the country, which was offered in specially designed exhibitors, which have on their side information on the Support Spaces in Chile. To ensure the protection of particularly vulnerable groups, UNHCR has a collaborative partnership with the National Women’s Service and Gender Equity, which allows referral to the network specialized in gender-based violence (GBV) issues, in all regions, when a case is identified by a partner agency. Thus, during 2021, 208 survivors of GBV received specialized services in this area. In this context, a booklet on access to services for survivors of GBV is also being developed.

Likewise, during 2021, 8 participatory diagnoses were made, in hybrid format, in which 80 people, between 14 and 65 years of age, participated. The results of these diagnoses are a key input to guide the planning of the coming year and adjust the work strategies.

From the collected testimonies, the urgent need to access the regularization of legal status, decent work

and conditions to be able to access (or maintain) decent housing is evident. The growing need for mental health care is also mentioned. Women, in particular, mention the need for care networks that allow them to go out to work or develop a business activity outside the home. Trans people, along with other LGBTIQ+ people, also expressed specific difficulties in terms of legal recognition, access to health services and the impact of discrimination.

Finally, the grievance mechanism was active and operational throughout 2021, and its existence was continuously reported through posters to serve refugee and migrant people, in all offices of partner agencies.

UNHCR supported three organisations through the purchase of inputs to improve their management and the scope of their work (computer for the Solidary Support Network, which helps about 3,000 people per month), and through the allocation of small grants. In a first case, Transforming Lives Organisation and the Solidary Support Network were selected, to which USD 4,000 was allocated to each, in order to develop 2 projects that focused on improving the capacities of vulnerable women to acquire economic independence, and on supporting well-being and facilitating the integration of children and young people, through artistic workshops.

In addition, UNHCR supported the work of the National Network of Refugees and LGBTIQ+ Migrants. through this network it was launched the first “Guide for LGBTIQ+ Refugee and migrant people”, which contains information on the refugee status determination

procedure, immigration procedures, and access to basic services for this population. The launch was attended by national artists, as well as guest artists from the LGBTIQ+ community. During the year, the organisations that make up this network carried out different attentions to the refugee, migrant and local population, for example, attentions through the FASIC partner, to more than 100 LGBTIQ+ people. UNHCR supported activities such as a “Diverse Christmas”, which created a safe meeting space for LGBTIQ+ people in the country. In addition, with the support of UNHCR, the LGBTIQ+ Network expanded and already has partner organisations in eight regions, a WhatsApp number for care and guidance, and a website with up-to-date information.

Finally, during 2021, communication and the strengthening of the Supporting Spaces, which are 14 in the country, were maintained. In the context of the COVID-19 pandemic, UNHCR contributed to the security of these spaces for the population and workers, through the sending of protection material: 3 posters for walls (wear a mask, wash your hands, use alcohol gel), three stickers for the floor (entrance, exit, keep your distance), alcohol gel dispensers standing, acrylic screens for desks, facial protectors, infrared thermometers, paper towel dispensers for bathrooms, among others. In addition, daily communication is maintained through a WhatsApp group.

**Tu  
Paísa**  
TE AYUDA CON INFORMACIÓN EN CHILE



Scan this QR to  
go to chat







## Girls, boys and adolescents

Responding to the Constant psychosocial and Educational Challenges, both in the north of the country and in the capital, UNHCR supported World Vision in the implementation and strengthening the Hope Without Borders Programme, fundamental for the accompaniment of more than 2,270 girls and boys, including refugees and migrants in situation of vulnerability. School reinforcement was included, emotional support, recreational workshops and advice to parents or adults on several topics, prioritizing the delivery of information so that girls and boys insert in educational establishments.

In this context, 730 educational kits were delivered with

the aim of promoting social and educational integration of 730 students and their families, through the delivery of electronic devices (tablets) to boys and girls, including refugees and migrants, from Arica, Iquique, Antofagasta, Valparaíso, Santiago and Concepción. These kits included an eco-friendly bag, a protective case, headphones and SIM cards that allow Internet connection thanks to the support of one of WOM's telecommunications companies.

UNHCR also supported in 2021 an innovative program of the Municipality of Santiago called Child Care Poles. In this space, protection and educational reinforcement were provided to 56 children of various nationalities

(73% of them Venezuelans) so that their responsible adults can work.

It should be noted that during 2020 the Family Courts of Iquique raised their concern about the increase in protection measures in favour of unaccompanied and separated children and adolescents in the context of mobility. This circumstance resulted in the fact that in January 2021 the Full Court of the Supreme Court will agree to the creation of two working groups.

On the one hand, it constituted an internal table for the purpose of adapting the processing system of the Judiciary, giving an adequate registration to those boys, girls and adolescents in an irregular migratory situation. In parallel, work was carried out through a second inter-institutional table, which had the participation of the public sector, including the Undersecretariat for Children, the National Service for the Specialized Protection of Children and Adolescents, the Office of the Ombudsman for Children, Carabineros de Chile, the Investigation Police, as well as international organisations such as OHCHR, IOM, UNICEF and UNHCR.

As a result of this work, it was arrived at a flow case management that gives effect to the rights of unaccompanied and separated boys, girls and adolescents in the context of mobility, under international human rights law.

The signing of the protocol by the Judiciary power at the end of 2021 constitutes a significant advance in the structure of child protection in Chile, as it ensures immediately the best interests of those unaccompanied and separated children and adolescents, favouring the ability to be identified by the border authority in the national territory. In addition, although it is not a document with normative force, the inter-institutional agreement has set a standard of protection when applying the new migration and foreigner law No. 21,325.



**“In short, this instrument is the result of an articulated work and an inter-institutional coordination effort that seeks to provide better tools to all actors who come into contact with unaccompanied and separated children and adolescents in the context of mobility; and who intend to move forward in making effective the rights of those who enter our country in a situation of specialized vulnerability”**

(Page 5 of the UNICEF Migrant Protocol)





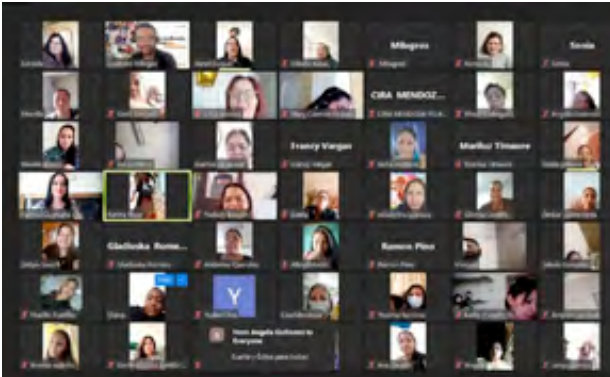
# Entrepreneurship and employment insertion with a gender focus

Refugee and migrant people seek opportunities to contribute to social and economic development of the country. In this context and thanks to the support of the members of the Vicariate, Mother Josefa Foundation, the Municipality of Santiago and World Vision, 4,796 people received support to achieve self-sufficiency and have their own means.

The World Vision agency conducted entrepreneurship courses and granted funds for the purchase of materials, supplies and tools for 440 women from various areas of the country; and the Jesuit Migrant Service provided comprehensive support to 80 entrepreneurs from the Metropolitan Region to activate or strengthen their businesses.

Through the direct implementation, it took place a series of initiatives focused on developing the refugee and migrant people’s skills and competences.

The implementation of the online entrepreneur program, in conjunction with the Dolores Sopeña Corporation, it allowed 151 women from eight regions of the country to train in digital marketing, activate their virtual stores and access to an electronic device (Smartphone or tablet) to optimize the management of their business.



The initiative Undertaking Together Without Borders consisted in the realization of several online courses to promote the socioeconomic insertion of refugees and migrants through the improvement of their employability possibilities.

For its part, the Digitalízate program, whose purpose is to promote social and economic inclusion through digital literacy, helped 76 people to improve their employability using Information and Communication Technologies (ICT).

**Karin Moreno (32) Is one of more than**

**400 beneficiaries of the initiative.** A lawyer of Venezuelan nationality, arrived in Chile in 2019 with her 6 years old daughter Camila. Her story, like that of many people forced to move, was not without difficulties: **She travelled with her daughter from San Cristóbal de Venezuela to Santiago de Chile, where she had to overcome multiple difficulties to settle in a home that will ensure peace and security.** After their arrival in the country one of the most complex processes of their integration it was, precisely, that of labour insertion, so she decided to pour all his energies into cooking typical Venezuelan food and sell it at the exit of a Metro station in the Centre of Santiago. The incursion into the gastronomic field not only allowed her to maintain a link with his country, but also to share a strong family bond, given that his mother, father and brothers maintain the same business that Karin installed in Chile but in her hometown.

The courses **“left me valuable information about techniques, costs, organisation and administration. Just as it meant a great incentive to be able to project my business in the future,”** shared Karin, who also received of the project a monetary support to buy an extractor for her kitchen and the financing of 50% of the rice of an industrial blender.

In addition, projects focused on trade training were executed. The Santiago Cocina initiative, implemented by the Municipality of Santiago, supported 34 refugees and migrants by offering them access to a professional kitchen, which meets all the conditions of the health authority for the preparation, packaging and marketing of food. These people were also periodically supported

by nutritionists and technical-professional support for the insertion of their products on the market.

In this same area and in partnership with the NGO CDI Chile and the Social Gastronomy Foundation, the “Gastronomic Schools” program was implemented in which 47 women from the communes of La Pintana, Valparaíso and Iquique developed skills for the preparation and food handling, applying in its performance the sanitary standards, hygiene and occupational safety procedures established in the sector. The hybrid training process (blended) included distance classes (modules of entrepreneurship and professional development) and face-to-face practical classes in gastronomic establishments (restaurants, professional and community kitchens) during which various contents and techniques were worked on, among which bakery and pastry, Peruvian food, fish and seafood, and oriental cuisine stood out.

Other action taken to strengthen the socio-economic integration of refugees and migrants in Chile was the first round of cash transfers (CBI) to support the economic self-sufficiency of 110 women entrepreneurs who had the opportunity to buy inputs, tools, machinery and other elements that allowed them to improve their businesses.

It is also worth mentioning the establishment of nine coworking spaces and four cultural spaces, in conjunction with the company WOM (donation of 60 computers and 18 mobile broadband), aimed at improving the equipment of municipalities and collaborating agencies, thus promoting the connectivity of refugees and migrants; improving their chances of accessing education, employability and entrepreneurship.

It should be noted that within the framework of the MPTF, a joint project with the International Labour Organisation (ILO) and the International Organisation for Migration (IOM), the establishment of alliances with the Municipality of Santiago, Chilevalora, SENCE, SENAMA and the Federico Santa María University, allowed certify the work skills of refugee and migrant women in the area of care of elderly or dependent patients, benefiting a total of 509 refugees and migrants.





# Strengthening ties with the private sector

In line with the Global Refugee Compact and the whole-of-society approach, during 2021, UNHCR advanced in the design and implementation of a strategy of relationship with the private sector, tweaking its objectives and exchange mechanisms. The above considered a mapping of key actors that allowed to generate links, focus the strategy and establish a favourable flow to relieve the participation of companies in the inclusion socioeconomic of refugees and migrants. With this, we worked on the identification of gaps of inclusion, which decanted, between other elements, in the need of carry out a survey of opportunities linked to the identification of labour profiles by territory, a task that will be assumed in an interagency way during 2022.

During 2021, there was a significant approach to various companies and activities and strategic alliances were carried out to work on raising awareness, as well as promoting the employability of our population of interest. These activities included talks to collaborators of companies such as LIPIGAS and ACCENTURE -the latter had a regional scope-, and the species donation and WOM services. In the line of information and guidance to workers and companies, UNHCR collaborated in the

development of a recruitment guide for refugees, led by the TENT Foundation, which expects to be launched in initial stages of 2022, year in which the strategy to enhance the participation of the private sector in the response to the situation of refugees and migrants will continue to be deepened.





## Strengthening integration and non-discrimination

In the framework of World Refugee Day, UNHCR released the song “Estoy Aquí”, composed by Venezuelan singer “Mulato” and the “Fundación Música para la Integración” orchestra. This work is a reflection of what hundreds of people of various nationalities are experiencing, who have come to live in Chile seeking, in most cases, stability and protection.

“Music is, without a doubt, the universal language that reduces the distances between people. Through the

premiere of this song we wanted to make a call to empathy and solidarity, to begin to put ourselves in the place of the other. We have witnessed how refugees and migrants who have arrived in Chile tremendously enrich our communities, through their knowledge, professions, personalities and talents. If they are given the necessary opportunities, they will be able to do it even better,” said Rebeca Cenalmor Rejas, head of UNHCR’s National Office.





For her part, Ana Marvez, president of the “Música para la integración” Foundation, added that “with this work, we have had the joy of being able to gather again (after a year of quarantines) a fundamental part of members and great guests artists of the foundation, with the intention of sending a message of union, encouragement, support, reflection and empathy to all migrant and refugee communities in the world. To tell our story is to tell the multiple realities that foreigners live day by day with the dream of being able to integrate into the host countries; celebrating moments of achievements, sharing moments of longing and, at the same time, showing the harsh reality of those who have had to leave their country. Raise awareness for a more united world and without distinctions.”



“The foundation has become a space for emotional rehabilitation, while adapting to life in Chile,” said Ana Vanessa Marvez, a 34-year-old Venezuelan music teacher who is helping her fellow musicians channel their talents into a choir in Santiago, Chile.

Scan the QR code to see the video clip of this song:

Jam Festival 2021  
I am Here - YouTube



Additionally, also within the framework of World Refugee Day, UNHCR, the Social Gastronomy Foundation and the “Food for All” Network launched the gastronomic book “Mi Mesa es tu Mesa”. This work managed to bring together renowned Chilean and foreign chefs residing in Chile, with a vast trajectory in the world of gastronomy, such as Sumito Estévez (Venezuela), Juan Pablo Mellado (Chile), the sisters Sofía and Dalal Halabi (Palestine), Elba Caicedo (Colombia) and Juan Andrés García (Peru), to create fusion recipes that mix Chilean food with typical dishes from Venezuela, Colombia and other countries. The book was distributed to more than 5,000 people in its “pocket version” and, additionally, as a launching action, UNHCR and “Gastronomía Social” Foundation donated and distributed more than 4,000 plates of hot food to people in situation of vulnerability in Santiago and Arica, through the collaboration of numerous soup kitchens.



“Through this book and these food rations, which were distributed free of charge to the communities, we wanted to symbolically show that, when cultures interact, know each other and empathize with each other, they provoke a synergy that enriches the entire society in which we live. Today, more than ever, we believe it is important to start looking at each other with our hearts and valuing how much refugees and migrants enrich our country, through their culture, knowledge and enormous desire to get ahead despite adversity,” said Rebeca Cenalmor Rejas, National Head of UNHCR’s Office in Chile.

Through the story of Chafica (63 years old), a Syrian woman who used to live in Venezuela and who had to look for a new home in Chile, the UNHCR National Office participated in the regional initiative “Immersive: Listening can change the world”, a unique auditory piece composed by Santiago Vázquez which aimed to move audiences to various corners of the world and bring them closer to human stories of refugees and migrants. To enjoy it, just a pair of headphones, close your eyes and let yourself go: Immersive - Listening can change the world.

Also, within the framework of its efforts to reduce discrimination and xenophobia in Chile, during 2021, UNHCR and the Journalism Career of the Central University – with the collaboration of the International Organisation for Migration (IOM) – carried out a new

version of the “Journalism Without Labels” project. This initiative, which is repeated year after year, was born in 2017 with the purpose of providing tools to communications professionals so that they can carry out more sensitive coverage and with rights approaches, regarding the issue of human mobility. During 2021, the project virtually trained around 150 journalists and editors from across the Latin American region, mostly Chileans, through 12 sessions guided by academics and specialists in communications and human rights matters. In addition, the project launched, for the first time, the “Journalistic Excellence Award” which distinguished the best journalistic works with high social relevance and original focus, published in national written media to make visible the diverse realities of refugee and migrant people in Chile.

For more information about this project, you can visit the web platform [www.periodismosinetiquetas.org](http://www.periodismosinetiquetas.org).

Finally, within the framework of the joint work that UNHCR co-leads with the International Organisation for Migration (IOM), the R4V platform in Chile launched the virtual campaign “Espacios libres de Xenofobia” to promote non-discrimination and reception of refugees and migrants in communities. Videos of the initiative can be viewed here: <https://www.r4v.info/es/node/88132>.

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[My table is your table](#)





# CHAPTER 5



# Working with our partners

During 2021, the evolution of the health situation due to COVID-19 allowed the gradual reactivation of a large part of economic and social activities, in compliance with the protocols established by the government. However, the year continued to present significant challenges for UNHCR Chile's partners.

The humanitarian situation in the north sharply increased the demand for food and basic necessities, cash support (CBI) and provision of emergency shelters, which, internally, required a rapid restructuring of resources, expansion of the operation and request for additional resources to respond to this changing context.

With resilience and commitment, UNHCR's partners carried out mechanisms for assure the continuity in the benefit of humanitarian attendance by the establishment of measurement and protocols for deliver benefits and services safely. In northern Chile, partners provided direct assistance for the relief of basic information needs, social and legal orientation, and complemented the response of regional and local authorities.

It should be noted that, in addition, they adopted remote care methods to limit physical contacts between staff and refugees and migrants, thus allowing to substantially expand the territorial coverage of care, compared to previous years.



## Operational sectors



Humanitarian assistance projects with UNHCR Chile partners, in 2021, were deployed in several operational sectors, such as emergency shelters, basic needs and cash assistance (CBI), legal assistance, socio-economic integration and livelihoods, physical and mental health, social assistance and case management or integral management of cases.



## Shelter



The response system deployed in the north and centre of the country was far-reaching thanks to the work of partners such as the Pastoral of Social Vicariate, the Municipality of Santiago and World Vision, among others.

Despite the fact that financial resources were implemented in a 100% and all the planned goals for the annual period were met, there is still much to be done. Refugee and migrant families continue to spend the night in public places and camping outside the reception facilities, waiting for an entry quota or alternative transit that will allow them to continue with their journey and the family reunification. However, progress was made in the delivery of food and water at border points, especially in Arica, Colchane and Ollagüe, where there is no access to basic services and goods.



## Basic needs and Cash assistance



Direct support to individuals and families, through the work of UNHCR partners such as the Jesuit Migrant Service (SJM), Foundation of Social Assistance of the Churches Christian (FASIC), World Vision (WVI), Federation International of the Red Cross (IFRC), Vicariate of Social Pastoral Caritas (VPSC), the Illustrious Municipality of Santiago, allowed to provide support to refugees and migrants through psychosocial and medical care, accommodation, feeding, CBI, multipurpose coupons and socio-educational support through the delivery of school supplies, tablets and pedagogical reinforcement.

Cash donations for many purpose needs reached approximately 9,500 people of concern to UNHCR. According to the results of the Post Distribution Monitoring Survey (PDM) was significant for 78% of the people surveyed, and the improvement in living conditions also in 70% of the respondents, the which means that cash transfers in any form have a very important impact on the lives of households served by UNHCR in Chile.

## Social assistance and specific needs



Through the LGBTI+ Refugee and Migrants National Network were made specific initiatives for supporting the people of this community, as the launch of the Guide for people LGBTI+, that contains legal information on refugee status and immigration requirements, as well as the access to basic services. A total of 101 LGBTI+ refugee and migrant people

received specialized services, and 14,144 received social and psychosocial assistance across the country.

One of the most consolidated service initiatives for people with specific needs is World Vision's Hope Without Borders Program.

## Access to information



© UNHCR/Eugenia Pez

Taking into account the challenges that Chile is experiencing in terms of human mobility, during 2021 the information brochures were updated, giving priority to the northern macrozone, where they were distributed through the partners and UNHCR, in a way that face-to-face, and among refugees and migrants who were at border and urban points.

Likewise, UNHCR partners who also work as Supporting Spaces were sent material of visibility, to ensure that

people of interest that required information can identify easily the attention and orientation spaces.

In the same line of awareness and training, UNHCR led a joint project with the Mapocho Foundation and the Central University of Chile, to train 20 social media influencers, whose Twitter, Facebook and Tik Tok accounts are focused on informing the refugee and migrant population about of their rights and services in Chile. Through twelve online modules, guided by



academics and experts in human rights matters, these influencers received tools and training to improve the quality of the information they deliver to communities, adapt their content to make it more inclusive, and acquire new knowledge of online design that make their accounts more attractive.

Magdalena López, Mapocho Foundation Project Director, the organisation that executed the course, commented that “the work, influence and impact generated by the leaders of digital communities is very important. Understanding that they are people who handle key information, who move very important networks and, in the end, who keep people updated, the initiative is born to give them tools to carry out this task in the best possible way”.

In the case of the Central University, the Journalism career director, José Miguel Infante, said that “The joint work with UNHCR and the Mapocho Foundation has been very relevant, with the purpose of contribute to the training of leaders who have forming the net of digital influencers providing guidance to improve the daily lives of people who arrive in the country, through the use of social networks. Specifically, the journalism career and the Research Institute of the Faculty of Economics, Government and Communications, worked on a study that allowed to obtain key information to design the training of male and female leaders and influencer leaders, and to meet their training needs . We want to continue advocating from the academy to have a better society.”

Yoharllys Cribeiro and Roberto Delgado are two of the influencers who participated as students at the school, both of Venezuelan nationality and resident in Chile for years. Together with other digital influencers, they created the Instagram account “Orienta Migra” (@orientamigra), with the aim of forming a support network for refugee and migrant people living in Chile, providing them with information on Chilean regulations and advice on how to comply with the requirements set by the authorities.

“The work as influencers is fundamental these days, because it empowers us in the role of information agents and change agents within the migrant and refugee community. It is about enriching people’s mentality, in the sense of fostering respect, promoting integration, interculturality, and promoting a benefit for

communities,” said Roberto, also founder of the account @viajeromigrante. In line with the above, Yoharllys – who also has the personal profile @brujulamigratoria – added that “In this area the most important thing is the people who receive the information. So, having the task of communicating and transferring information also implies a great responsibility, because it is not only to inform and guide the refugee and migrant population, but it is also to educate in terms and how to do things right.”

Although the course was held during the year 2021, the graduation of the program was carried out at the beginning of 2022, forming a Network of Digital Leaders for the Refugee and Migrant Community.

More information about the project in [redlidersdigitales.com](https://redlidersdigitales.com)

### Socio-economic integration and livelihoods



As detailed in the previous chapter, the work of UNHCR and its partners made it possible to assist in self-employment and entrepreneurship initiatives. These included training workshops on business plan preparation and financial education, to increase their resilience, adaptability and self-sufficiency. As evidenced during the participatory evaluations, access to vocational training enabled refugees and migrants to strengthen their knowledge and/or skills, but also to enhance the learning of trades that promote vocational retraining and, consequently, the opening up of new options to ensure their socio-economic inclusion.

It should be noted that the efforts of the partners made it easier for refugees and migrants from various cities in the country to improve their self-sufficiency and strengthen their livelihoods, by participating in entrepreneurship programs that include training, personalized accompaniment/mentoring, networking,

monetary contributions for the purchase of materials, supplies, tools and delivery of tablets and smartphones.

Highlights the emphasis in the incentive of the female entrepreneurship, with the participation of women from the communes of La Pintana, Valparaiso and Iquique, who developed skills for the elaboration and food handling, applying in its performance the standards health, procedures of occupational health and safety established in the sector. This training in trades allows participants to insert themselves in dependent jobs and/or exercise the gastronomy trade on its own.

Other key action to strengthen the socio-economic integration of UNHCR's people of concern was the first among the number of cash-based interventions -CBI Means of Life), within the framework of the collaboration between the partners of the International Federation of the Red Cross and the Municipality of Santiago, in order to support the economic self-sufficiency of 110 women entrepreneurs who had the opportunity to buy supplies, tools, machinery and other items that allowed them to improve their businesses.

In line with UNHCR's age, gender and diversity approach, partnership with stakeholder-led organisations was strengthened in 2021. Two grant agreements were signed with organisations administered by the Solidary Support Network and the Transforming Lives Organisation, which implemented community projects to promote the integration of low-income women and children and young people.

Notably, UNHCR's direct contact with refugees and migrants who led organisations for the promotion of their own development and rights; together with the respective coordination to implement these grant agreements, represent a unique opportunity to identify areas of need where an effective institutional response can be reached.



## Legal assistance



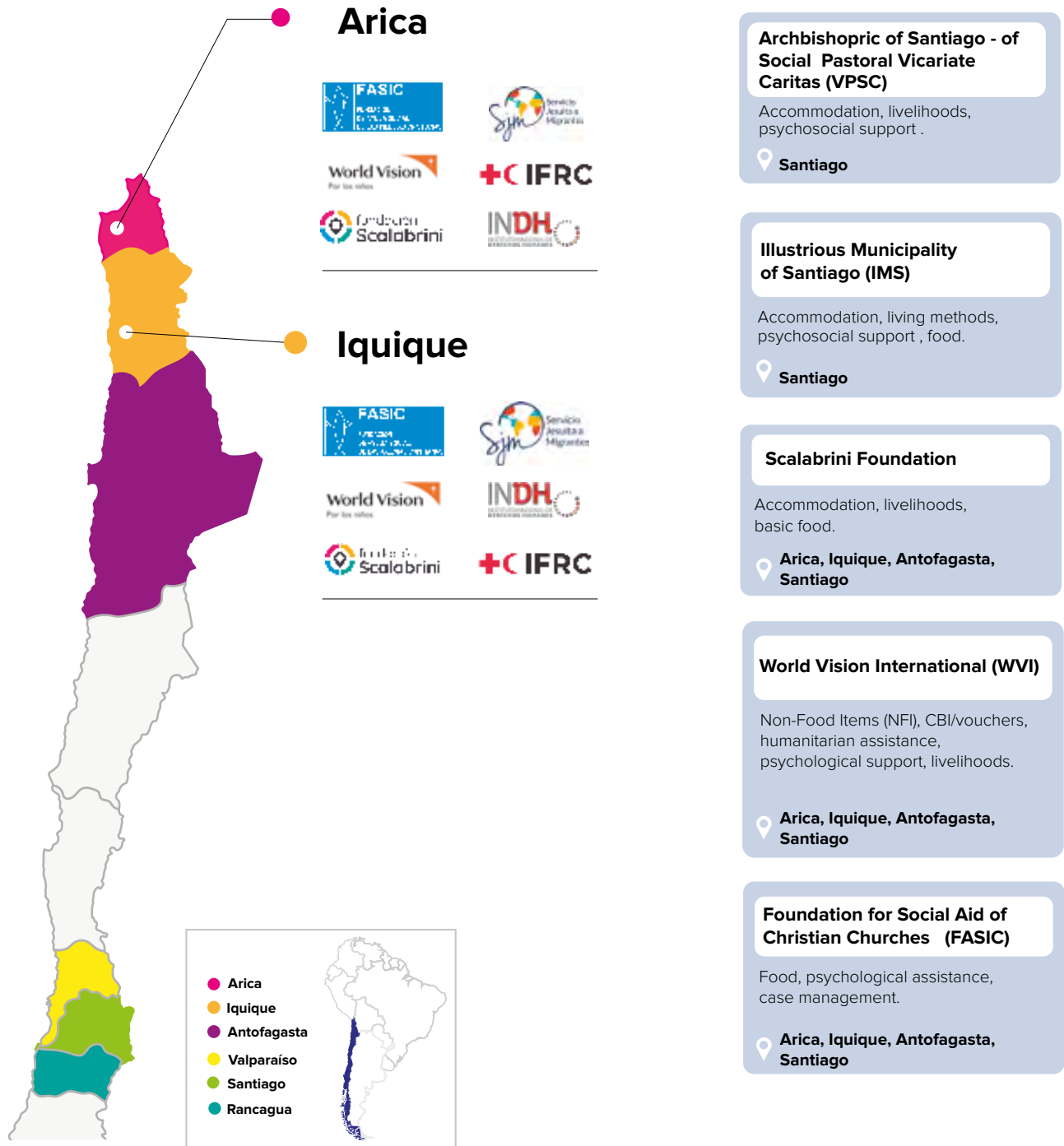
During 2021, UNHCR provided legal assistance to people of its competence via telephone, email, chatbot and in person, in accordance with national health recommendations .

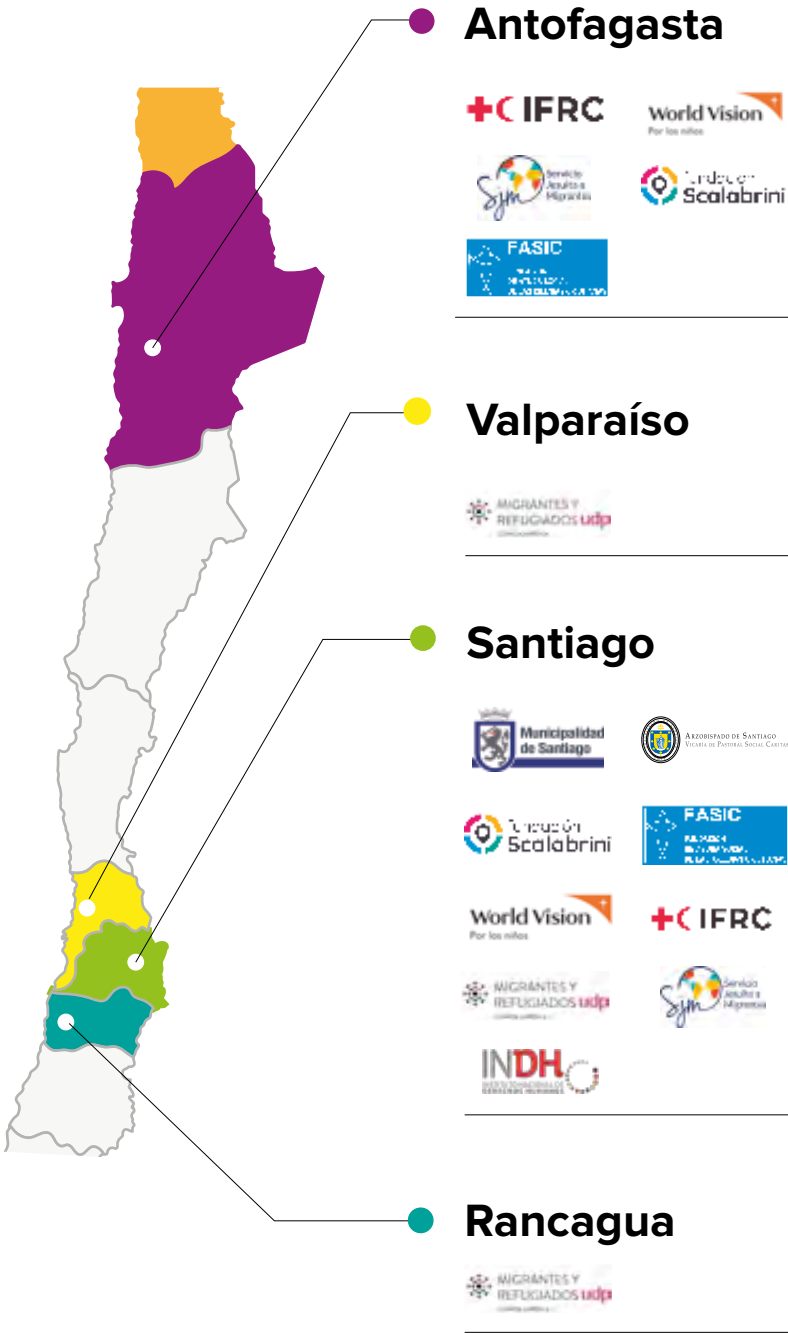
The partner agencies, the Jesuit Migrant Service (SJM), the Foundation for Social Assistance of the Christian Churches (FASIC), the National Institute of Statistics (INE), the Diego Portales University (UDP) and the Alberto Hurtado University (UAH) provided legal assistance, mainly by telephone, face-to-face and through MigrApp of the SJM. In all cases, the services were national in scope.

For the second consecutive year, thanks to the sustained work of the partners, there was an increase in the number of judicial decisions of the Supreme Court that order the formalization of asylum applications and do not take into account the illegal denial of recognitions. In addition, the administrative procedures of Colombian Children born to Venezuelan parents in Chile and other Latin American countries were supported to obtain birth certificates, apply for a Colombian passport and submit visa applications to regularize their legal status. In this context, campaigns and trainings were carried out on the right to nationality and the prevention of statelessness.



# Summary of Partners by Sectors





**Migrant and Refugee Clinic of Diego Portales University (UDP)**

Legal assistance.

📍 Santiago, Valparaíso, Rancagua

**National Institute of Human Rights (INDH)**

Legal assistance at the border.

📍 Arica, Iquique, Santiago

**Jesuit Migrant Service (SJM)**

Legal assistance, statelessness, social support and case management and livelihoods.

📍 Arica, Iquique, Antofagasta, Santiago

**International Federation of the Crescent Red Cross and Crescent/Chilean Red Cross (IFRC)**

Legal assistance, statelessness, social support and case management and livelihoods.

📍 Arica, Iquique, Antofagasta, Santiago



## What is next for 2022 with our Partners?



ARZOBISPADO DE SANTIAGO  
VICARÍA DE PASTORAL SOCIAL CARITAS

In 2021, the project was positioned as an articulated response through a wide net of comprehensive accompaniment to migrants and refugees, through 3 lines of action:

- 1.** Advice and accompaniment for local insertion and autonomy, to 278 people corresponding to 80 families.
- 2.** Emergency assistance and humanitarian aid: providing emergency shelter, rental subsidies, food security, hygiene kits to 24,183 people.
- 3.** Promotion and strengthening of livelihoods, which reached 1,044 people.

In October 2021, and in response to the humanitarian crisis that was accentuating in northern Chile, the emergency assistance and humanitarian aid line had a national coverage, extending its action to the cities of Iquique, Antofagasta, Copiapó and La Serena.

Regarding coverage, with the 3 lines of action we reached 25,505 people, of which 7,104 are children and adolescents, and 13,414 women.

The main challenges we identify for the year 2022 are the delivery of a timely humanitarian response; the strengthening of collaborative work with private and/or public partners and organisations linked to the issue; and consolidating the network of integral accompaniment that favours the territorial work and the promotion of durable solutions. “We are living a very complex problem, so it should include initiatives such as establishing a permanent table, not for once or “for the photo”, to meet with migrants, where they have a stake in generating these solutions. And, at the same time, it is necessary to put an emphasis on the aspect of work,” said Father Jaime Tocornal, vicar of the Caritas Social Pastoral of the Archdiocese of Santiago.





FASIC, from its commitment to the promotion and defence of human rights, executed the “Refuge and Migration” program during 2021.

The program was developed mainly in the regions of Arica and Parinacota, Tarapacá, Antofagasta and Santiago, where the headquarters of the foundation are located, and also covered the national territory in cases that were necessary, focusing services on the migrant population, refugees and asylum seekers. Specifically, we worked with psychosocial and legal attention, emergency support, attention to issues of gender-based violence and the LGTBIQ+ refugee and migrant community. The result of the committed work of those who make up the teams in the different venues is reflected in the overcoming of the goals proposed for the year, an objective that was not limited either by working hours or by the increase in infections due to the health crisis. It is worth mentioning the accompaniment by the teams as an institutional seal in each of the actions. In addition, it is important to point out the contribution of male and female volunteers, as well as the links and

support networks that were formed with different civil society organisations that contributed to the further development of the programme.

The challenges for 2022 are to continue contributing to the inclusion processes with a focus on issues of law and culture, through psychosocial teams, thus facing the high demand for the context, despite the budget decrease for specific work and delivery of humanitarian aid. On the other hand, continue with the joint work with the community and civil society.

**Claudio González U.**

Social Aid Foundation of the  
Christian Churches

**FASIC**



In 2021, the Chilean Red Cross Population Mobility Project deepened its commitment to refugees and migrants in extreme vulnerability. We highlight the authorization of the Mobile Humanitarian Service Point (HSP) in the region of Tarapacá and Arica and Parinacota, which provides comprehensive humanitarian assistance to migrants in transit. The HSP consists of an equipped service vehicle with professional staff, a physician and a psychologist providing primary medical care and psychosocial support. Within the emergency humanitarian aid of the mobile, food, shelter and safe water kits are delivered along the route. This service makes it easier for migrant and refugee people to establish contact with their families and also functions as a point for the distribution of protection messages and information about the migratory route.

This 2022, our challenge is to increase care in essential primary health services and psychosocial support, to reduce mortality, morbidity and vulnerability of people in human mobility.

We have also set out to expand the coverage of the cash transfer programme at the national level, which aims to strengthen livelihoods, health care and support for entrepreneurship.

Another challenge is local integration through the dissemination of information that generates resilience in communities, awareness material and resources that enable inclusion with the locality.

**Ismael Navarro**

National Coordinator of the  
National Mobility Project

**Cruz Roja Chilena**



Through our Friendly Centre of Arica, different services or supports are provided for refugees and migrants. Showers and a laundry room for the benefit of people of interest; face-to-face care always respecting the capacity of the centres, in which refugees and migrants could access emotional containment, psychological first aid, socio-educational care for children and adolescents, and emergency support such as electronic coupons and subsidies lease.

Since 2020, the development of capacities for self-employment for refugee and migrant women is also encouraged, through courses training in remote entrepreneurship and direct contributions to the

acquisition of tools and work materials. As well as the promotion of employability in dependent jobs, through talks and personalized socio-labour orientations. It is in this sense that last year it was possible to train 440 people of interest with their respective supports in tool subsidies.

For this year it is intended to strengthen this work with a new centre in the city of Iquique, with more collaborators product of the permanent support of UNHCR and a recent financing and state ministerial participation.

**To respond to key needs, UNHCR also had the support of other partners during 2021, strengthening outreach at a national level.**





In 2021, we face important and urgent challenges from partners such as the United Nations High Commissioner for Refugees (UNHCR). From this, our team, made up of around fifty professionals spread over four locations, focused all its energy on working with the most vulnerable migrant and refugee communities in a scenario marked by COVID-19, political changes in Chile and the surprise and massive expulsions of migrants.

Thus, the path, together with UNHCR, has allowed us to carry out socio-legal orientation and develop research that provides evidence to describe the migrant and refugee reality in Chile. Specifically, the social care programme supported 2,423 migrants and refugees. Our MigrApp platform, meanwhile, served 12,904 people, with 31,892 queries answered, achieving 93.8%

of satisfaction among users. Our community program worked with 77 actors distributed in Arica, Antofagasta and the Metropolitan Region, promoting intercultural coexistence. Each of these figures constitutes a huge achievement that fills us with pride and drives us to continue working - with more commitment and effort - together with partner organisations such as UNHCR. Your support not only allows us to finance projects, but also guides our daily work and gives meaning to the cause we share in favour of the inclusion of women, girls and boys and men on the move, with unrestricted respect for their human rights.

We salute and deeply thank UNHCR for the trust and great work they do, always encouraging networking and respect for the knowledge of each partner agency.







The Madre Josefa Foundation, from its Migrant Care Centres in Iquique and Temuco, and within the framework of its mandate focused on the promotion of the rights, security and dignity of migrant citizens, thanks the solidarity and support of UNHCR to the mission, which has allowed in the context of emergency to address the humanitarian crisis generated by the increase of human mobility in the world. Thanks to the project, in Iquique it was possible to provide advice and promote access to care networks to more than 275 family groups, while the economic insertion of 747 people was encouraged. From Temuco, the support of the project resulted in the accompaniment and guidance in processes of migratory regularization to 511 people, and assistance strengthened with the delivery of direct support to 91 families, through deliveries of food boxes and gift cards.

The collaborative work with the network of migrant organisations was and is fundamental to articulate actions that allow to face the complex and painful situations that the migrant and refugee population goes through, facilitating their integration.

The main challenge of the Foundation is to develop sustainable measures that promote the empowerment of families, providing them with tools that allow them to achieve their life projects from the promotion of their well-being and economic autonomy.

**Sister Cristina Opazo González**

President  
**Mother Josefa Foundation**





Humanity faces unprecedented challenges around human mobility and food insecurity affecting millions of people in the world.

We firmly believe, from the Social Gastronomy Foundation, that the power of good food is capable of uniting, in an extraordinary way, the wills of people and organisations to protect and put themselves at the service of those who need it.

For us to contribute to the immense and crucial humanitarian work that UNHCR carries out every day, not only inspires and mobilizes us to deepen our social mission, but also honours us as human beings.

A good plate of food does not understand about races or nationalities, it always welcomes and embraces.





CHAPTER 6





# Cities that forge a more solidary Chile

In Latin America, local and provincial governments are committing to promoting the socio-economic inclusion of refugees, within the framework of the “Solidary Cities” initiative, promoted by UNHCR. Its main objective is the generation of joint work plans, through the identification of the needs present at the local level and the commitment of local governments to strengthen their work for the benefit of refugees and migrants living in these territories. This initiative, promoted by the Mexico Action Plan in 2004, recognizes the key role of local governments in promoting local integration.

## What does this initiative consist of?

More than a half of the world’s refugees and more than 80% of internally displaced people live in urban areas, according to UNHCR data. In fact, in the Southern Cone that figure reaches 100%.

This turns local governments in one of the most important actors in the analysis of needs and the planning and provision of protection, assistance and solutions.

The effective engagement of cities and local authorities is essential to strengthen the protection and socio-economic inclusion of refugees, migrants, and other populations in need of international protection in host communities, as many of the integration factors, such as housing, health, education, training and employment, are designed, offered and financed at the local level.

The proactive role of local authorities in ensuring effective access to economic, socio-cultural, civil-political and legal rights in the urban environments it is complemented by the crucial role played by other actors, such as regional and national authorities, refugees and asylum seekers, host communities, civil society, grassroots groups, the private sector, academia and the international community.



# How to be a Solidary City?

The Solidary Cities initiative plays a fundamental role in the integration of refugees and migrants.

For a city to join, it must be guided by these 10 criteria:



1

## Institutional capacity:

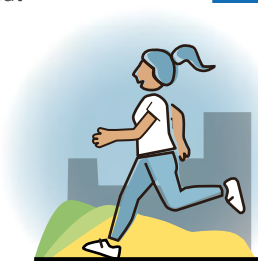
The city must count with legislative or administrative instruments that are inclusive and non-discriminatory, and that favour the local integration of refugees and migrants of interest, guaranteeing full access to rights.



2

## Institutional commitment:

The city has strategies for facilitating the access to policies and existing services, and development of specific municipal programmes and policies to promote the local integration of refugees and migrants.



3

## Consistency with national processes and institutions:

Public organism has appropriate linkages and coordination between municipal policies, programme and development frameworks, and regional/national policies that have a positive impact on refugees and migrants.



4

## Economic inclusion :

The Refugee people and migrants have access to a wider range of economic rights as labour market access, social security, financial services and land and property.



## 5 Socio-cultural inclusion:

Refugees and migrants have access to national and local services such as education, health, social services and housing, as well as activities that promote social cohesion and cultural participation. The city has to promote the enjoyment of its own culture and the right to family unity.



## 6 Civic-political inclusion:

The city gives access to justice in a non-discriminatory manner, security, political participation, civil registration and freedom of movement.



## 7 Legal inclusion :

Refugees and migrants have access to legal documentation that guarantees their regular stay in the host communities, as well as basic rights and services.



## 8 Reference system for people with specific needs:

The city establishes reference mechanisms and inclusion in local institutions and services, including relevant development agencies.



## 9 Reception and scope:

The city generates specific mechanisms and infrastructure for the reception of refugees, ensuring access to services.



## 10 Defence and work in network:

The city promotes networks/ alliances with other solidary cities, through the collection and exchange of experiences.



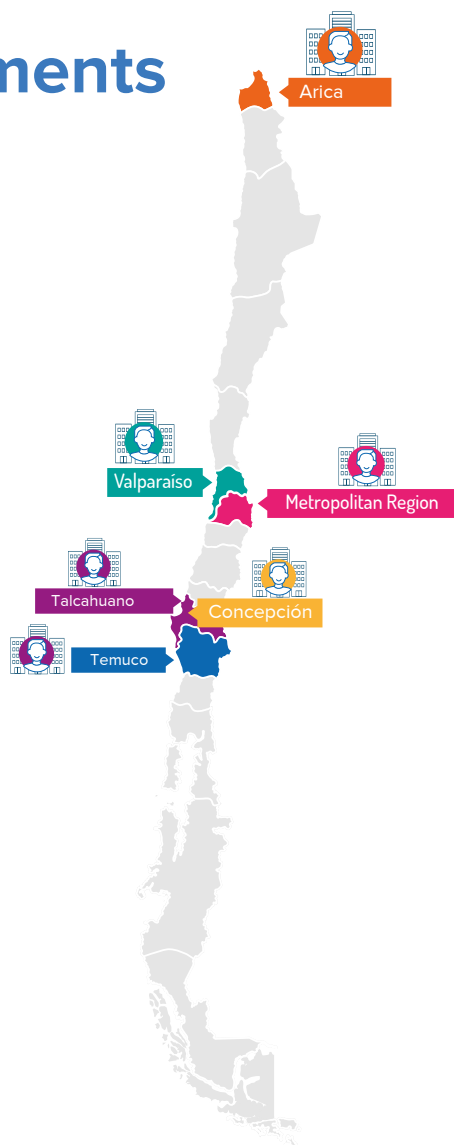


# In 2021, Chile reached 11 agreements with Solidary Cities

In Latin America, local and provincial governments are committing to promoting the socio-economic inclusion of refugees, within the framework of the “Solidary Cities” initiative, promoted by UNHCR, which has as its main objective the generation of joint work plans through the identification of the needs present at the local level, in each territory, and the commitment of local governments to strengthen their work for the benefit of refugee and migrant people who inhabit the territories. This initiative, promoted by the Mexico Plan of Action in 2004, recognizes the key role of local governments in promoting the local integration of refugee and migrant people.



METROPOLITAN REGION



In both the first and second half of 2021, a series of trainings, talks and meetings with municipal officials were held to address the main challenges related to the local integration of UNHCR’s persons of interest in the context of the COVID-19 crisis, including education, health and housing.

Also in 2021, twelve municipalities participated in a national consultation on challenges and strengths to face the economic integration of refugees and migrants in their territories, and networking among local governments was strengthened.

**“These projects seem to us to be useful, not only to encourage the reception of refugees and migrants, but also as a space for themselves to contribute with all their knowledge, opportunities and spaces to the communities that have generously welcomed them. This year, we want to place special emphasis on helping to revive the economy of local communities, benefiting them as a whole,”** said Rebeca Cenalmor-Rejas, Head of UNHCR’s Office in Chile.



## What did these cities commit to?

UNHCR supports Solidary Cities through technical advice, training, coordination of initiatives, liaison with UNHCR partners and other contributions that strengthen the relation between local governments and the agency, which also benefit the host population.

In this sense, the Solidary Cities are committed to addressing four fundamental challenges.

### Institutional issues

- Incorporate the refugee and migrant population into the interest groups present in the municipal planning instruments.
- Incorporate the needs of the refugee and migrant population into the objectives and planning of the office in charge of the migrant population at the municipal level.
- Develop municipal policies consistent with the 2014 Brazil Plan of Action and the 2018 Global Compact on Refugees.
- Establish refugees' participation mechanisms for the definition of their needs and the design of institutional responses.

### Integración

- Promote the economic integration of refugee population through their inclusion in the initiatives and programs developed by the Municipal Office of Labour Intermediation, OMIL, and Office of Productive Development.
- Promote the inclusion of refugees in national and municipal services in education, health and housing, as well as facilitate their incorporation into the Social Register of Households.
- Facilitate access to justice for the refugee population, through agreements with institutions that provide free legal guidance (legal aid corporations).
- Generate spaces that promote associativity and the generation of networks among refugees, as well as with the host community.

### Coordination

- Participate in national and macro-zonal coordination meetings.
- Generate alliances of coordination and work with other Solidary Cities.
- Generate spaces for dialogue between municipalities, grassroots organisations and the refugee population.

### Care and referral

- Establish referral routes for cases with special protection needs, in coordination with relevant institutions.
- Support the inclusion of refugees in social assistance networks, At Country and local level.

## CHAPTER 7



**Delivery of direct humanitarian aid and through partners**



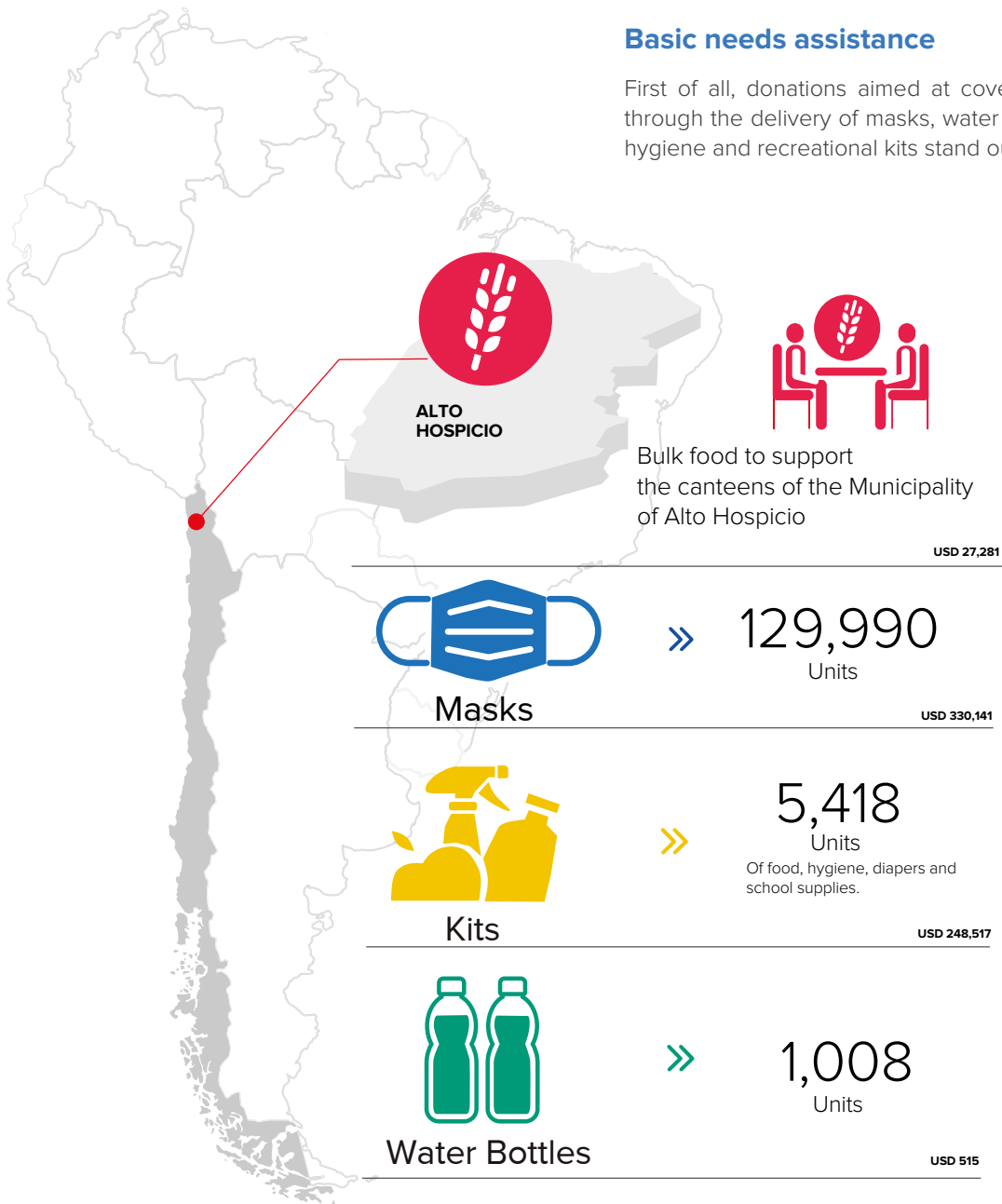
Support from **donor partners and UNHCR collaborators** was key to be able to arrive with humanitarian aid to more than **98,000** refugee people and migrants in Chile during 2021.

Scan the QR code  
Get to know the video with a brief summary

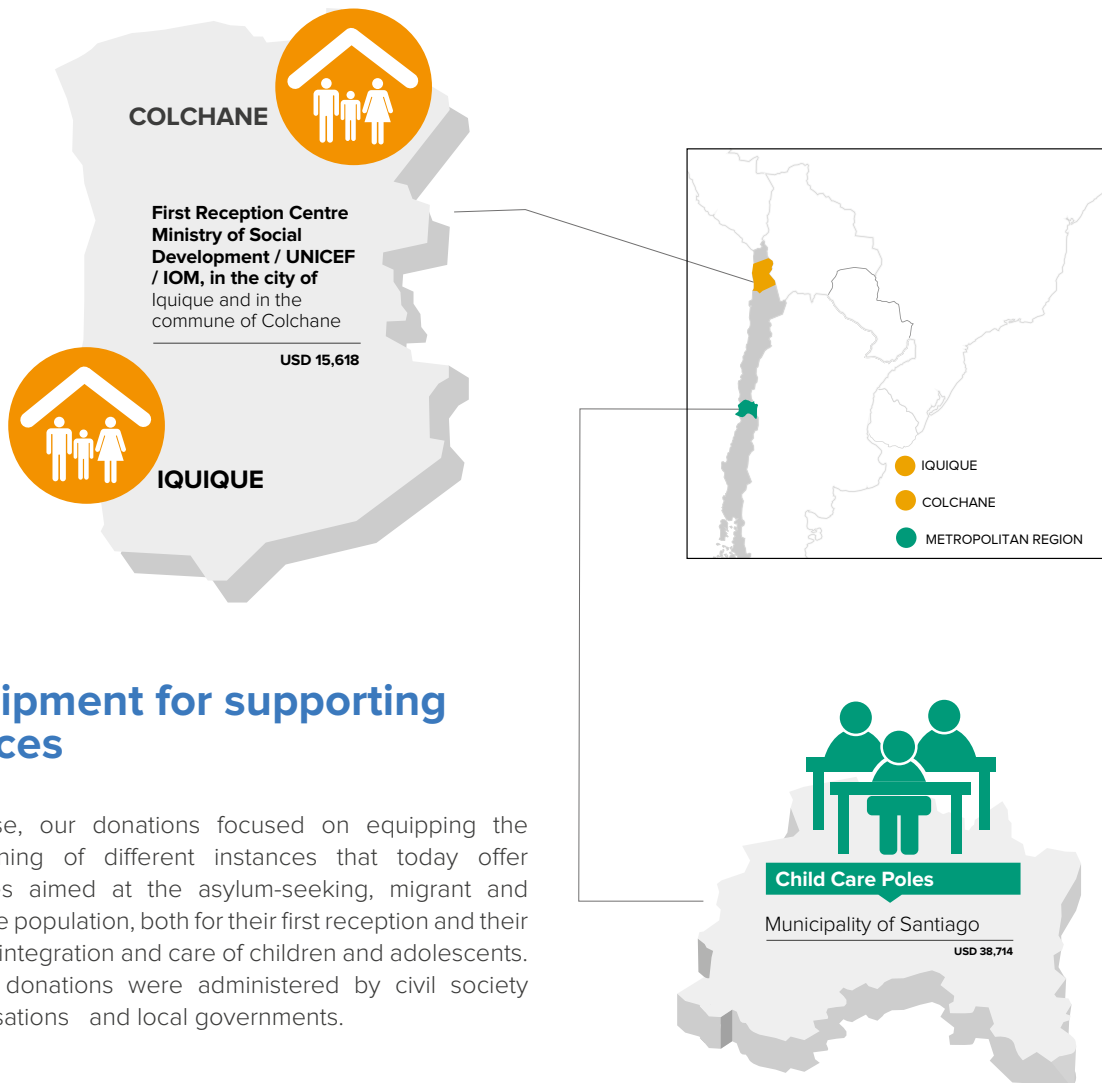


### Basic needs assistance

First of all, donations aimed at covering basic needs through the delivery of masks, water bottles and food, hygiene and recreational kits stand out.

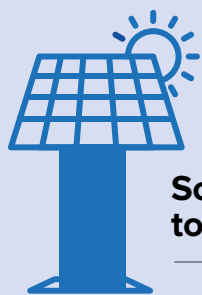






## Equipment for supporting spaces

Likewise, our donations focused on equipping the functioning of different instances that today offer services aimed at the asylum-seeking, migrant and refugee population, both for their first reception and their labour integration and care of children and adolescents. These donations were administered by civil society organisations and local governments.



### Solar charge totems

USD 38,929



### Technological equipment and co-work furniture for

Municipal and civil society institutions

USD 38,714



## Strengthening of shelters

Given the difficulties of the vulnerable foreign population to access adequate housing conditions, a provision was made for the strengthening of shelters, funds that were received by the Ministry of Social Development and Family, the Municipality of Huara, in the Tarapacá Region, the Municipality of Viña del Mar, in addition to the Frè Foundation and Pan y Vida Foundation, located in the Metropolitan Region.



### Accommodation articles

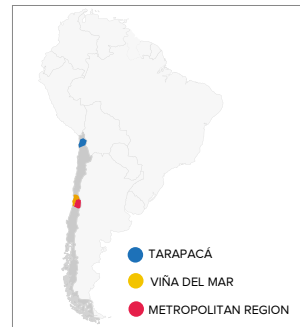
- 100** Sleeping bags.
- 100** Inflatable mattresses.
- 100** Blankets.
- 100** Protectors of floor.

Municipality of Huara  
USD 10,000



### Provision of beds and food in hostel

Municipality of Viña del Mar  
USD 5,986



### Equipment

Pan y Vida Foundation,  
Frè Foundation  
USD 8,576



**1.350**  
Units

### Blankets

Ministry of Social  
Development and Family  
USD 10,000

## Conditioning of emergency devices / transitory health station

In response to a request from the Regional Presidential Delegation of Tarapacá, 48 housing units were donated for the implementation of a Transitory Health Stay in the region, which will operate in Lobito sector. Likewise, donations were made for other devices in charge of the Ministry of the Interior.



48



### Housing units

Conditioning of housing units in Lobito.

USD 234,587



IQUIQUE  
Lobito

COLCHANE

ALTO HOSPICIO



28



### Chemical baths

Equipment Colchane Device and Alto Hospicio.

USD 31,257



### Daily feeding Device Colchane

200 Lunch.

200 Daily dinners in Colchane emergency device by 49 days.

USD 112,000

# REGION OF ARICA AND PARINACOTA



## DONATIONS UNHCR CHILE 2021

120  
Units

### Hygiene kits /diapers and food

Municipality of Arica

USD 8,395

50  
Units

### Hygiene kits /diapers and food

Carabineros of Arica

USD 3,400

300  
Units

### Food and diaper kits

Municipality of Arica

USD 25,354

100  
Units

### Food Boxes / Christmas gifts

Municipality of Arica members and organisations of the civil society

USD 4,000

102  
Units

### Technological Equipment

17 AIO Computers

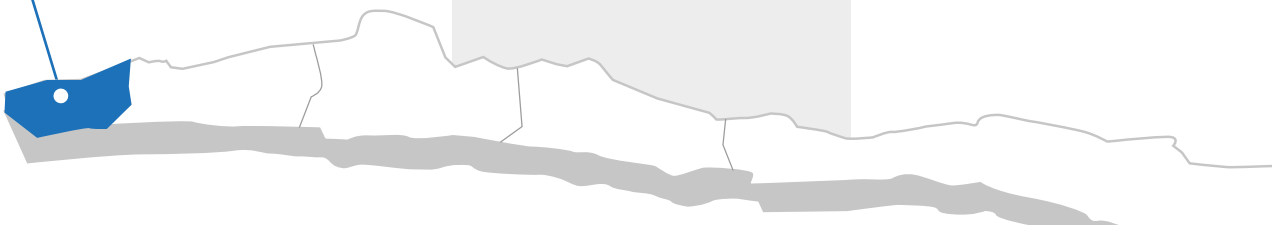
8 Smart TVs

8 Printers

69 Headphones

Municipality of Arica

USD 17,519







IFRC  
INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

IFRC  
INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

PERCINO



# REGION OF TARAPACÁ



## DONATIONS UNHCR CHILE 2021

28

Units



### Chemical baths

Colchane and the Loa  
Police Station/ Colchane Chapel /  
Colchane DPR / EST Alto Hospicio

USD 31,257

1.500

Units



### Mixed Hygiene / Food Kits

Municipality of Colchane  
Municipality of Iquique  
Municipality of Huará  
Colchane Carabineros

USD 105,845

400

Units



### 200 Lunch / 200 Colchane Daily Dinners for 49 days

Municipality of Arica

USD 25,354

300

Units



### Food Kits

Colchane Carabineros

USD 105,845



### Bulk food to support soup Municipality Alto Hospicio dining rooms

USD 27,281

400  
Units



**100 sleeping bags**  
**100 blankets**  
**100 inflatable mattresses**  
**100 floor protectors**

Municipality of Huara  
(later some passed to Caritas,  
Colchane Chapel)

USD 4,899



**Lobito Equipment**  
**Purchase of Lobito**  
**sanitary residence**  
**equipment, furniture,**  
**computers, mattresses,**  
**air conditioners, etc.**

Presidential Delegation

USD 58,104

48  
Units



### Housing Units

Presidential Delegation

USD 234,587



**Furniture**  
**Purchase of UNICEF first**  
**reception centre**  
**equipment, furniture,**  
**televisions, etc.**

Presidential Delegation

USD 15,618

7  
Units



**Bathrooms/Container**  
**Lobito Purchase of 6**  
**bathrooms mixed**  
**containers and**  
**1 bathroom/container**  
**for staff**

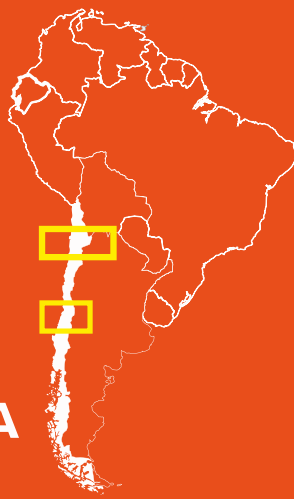
Presidential Delegation

USD 72,000





# REGIONS OF ANTOFAGASTA AND VALPARAISO



## DONATIONS UNHCR CHILE 2021

48  
Units



### Family kits and diapers

Municipality of Antofagasta

USD 3,467



### Family kits and diapers

Municipality of Viña del Mar

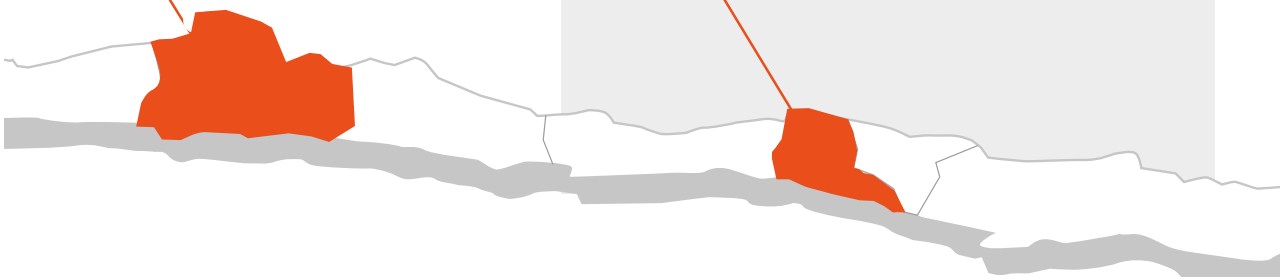
USD 9,631



### Hostel Food

Municipality of Viña del Mar

USD 5,986



# REGION METROPOLITAN



## DONATIONS UNHCR CHILE 2021



### Home Appliances Child Care Poles

Municipality of Santiago

USD 1,704



### Child Care Poles Furniture

Municipality of Santiago

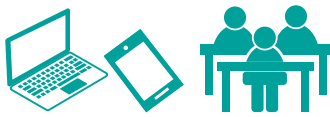
USD 5,623



### School Kits Care Poles

Municipality of Santiago

USD 2,178



### Computer Equipment Care Poles

Municipality of Santiago

USD 1,915



### Collations Care Poles

Municipality of Santiago

USD 793



### Equipment Metropolitan Region Hostel

Shelter of Pan y Vida  
Foundation  
and Frè Foundation hostel

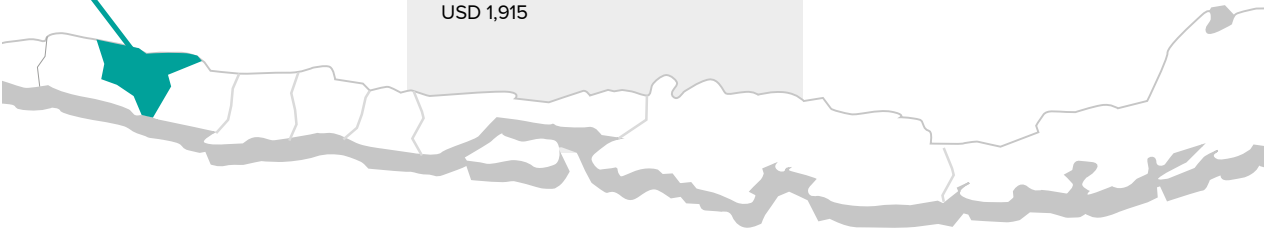
USD 5,430



### Computer Equipment Care Poles

Municipality of Santiago

USD 1,915



# DONATIONS FROM UNHCR PARTNERS IN 2021



Total of refugees and migrants benefited by UNHCR in 2021



## BENEFICIARIES BY SECTOR

The main needs expressed by refugee and migrants people corresponded to the following sectors:

**422,225**



Basic needs

**38,655**



Health

**25,864**



Participation of the community

**15,721**



Protection

**8,839**



Education

**6,668**



Accommodation

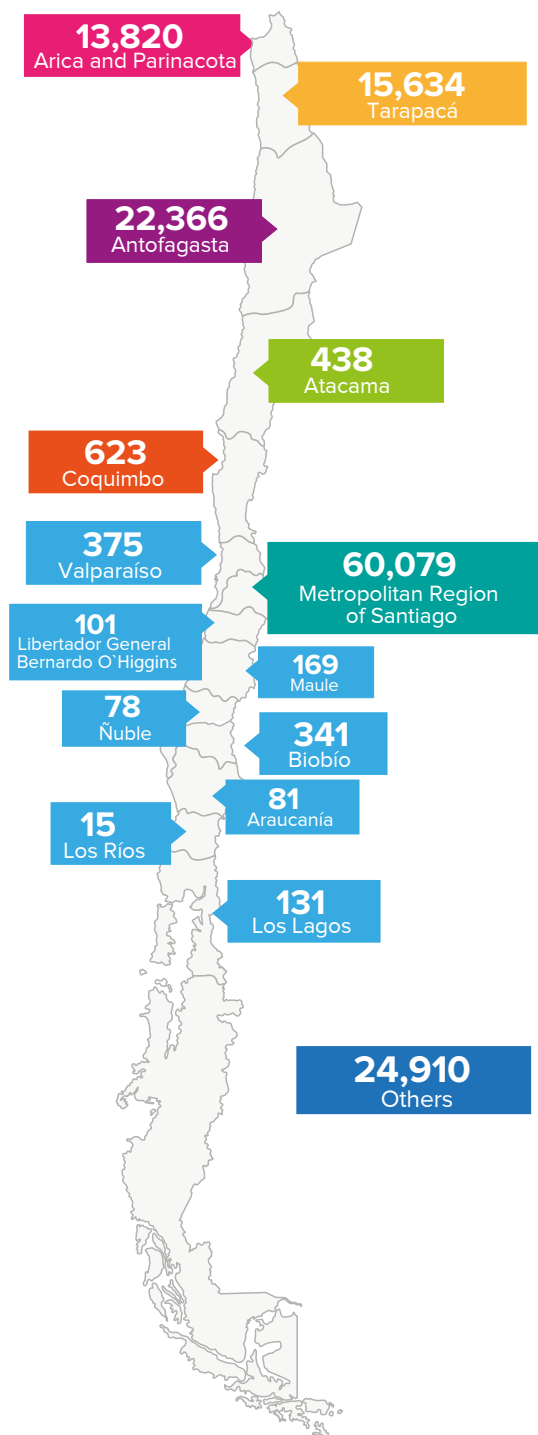
**1,194**



Livelihood












## People benefited by regions:



## Beneficiaries by Partners

The assistance provided, in each of the sectors throughout the country, responds to a coordinated work with UNHCR partners that allowed to enhance the protection of people from different angles:

| BENEFICIARIES PER PARTNER  |  |        |
|--|--|--------|
|  VICARÍA      |  | 33,743 |
|  IFRC         |  | 32,811 |
|  SJM          |  | 30,720 |
|  WVI          |  | 16,272 |
|  FASIC        |  | 11,572 |
|  SCALABRINI   |  | 7,784  |
|  UDP          |  | 3,041  |
|  INDH         |  | 2,540  |
|  I.M.SANTIAGO |  | 725    |

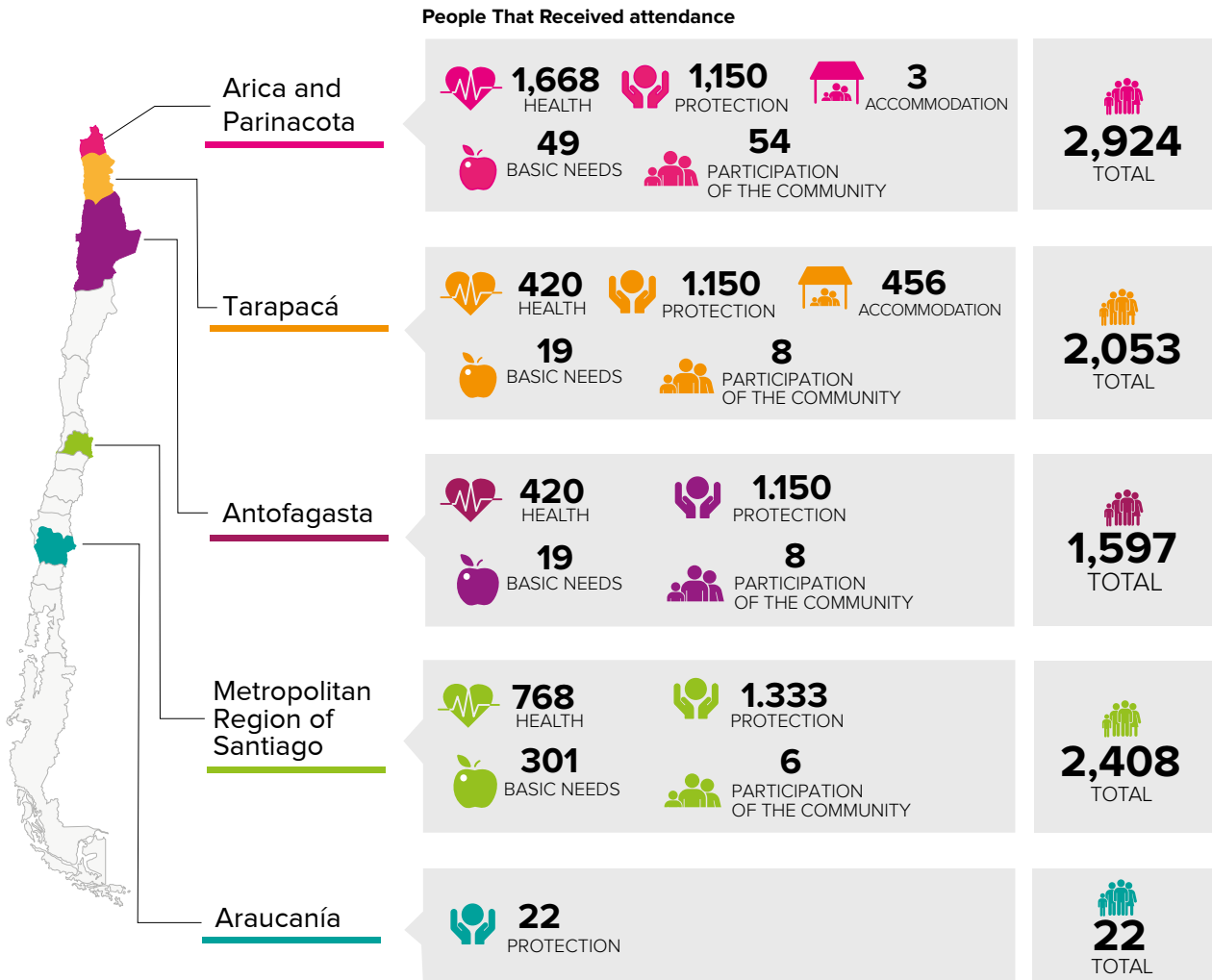


## UNHCR Partners in 2021



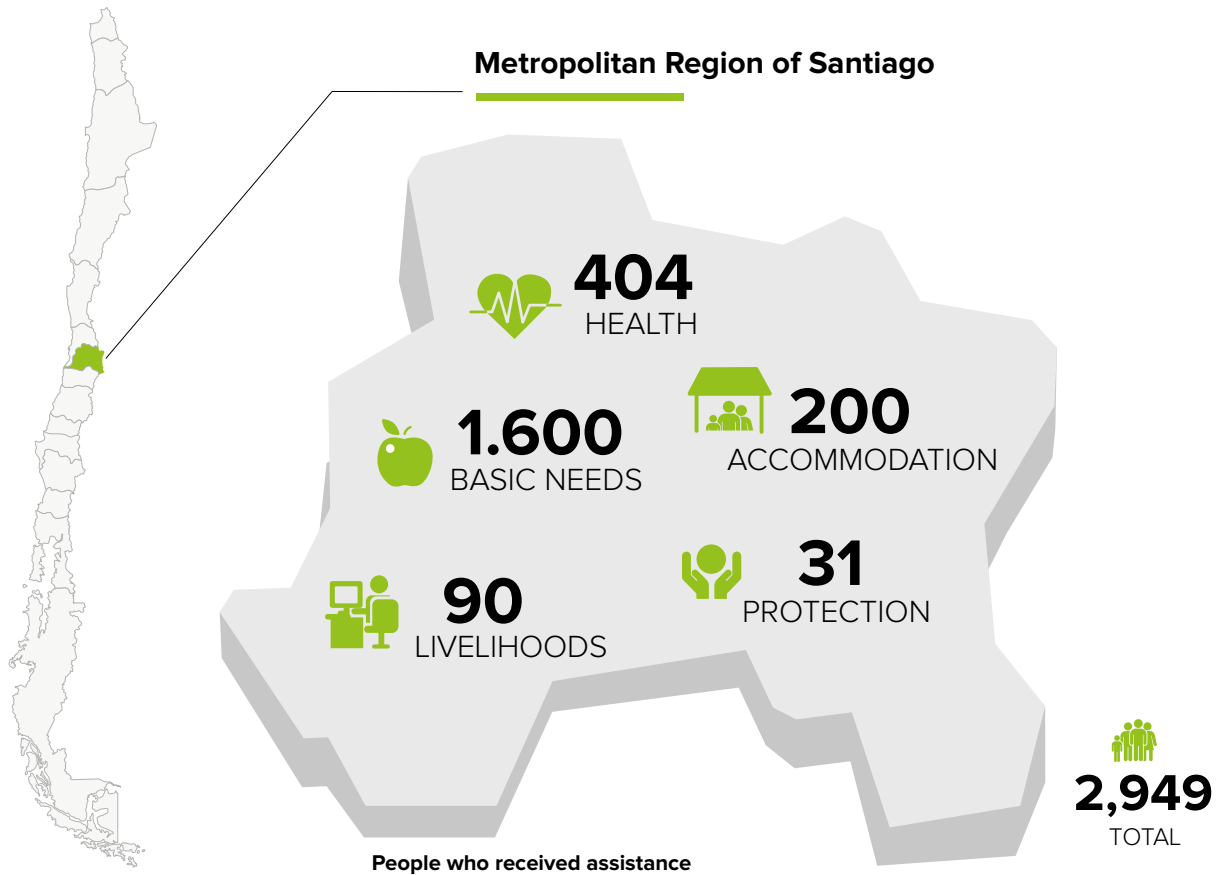
## FASIC

Social Aid Foundation of the Christian Churches





## Illustrious Municipality of Santiago







UNHCR Partners in 2021



**IFRC**

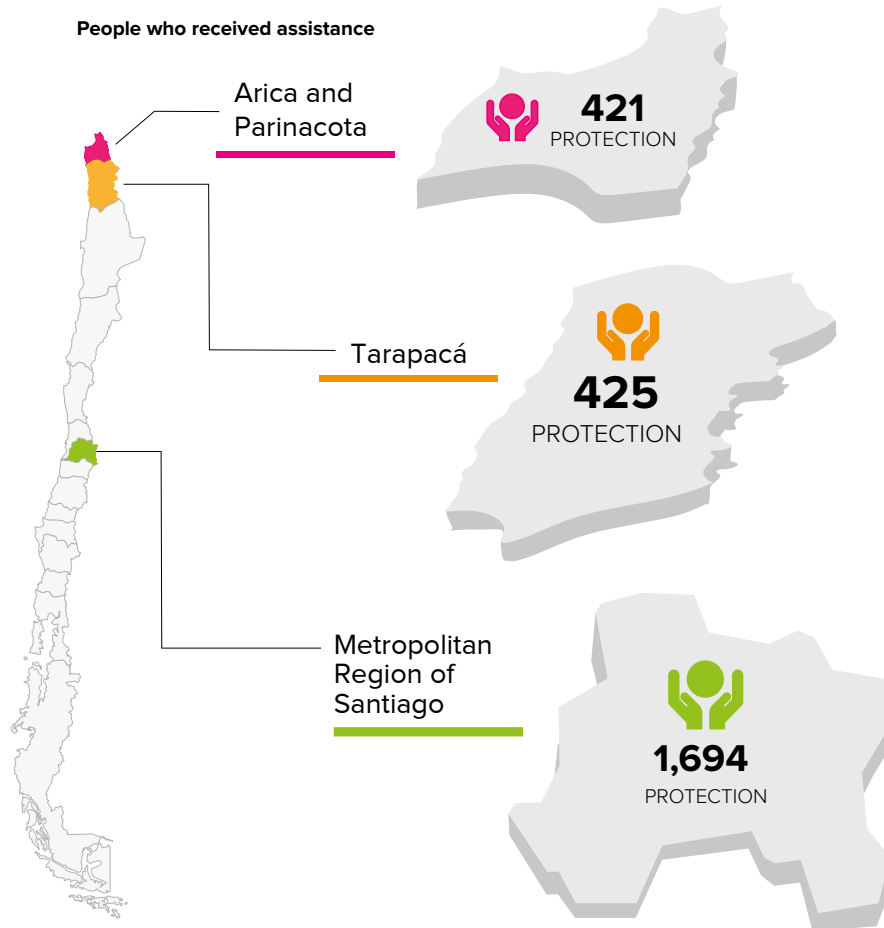
International Federation of Red Cross and Red Crescent Societies

People who received assistance





**INDH**  
National Institute of Human Rights



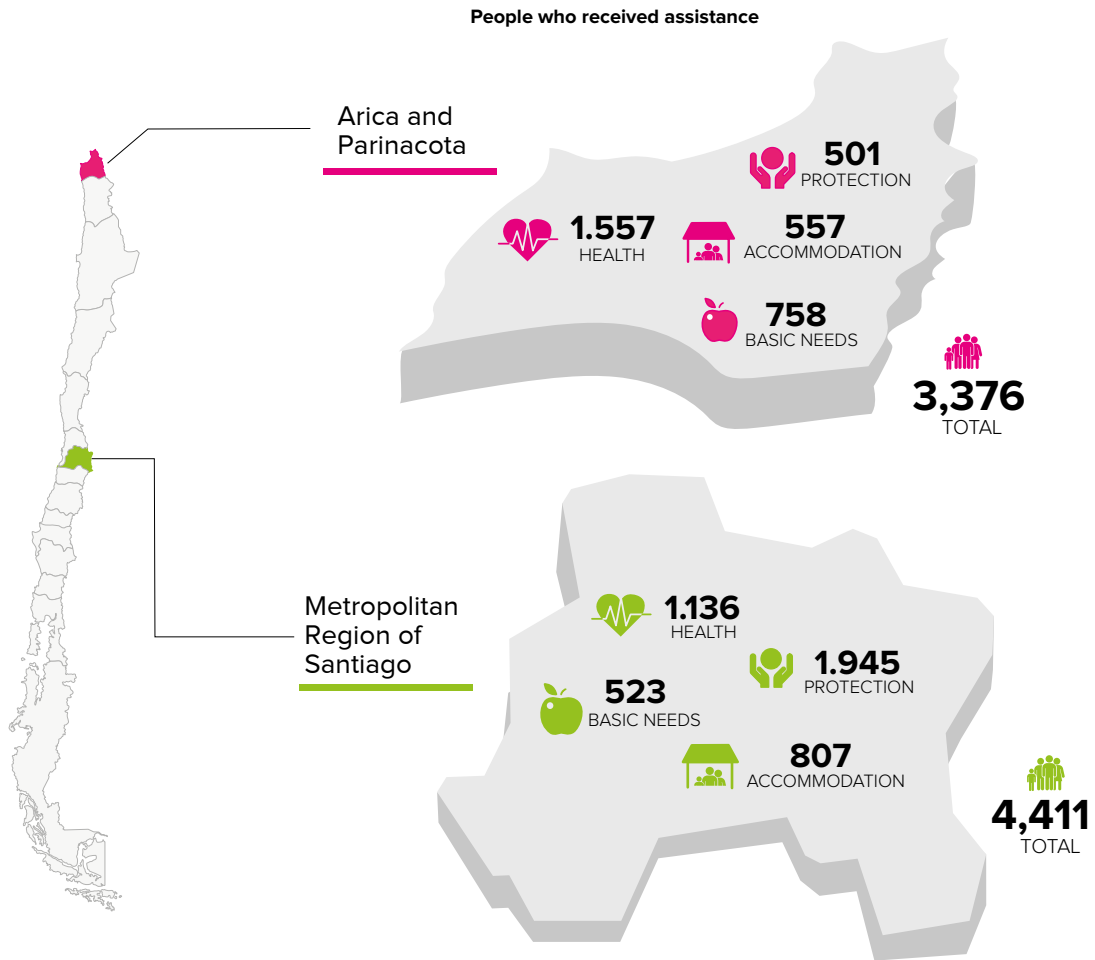


UNHCR Partners in 2021



# SCALABRINI FOUNDATION

7 years working for the dignity, rights and integration of migrants and refugees in Chile



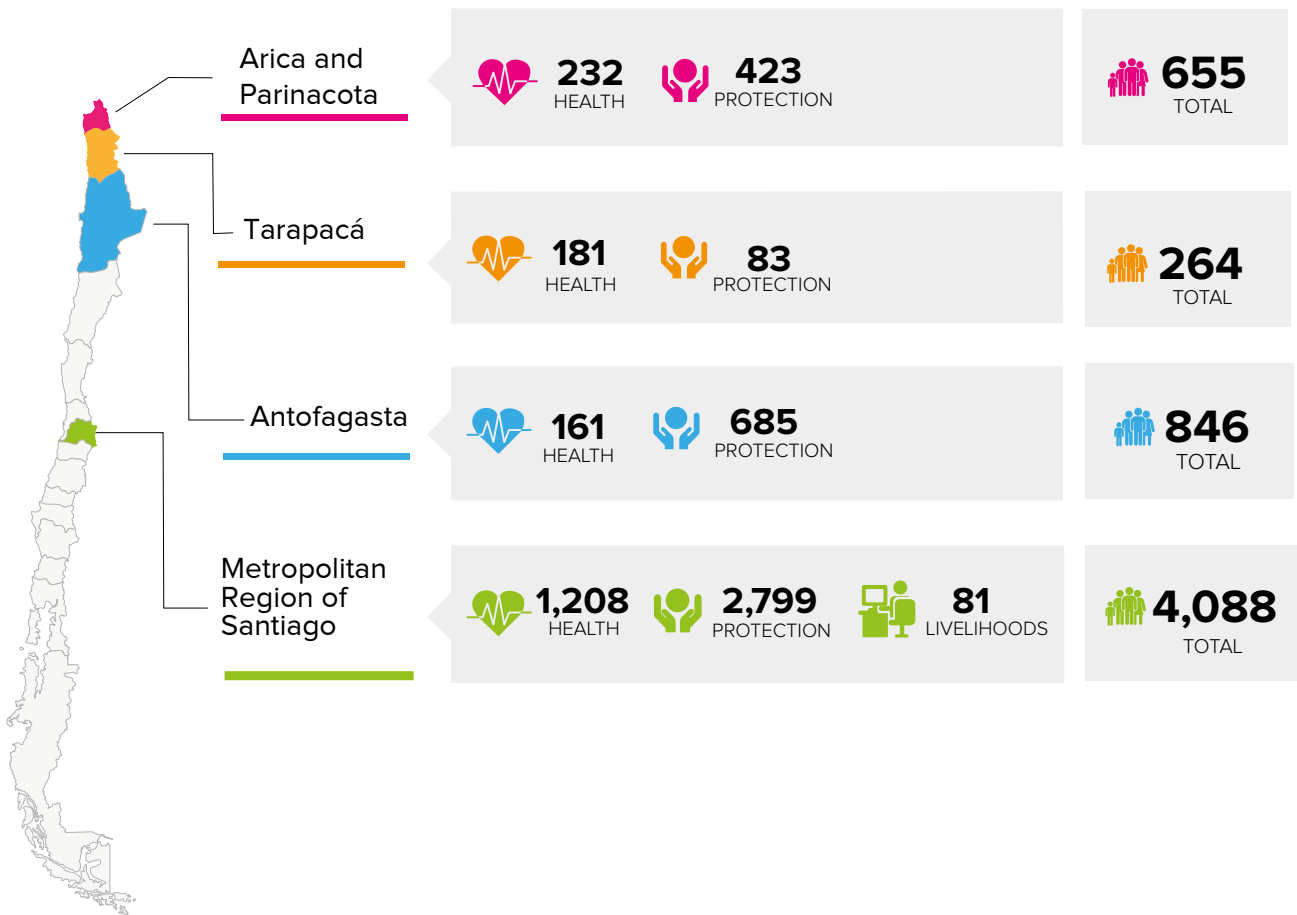




# SJM

Jesuit Migrant Service

## People who received assistance

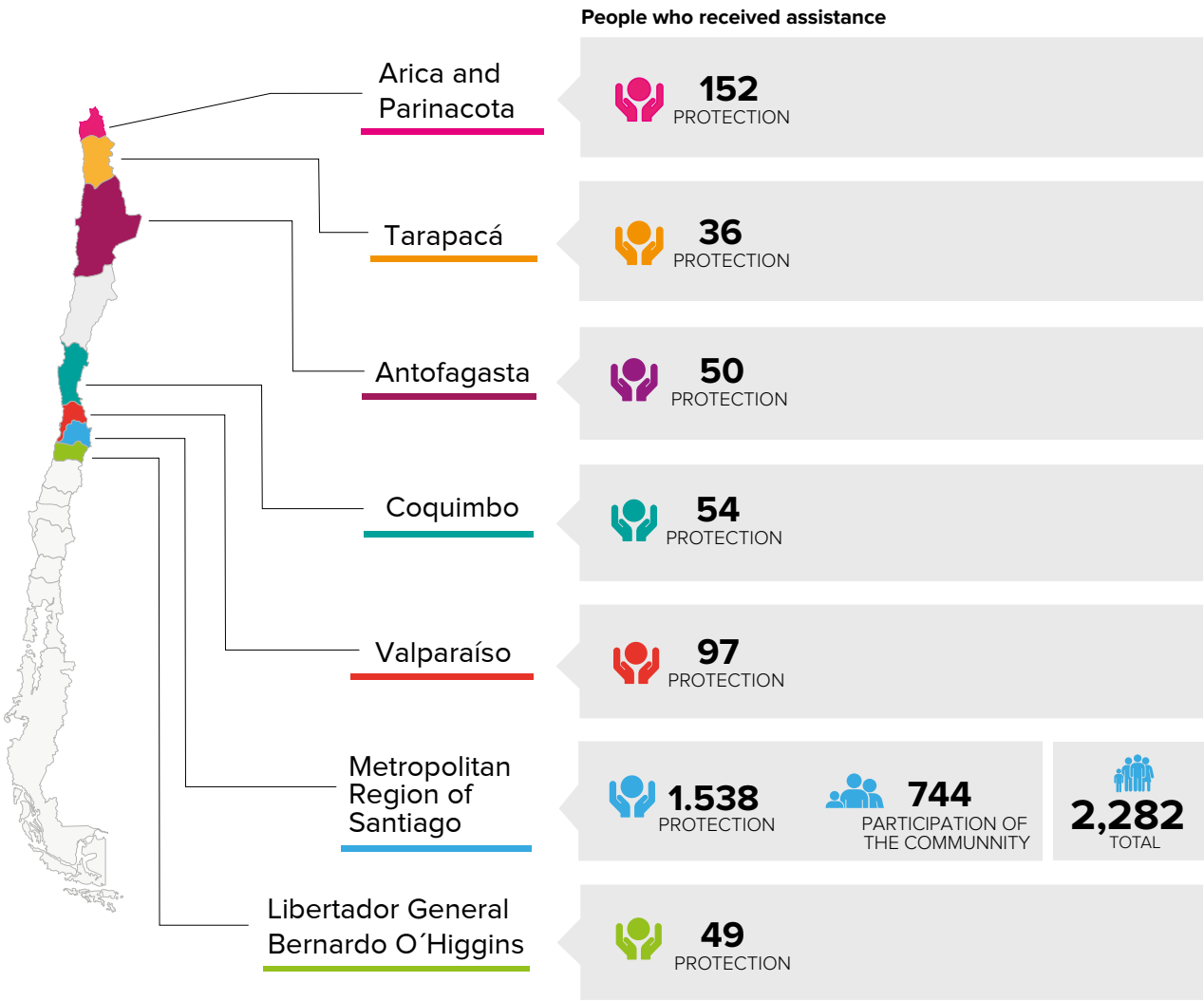




UNHCR Partners in 2021



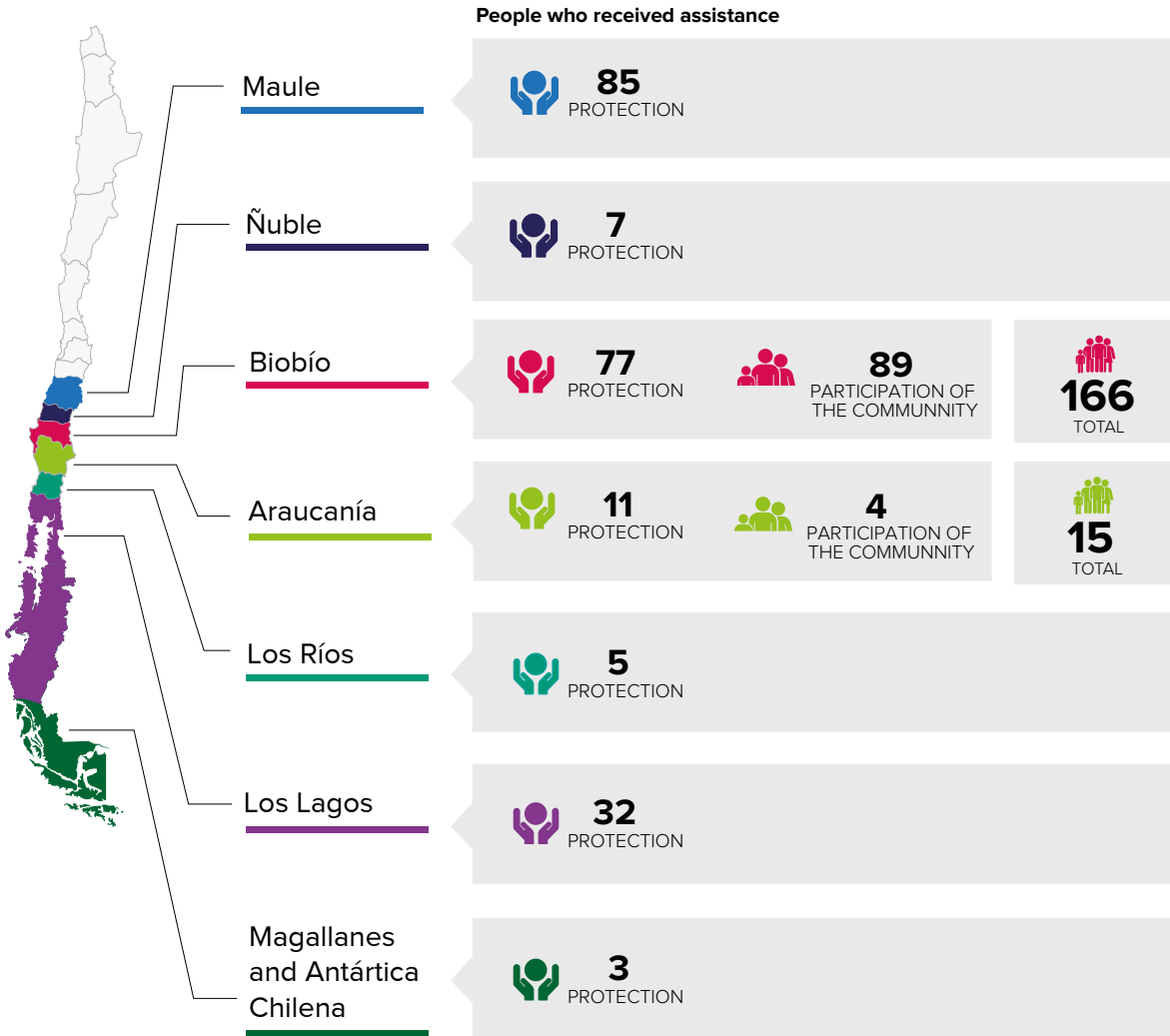
**MIGRANTS AND UDP REFUGEES**  
Legal Clinic





# MIGRANTS AND UDP REFUGEES

Legal Clinic





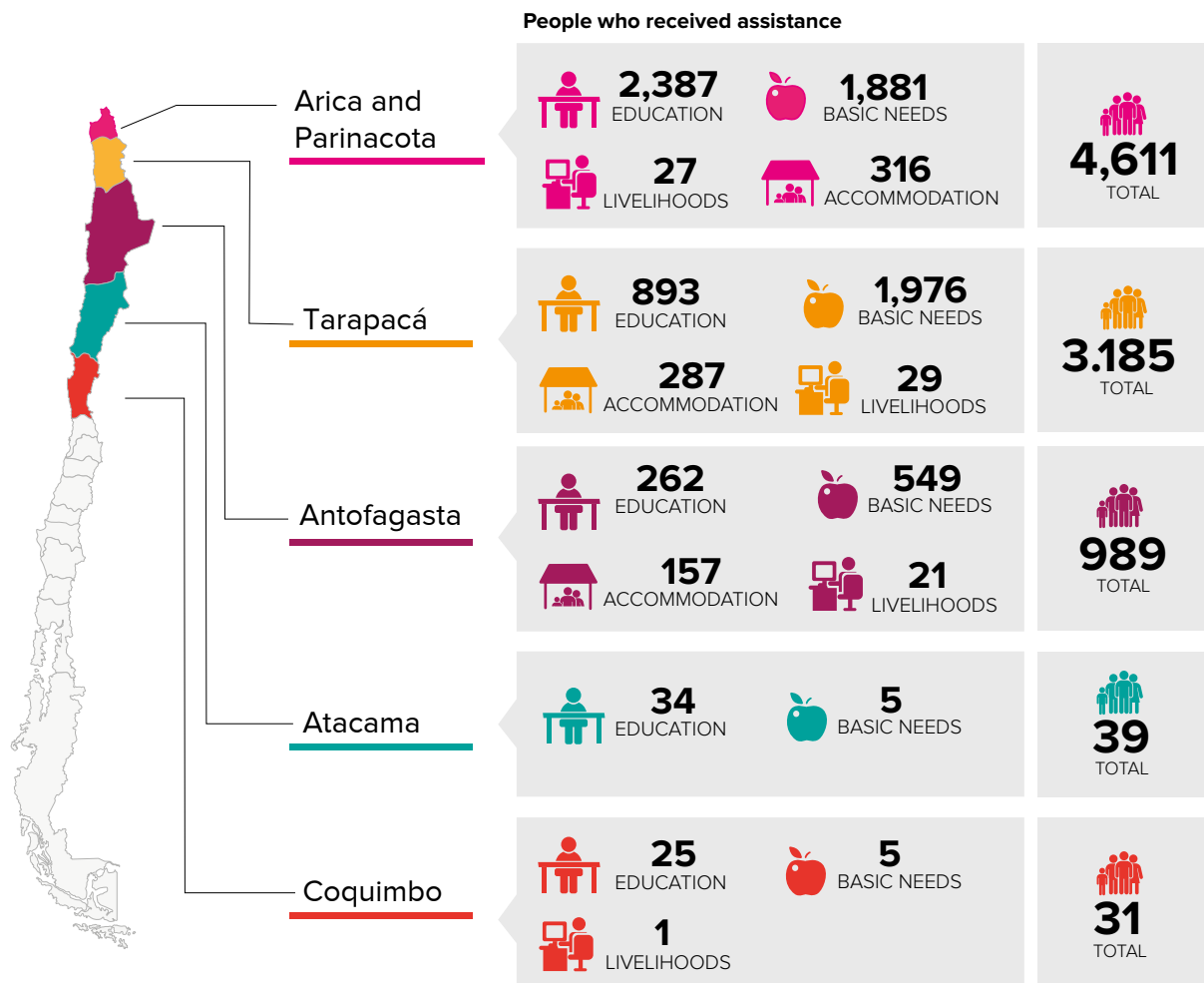


## UNHCR Partners in 2021



## WORLD VISION

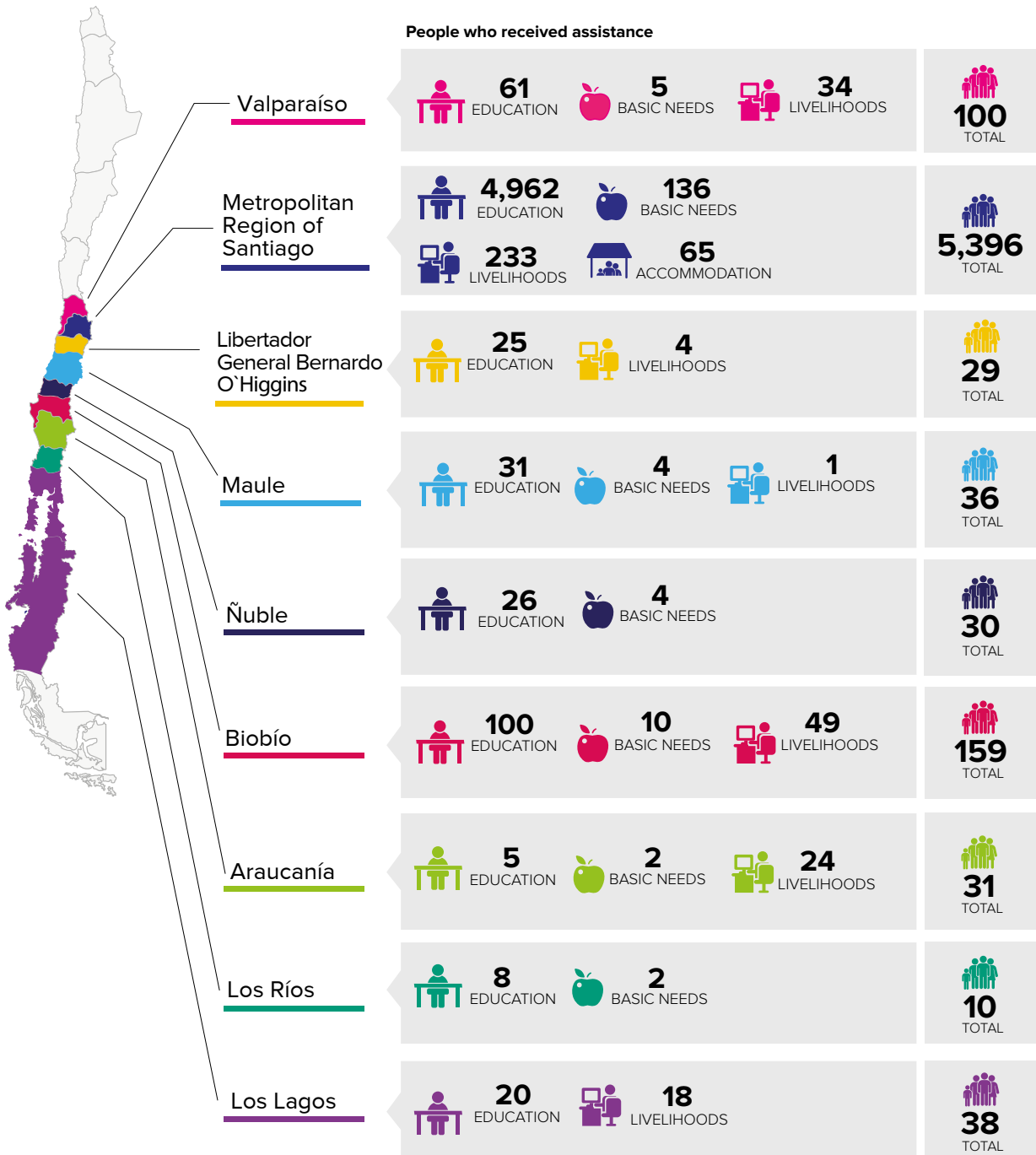
By the Children





# WORLD VISION

By the Children





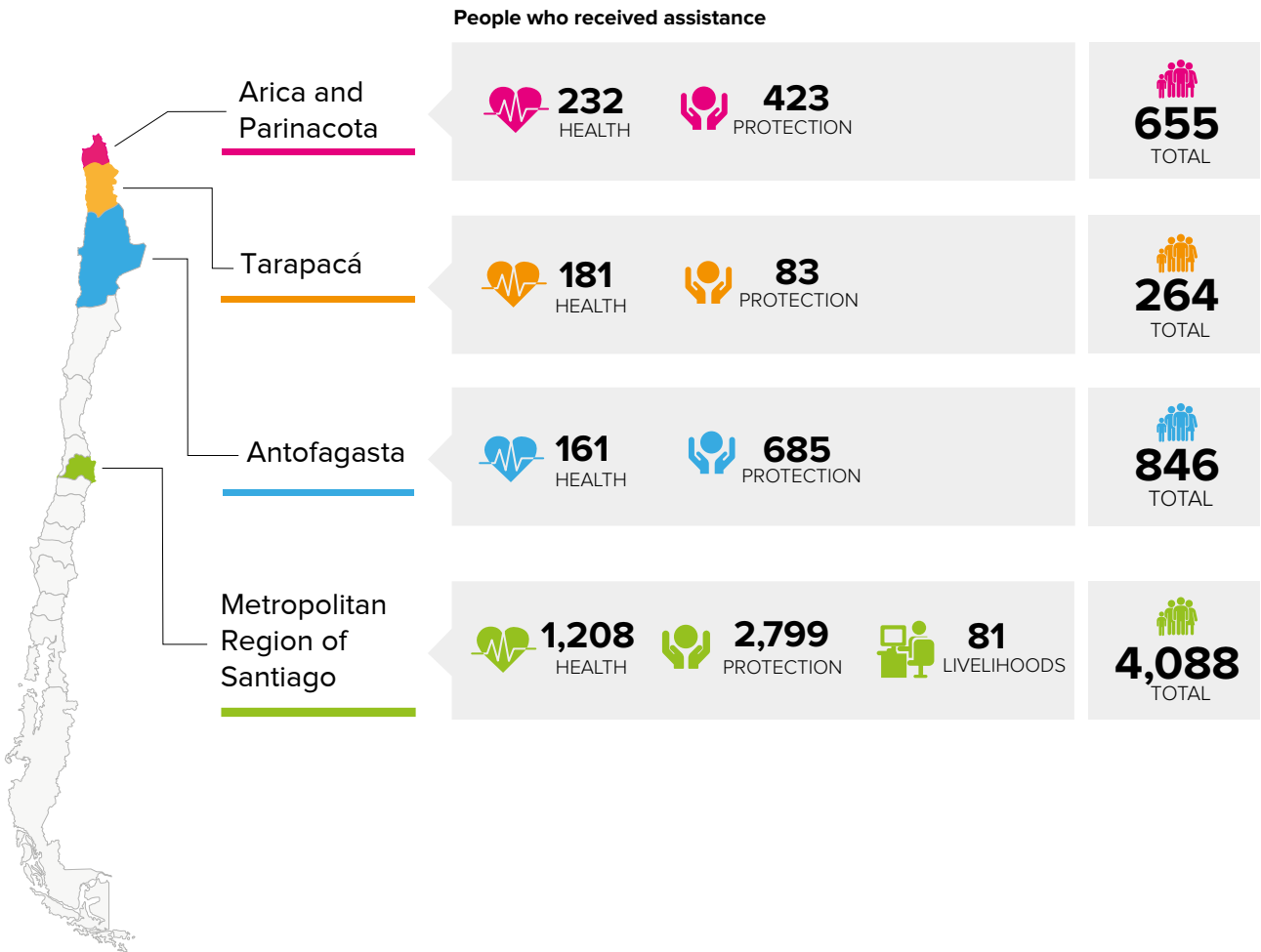
**UNHCR Partners** in 2021



ARZOBISPADO DE SANTIAGO  
VICARIA DE PASTORAL SOCIAL CARITAS

# ARCHBISHOPRIC OF SANTIAGO

Vicariate of Social Pastoral Caritas









CHAPTER 8



# Work of the National R4V Platform in Chile

Next, the work established in the country is highlighted, under the Regional Platform for Response to Refugees and Migrants of Venezuela (R4V), which has allowed to progress and response jointly with IOM and others humanitarian actors, to the needs of the Venezuelan population in 17 countries of the region, in addition to supporting the institutional strengthening of the host countries.

Given the magnitude of the events, political and socioeconomic in Venezuela, which generated the largest exodus in the modern history of Latin America and the Caribbean, from the global experience it is thought that only a regional effort by governments, and with the support of the international community, could be advance an answer. This is how in April 2018 the Secretary General of the United Nations, António Guterres, requested to the United Nations High Commissioner for Refugees (UNHCR) and the International Organisation for Migration (IOM) to coordinate and lead this mandate.

Thus, in September 2018, the Coordination Platform for Refugees and Migrants from Venezuela emerged, with the participation of 40 entities, including 17 UN agencies, 14 non-governmental organisations (NGOs), five donors, two international financial institutions, which operationalized their efforts through National Platforms in 16 countries that complement and strengthen the national and regional response of governments.

In its beginnings, Chile was part of the Subregional Platform of the Southern Cone, along with Argentina, Bolivia, Paraguay and Uruguay, however, given the increase in Venezuelans in the country, by 2020 this configuration changed. According to official data of the Department of Foreigner and Migration (DEM), in December 2019, more than 455,219 people from

Venezuela were reported in Chile, making it the third destination country in the region, and during 2021 in the fourth, only slightly surpassed by Ecuador.

This made it necessary to create a coordination space, independent and unique at the national level: the National Response Platform for Refugees and Migrants from Venezuela in Chile, which is articulated and complemented by the response of the State of Chile, the Agencies, Funds and Programs of the United Nations System; non-governmental and civil society organisations, public institutions at the national, regional, provincial and municipal levels, the private sector and academia. Additionally, it aligns with national and regional bodies such as the United Nations Cooperation Framework for Sustainable Development in Chile 2019-2022, and the Quito Process, respectively. The work of the platform is apolitical and, therefore, the involvement and activities carried out by its partners within the framework of this response follow the same line.





## RESPUESTA A VENEZOLANOS

Plataforma de Coordinación  
para Refugiados y Migrantes  
de Venezuela

# What does the platform do?

The regional platform and its national representations serve as coordination spaces for the implementation of the response of all humanitarian actors responding to the situation in Venezuela, avoiding duplication of efforts and ensuring coherence in the objectives set and the more strategic use of available capacities and resources.

- Serve as a coordination space to support the State of Chile in its response, including the establishment of new policies and its operational capacity, in accordance with international standards.
- Provide to multisectoral analysis of gaps and needs for the coordination of responses to the needs of the refugee and migrant population and host communities.
- Elaborate a strategy to provide an operational response focused on people in need of international protection and/or migrants, through activities and programs of implementation, advocacy and communication with relevant actors, and in coordination with the government and other actors.
- Support resource mobilization for strategic operational responses.
- Establish and/or strengthen mechanisms for monitoring, collecting, analyzing and distributing information and data, disaggregated by age, sex and diversity, when it is possible, to ensure appropriate responses.
- Promote rights, access to assistance/services, protection and reduction of the risk of tension with the host population, promoting community stabilization.

## How is the platform financed?

Since its creation, the Response Plan for Refugees and Migrants from Venezuela (the RMRP) has served, in addition, as a coordination mechanism, as an instance of resource mobilization that provides a comprehensive view of the needs and the response required by Venezuelans in the host countries.

The main RMRP donors are States Member of the United Nations, international organisations, donors Private or agencies, United Nations funds and programmes.

## Member partners of the National Platform of Chile

In order to perform the work of the platform, it becomes indispensable the support of Partners. During 2019, in the Subregional South Cone, Chile accounted with the following partners:

### United Nations system:

UNHCR, IOM, UNDP, UNICEF, UNAIDS, PAHO/WHO, ILO, OHCHR, UNFPA, UNESCO, FAO.

### Civil society organisations:

Red Cross, ADRA Foundation, INCAMI/Scalabrini Foundation, Vicariate of Social Pastoral, FASIC, Legal Clinic for Migrants and Refugees, Diego Portales University, Jesuit Migrant Service, World Vision, Happy Immigrant Association.

**In 2020, with an independent figure, the National Platform of Chile consolidated 24 Partners:**

United Nations System: UNHCR, IOM, ECLAC, UNDP, UNICEF, UNAIDS, PAHO/WHO, ILO, OHCHR, UNFPA, UNESCO, FAO, WFP, UN WOMEN.

## Chile Platform Partners 2021

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### 8 International organisations

|   |   |
|---|---|
| <p><b>UNCR</b><br/><b>IOM</b><br/><b>UNICEF</b><br/><b>UNAIDS</b></p> | <p><b>PAHO/WHO</b><br/><b>ILO</b><br/><b>UNESCO</b><br/><b>UN WOMEN</b></p> |
|---|---|

---

### 9 Civil society organisations

|  |   |
|--|---|
| <p>International Federation of the Red Cross - IFRC<br/>INCAMI/Scalabrini Foundation<br/>Vicariate of Social Pastoral Caritas<br/>Social Aid Foundation of the Christian Churches - FASIC<br/>ASOVEN</p> | <p>World Vision<br/>Immigrant Happy<br/>Human Analytics<br/>Latin American Network of Non-Governmental Organisations of Persons with Disabilities and their Families (RIADIS)</p> |
|--|---|

## What has the platform done in the context of the pandemic?

The implementation, during 2020, focused on the provision of services to cover the basic humanitarian needs of food, non-food items and temporary accommodation of Venezuelan refugees and migrants (focusing on the Humanitarian Assistance and Protection sectors in the regions of Arica and Parinacota, Antofagasta, Tarapacá and Metropolitan), in close coordination with the local authorities of each area. To these Interventions was added the development of

information material on access to social benefits.

United Nations System: UNHCR, IOM, ECLAC, UNDP, UNICEF, UNAIDS, PAHO/WHO, ILO, OHCHR, UNFPA, UNESCO, FAO, WFP, UN WOMEN.

With the intention to support families who lost their regular income during the pandemic, “cash-based interventions” and the provision of vouchers and rental subsidies for refugees and vulnerable migrants.

At the critical point of the pandemic in Chile, it was lent medical attendance in hostels of Santiago and Arica to address possible symptoms of the virus, as soon as possible, and to ensure that the sanitary conditions necessary to prevent the spread were in place.

To respond to the increase in people who were entering through the north of the country, it was assisted by joint interventions with the regional and local governments of the Regions of Arica and Parinacota, Tarapacá, Antofagasta, Calama and Coquimbo, and the partners of R4V, seeking to provide solutions of temporary accommodation, daily food and guidance, around the local measures of the health emergency.







## What was done during 2021?

### The launch of the Working Group on Refugees and Migrants of the Tarapacá Region (GTRM) marked a milestone for Chile's National Platform

Unfortunately, at the end of 2021, the Interagency Platform for Refugees and Migrants from Venezuela (R4V) announced that the number of Venezuelan refugees and migrants in the world amounted to 6.04 million. Of these, 80% remain in Latin America, particularly in Colombia, Peru, Ecuador and Chile.

During 2021, as a result of the joint effort of R4V partners, 142,712 refugees and migrants from Venezuela received humanitarian assistance in Chile, meaning that 99% of the target population (143,000) was covered in the year. The sectors with the highest number of assistance were

protection (49,973), food security (45,920) and housing (10,917).

The work was mainly focused on protection and basic needs to respond to the increased influx of refugees and migrants who showed signs of high vulnerability. The northern regions concentrated the largest assistance with a total of 81,000: Tarapacá led the assistance with more than 33,000 beneficiaries, followed by Antofagasta, and Arica and Parinacota with 25,000 and 18,000, respectively.

It should be noted that the launch of the Working Group on Refugees and Migrants of the Tarapacá Region (GTRM) marked a milestone for Chile's National Platform, as it offered a dedicated coordinated structure between R4V partners, national and regional authorities and the local actors. The GTRM works to avoid duplication, contribute to the continuity of care and generate instances of participation. The most active response sector in the GTRM was food security, which provided more than 38,000 assistance, followed by protection, with almost 12,000, and health, which provided services to more than 10,000 people.

Another major milestone was the "anti-xenophobia" social media campaign, co-created by R4V partners

and launched on June 10th, 2021. This prevention initiative included videos with stories of refugees and migrants about how they achieved socioeconomic integration in Chile, many of them making great contributions to the country. In addition, the health sector in close coordination with the Ministry of Public Health implemented a “health duo” activity, where a doctor and a social worker provided medical services to the Venezuelan community in health residences and on the main routes. Finally, R4V partners conducted an entrepreneurship course for 20 women in Santiago and Iquique, who received full training on entrepreneurship and business plans. After graduating, they had a start-up capital to buy the first tools to start their businesses.

Rebeca Cenalmor, Head of Office at UNHCR Chile, shares that “after four years since the creation of the R4V Platform, Venezuelans in exile have already spent several years away from home and are currently in full swing. integration processes in their host communities. For this reason, the current needs go far beyond the first emergency response and are now also focused on effective local integration, through aspects such as, for example, labour and economic insertion, promoting recovery from COVID-19, as well as social protection to ensure health, education, housing, among other services essential for a dignified life; as well as providing substantial support to host communities that were brutally affected by this pandemic and deserve a chance to recover. In this sense, it is essential to increase the contributions to the R4V Platform in terms of integration and recovery in the medium term.

The National Platform of Chile closed 2021 with a last plenary of partners, held on December 21st. In this addition to presenting a balance of the year in terms of response to refugees and migrants from Venezuela in Chile, the Coordination of the Platform presented the main strategic lines of the RMRP 2022 Chile Chapter and reaffirmed the importance of continuing articulating and expanding the work to provide a timely response.



**Last plenary meeting 2021**

**Scan the QR code  
to see the launch of  
RMRP 2022**



# Highlight!

**The International Labour Organisation (ILO),** in collaboration with the R4V Platform, launched two studies that identify the contribution that Venezuelan refugees and migrants have provided, through their work, on the front line against COVID-19, in the field of essential health services and the distribution of food and medicines.

The study is based on a series of surveys carried out in different countries of the region, where the presence of refugees and migrants from Venezuela have a considerable presence; and where, thanks to different emergency decrees of governments, refugees and migrants have been incorporated into the health system.



**Scan the QR code**  
to see more information



**The Regional Bureau of Education for Latin America and the Caribbean (OREAL / UNESCO Santiago)** released, during May, the report "Right to education under pressure. Main challenges and transformative actions in the educational response to the mixed migratory flow of the Venezuelan population in Chile".

The objective of this study was to carry out a first analysis of the situation of Venezuelan migrant students in the Chilean educational system and to make visible their challenges to guarantee their educational inclusion.



**Scan the QR code**  
to see more information



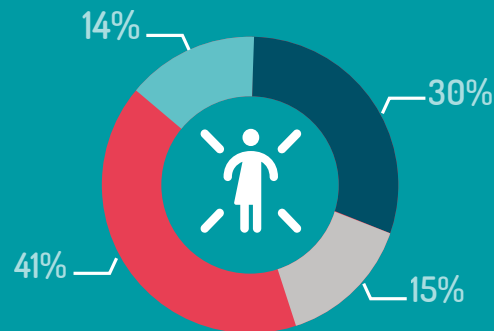
# Summary of attendances in 2021

## Total attendances

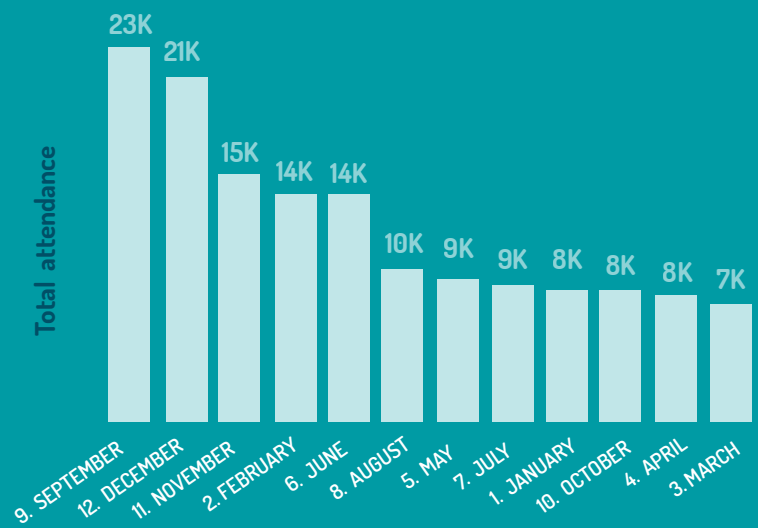
146,187

### By gender and age

- Woman 18+
- Boy 0-17
- Other genres
- Girl 0-17
- Man 18+



## Attendances per month



## Support by region

 **Total 146,187**

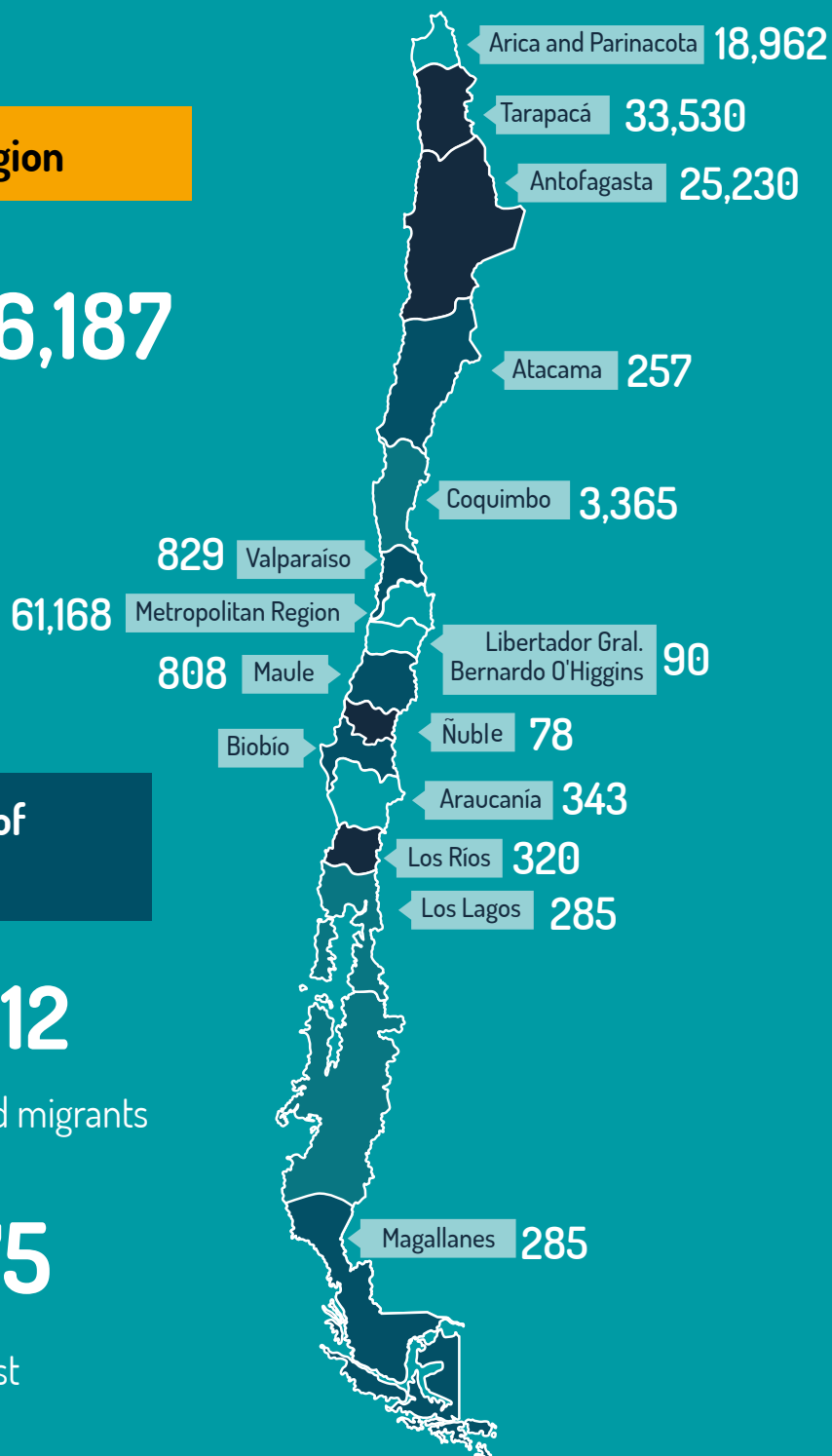
## Assistance by type of beneficiary

 **142,712**

Assistance to refugees and migrants

 **3,475**

Assistance to host community



More information and reports on R4V Chile at:  
<https://www.r4v.info/es/chile>

## CHAPTER 9

Libro #YSiFuerasTÚ  
Book Illustration by Raquel  
Echeñique, Chilean in Chile





# Needs, opportunities and goals for 2022



With the purpose of complementing the efforts of the government of Chile to respond to the most urgent needs of refugees and migrants, which have to do with protection (due to the different episodes of xenophobia, violence, crimes such as human smuggling and trafficking, access to legal information, among others), accommodation, access to health, food, education, social, economic and legal integration, among others, UNHCR Chile will promote that both its partners and other civil society organisations, including community organisations and the contribute to ensuring that persons of interest have access to information about their rights in the country, asylum procedures and other migration mechanisms to foster knowledge of existing information.

In this regard, the strengthening of legal clinics and strategic litigation will continue to play a key role in ensuring access to protection. Technical assistance and support will continue to be provided to government institutions responsible for asylum matters at the central, but also regional, levels.

UNHCR will promote a comprehensive strategy to ensure sustainable and effective protection responses, particularly in children and adolescents, survivors of SGBV, LGBTI, older adults, people with disabilities and the appropriate referral of people with specific needs to humanitarian services.

In order to strengthen the humanitarian response in the northern part of Chile, for Venezuelan refugees and



migrants and others in need of international protection, UNHCR will expand its field presence in Antofagasta, Iquique and Arica, to better coordinate and implement a joint response to needs.

Emphasis will be placed on improving access to information, border monitoring, access to territory and the asylum procedure, as well as other legal alternatives to ensure protection. It will seek to strengthen safe spaces, address basic humanitarian needs and prepare for emergencies.

In this way it is expected that return incidents will decrease and that people will be identified and assisted according to their needs and thus be able to obtain regular status. Likewise, given the disproportionate effect that the pandemic had on the refugee and migrant population in Chile, humanitarian response and the strengthening of social protection for those who were in a situation of vulnerability will also be sought, in order to enhance the prospects of integration. local and, therefore, the realization of a lasting solution, for the most vulnerable cases.

Given that Chile is not only the fourth largest country in the world for refugees and migrants from Venezuela, but also their intended country of destination, UNHCR will strive to contribute to socio-economic recovery, financial and labour inclusion, and to strengthen its integration opportunities. It is also considered to consolidate and expand local responses (Solidary Cities), strengthen the participation of the private sector, combat xenophobia and discrimination.

Promoting community participation and improving communications with communities (CwC) will be key to developing the country's potential for solutions. That is why, although UNHCR works with refugees and migrants, during this 2022 a greater effort will be made to reach the host communities and jointly promote the integration and well-being of all.

In terms of integration, the goal for 2022 is to turn these spaces into a national network of coworks. Along the same lines, a website focused on the socio-economic inclusion of refugees and migrants is being developed in conjunction with the Vicariate of Solidarity.

The platform will offer a digital catalogue of the







businesses of the people they have received in UNHCR's programmes, as well as being a space where companies can offer jobs.

To build on the coordination of joint efforts, the national R4V/ RMRP platform will also be strengthened, which will enhance mobilization and fund-raising efforts, including through donor participation and resource mobilization (public and private).

**The protection of refugees and migrants, such as refugees, is an ongoing challenge and the success of which depends on the triangulation of all actors. And that is UNHCR's commitment for 2022, to continue working with each of the people and organisations that facilitate the integration of people.**





# Thanks to each of the partners and donors

During 2022 we want to continue building a joint agenda that responds to the main needs of refugees and migrants.



The European Union (EU) and its Member States are the world's largest donor of humanitarian aid. Emergency aid is an expression of European solidarity with people in need around the world. It aims to save lives, prevent and alleviate human suffering and safeguard the integrity and human dignity of populations affected by naturally occurring threats and man-made crises. Through the European Commission's Directorate-General for Civil Protection and European Humanitarian Aid Operations (DG ECHO), the EU is helping millions of victims of conflicts and catastrophes every year. Based in Brussels and with a global network of field offices, the EU channels its assistance impartially to affected populations, regardless of race, ethnicity, religion, gender, age, nationality or political affiliation. EU-funded humanitarian aid is delivered in partnership with UN agencies, international organisations such as the International Red Cross/Red Crescent and non-governmental organisations. EU humanitarian aid covers areas of intervention such as food and nutrition, housing, medical care and education in emergency situations.

UNHCR is a strategic humanitarian partner of DG ECHO in Latin America and the Caribbean. In South America, and particularly in Chile, UNHCR programmes funded by DG ECHO provide legal and humanitarian assistance to tens of thousands of Venezuelan migrant and refugee families and their host communities. Humanitarian aid is specified through protection, health, and accommodation

actions, among others. Between 400 and 500 refugees and migrants from Venezuelans arrive daily on Chilean ground, on foot and without the necessary shelter to withstand the extreme temperatures of the desert. Through collaboration with UNHCR, these people receive lifesaving help when they need it most.

## Álvaro de Vicente

Head of the Regional Office for Latin America and the Caribbean

## Comisión Europea

Commission Directorate-General for Civil Protection and Aid Operations  
European Humanitarian  
(DG ECHO)

We also thank the friendly countries and other private donors who have contributed to UNHCR's work in Chile.



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# HUMAN MOBILITY IN CHILE

Coordination and response of UNHCR, partners and donors during 2021.



United Nations Agency for Refugees.

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[www.acnur.org/chile.html](http://www.acnur.org/chile.html)



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