



**CHILE:
HUMANITARIAN ASSISTANCE
IN PANDEMIC**

UNHCR Fieldwork,
Partners and Donors
2020

A map of the Americas, including North and South America, rendered in a light gray color. The country of Chile is highlighted with a vertical strip of colors: red at the top, blue, yellow, teal, orange, and red at the bottom.

CHILE: HUMANITARIAN ASSISTANCE IN PANDEMIC

UNHCR Fieldwork, Partners and
Donors 2020

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

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Printed in Santiago, Chile, March 2021



Despite the difficulties of the COVID-19 pandemic, UNHCR continued to coordinate with its partners and donors to respond to the humanitarian emergency.

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UNHCR was created on December 14, 1950, after World War II, to protect refugees from Europe.

Message from Filippo Grandi, United Nations High Commissioner for Refugees, in the framework of UNHCR's 70 years

On 14 December, the Office of the United Nations High Commissioner for Refugees will be 70 years old. For an organization that should have ceased to exist after three years, it is an uncomfortable birthday that we are not in the mood to celebrate.

As a shattered world started to rebuild after the Second World War, UNHCR had the task of finding homes for Europe's refugees. Brought into being on 14 December

1950, its mandate was time-limited, geographically contained and explicitly non-political, as if its existence was a reminder of miseries that were best swept away along with the rubble.

But the changing international order brought new conflict and thus more refugees - 200,000 Hungarians fled to Austria after the 1956 uprising was crushed by Soviet forces. The following year, Tunisia appealed to

UNHCR for assistance as the war of independence in neighbouring Algeria sent tens of thousands of people over the border in search of safety.

And the mission continued to expand. The post-colonial era was accompanied by struggles for liberation and then struggles for power, with millions of civilians caught in the upheaval. Year by year, continent by continent, UNHCR was called upon to help the increasing numbers of people forced to flee, from Central America to sub-Saharan Africa to Vietnam and Cambodia.

Last year marked four decades of displacement from Afghanistan. Next year it will be a decade since the ongoing conflict erupted in Syria. And so on - a series of unwanted anniversaries, new conflicts emerging or re-surfacing, even as the effects of old ones have yet to fade. Over the past seven decades, a world that swore to embark on an era of peace has proved very good at picking fights but not so adept at solving them.

Consequently, UNHCR has been called upon time and again to do whatever it can to protect vulnerable people uprooted from their homes. This has frequently entailed compromise. We are not usually “in the room” when the fates of nations and peoples are decided. But we are certainly on the ground, assisting people who are forced to flee when those disputes are left unresolved. Our non-political nature is written into our statute, yet because we are present in many crises and respond to many emergencies, our work often entails complex diplomacy, tough decisions and impossible choices as we try to reach ever larger numbers of vulnerable people with resources that are simply not keeping pace with the needs.

UNHCR colleagues past and present take great pride in the differences they have made, in the lives they have protected, changed and saved. They take pride in rising to new challenges, such as the impact of climate change or, most recently, the coronavirus pandemic - factors which magnify the already significant problems posed by displacement.

At the same time, they wish they didn't have to do it. If warring parties would agree ceasefires, if displaced people could return home safely, if governments shared the responsibility of resettlement, if states would keep to their obligations under international law regarding asylum and the principle of non-refoulement - not sending those who have fled threats to their lives back

to where they came from - then we at UNHCR would have much less to worry about.

And yes, we have repeatedly called for all of the above.

In 1994 I was part of UNHCR's emergency response team in what was then Zaire, now the Democratic Republic of the Congo. In four days, a million people crossed the border from Rwanda to escape the massacres, only to walk into a cholera outbreak that killed tens of thousands. Colleagues of mine who had pledged to protect people were digging graves instead. You can think of the lives you saved, of the moment further down the line when a refugee's despair turned to hope because of your endeavours. But you never stop thinking about the lives you couldn't save.

Almost a year ago, the total number of refugees, internally displaced, asylum seekers and stateless people reached 1% of the world's population. I wonder what percentage we will consider unacceptable - 2%, 5% or more? How many people must suffer the loss and indignity of displacement before political leaders work to solve the causes of flight?

So on UNHCR's 70th anniversary, my challenge to the international community is this: put me out of a job. Make it your goal to build a world in which there is truly no need for a UN refugee agency because nobody is compelled to flee. Don't get me wrong: as matters stand, our work is crucial - yet the paradox is that we ought not to exist. If we find ourselves observing many more birthdays, the only conclusion will be that the international community has failed.

But if the factors driving mass displacement were resolved in just half a dozen countries, millions of refugees could go home, as could millions more internally displaced people. That would be a very good start - and it would be something we could all really celebrate.



Food, warm clothing and shelter were the main needs of refugees and migrants in Chile

Foreword

Until the end of 2019, one of each 97 people in the world had lost their home as a result of the violence and conflicts experienced in their countries, that is, almost 1% of the global population. Thus, the number of human beings uprooted as internally displaced persons or refugees, with dreams and longings to live in peace, have a home, a job or a school, had risen to 79.5 million, of which 40% are under-age.

In Latin America, we began 2020 with an exodus that exceeded five and a half million Venezuelan people, thus, Venezuela became the second country in the number of people of concern to UNHCR, just below 6.6 million of Syria and surpassing nations such as Afghanistan (2.7 million), South Sudan (2.2 million) and Myanmar (1.1 million).

As we focus on responding to this humanitarian emergency, the COVID-19 pandemic quickly went viral in our region and generated an unprecedented health crisis, which led States to take measures to protect citizens, applying border closures.

Although we initially thought that this situation would stop the Venezuelan exodus, it did not. Therefore, from our role as a United Nations Agency for Refugees, and the mandate of our High Commissioner, we intensified our work to support to the governments of South America, whose challenges have not only been linked to health issues, but also to social, labor, economic and technological matters, among others.

The contribution of our donors and the collaboration of our partners has been key. Thanks to their generous contributions, we have provided humanitarian assistance during the COVID-19 pandemic to more than 100,000 refugees and migrants in Argentina, Bolivia, Chile, Paraguay and Uruguay. This allowed us to guarantee access to roof, food, shelter and social support.

Aware of the difficulties presented by the COVID-19, especially in order to implement our programs, I especially want to thank the support of the Chilean government, its ministries and local governments, to facilitate and promote initiatives to implement our mandate: protection of people. Also to our partners who

have been in the field and have multiplied our response capacities, such as World Vision International, National Institute of Human Rights, Municipality of Santiago, Foundation of Social Help of Christian Churches (FASIC), Scalabrini Foundation, Jesuit Service to Migrants, Diego Portales University, International Federation of the Red Cross and Caritas Pastoral Social Vicariate.

We are sure that during 2021, thanks to the joint work between the central government, local governments, academia, civil society, the private sector and the rest of the agencies, funds and programs of the United Nations System, we will be able to generate more initiatives that allow the integration of refugees and migrants, so they can be a contribution to the economic and social development of Chile.



By Juan Carlos Murillo
Regional Representative for
South America

Introduction

During 2020, Chile became the third-largest country host Venezuelan people, refugees and migrants at the regional level. According to data from the Department of Immigration and Migration (DEM), dependent on the Ministry of the Interior and Public Security, Chile is home to almost 500,000 Venezuelans who represent about 30% of its resident foreign population.

Most of these people came to survive, obtain protection and better opportunities to cover basic needs such as employment, shelter, food, health or education for their children. But the COVID-19 pandemic complicated those plans. Like the rest of the world, Chile had to adopt strict sanitary measures to prevent the spread of infections, including the closure of many companies that offered them a job opportunity.

During November, the country's unemployment rate was 10.8%, an increase of 3.4 percentage points in twelve months and it was estimated that 100,000 refugees and migrants had been left without income, that is, in a greater vulnerability.

Aware of the increasing needs in Chile, at the Office of the United Nations High Commissioner for Refugees we have focused on responding to this emergency. Our teams have focused on providing immediate solutions and have redoubled efforts and alliances with partners and donors to deliver lasting support that honors our mandate: the international protection of refugees.

Thanks to the work of the UNHCR Chile team and its partners, more than 49,000 assistance was delivered; For 2021, we already have an agenda that maintains the same spirit: inclusion, cooperation and feedback in areas that are essential for Chile.

For all the above, we want to share this document in which you will find the details of the steps taken thanks to the support of our donors and partners.

In the first chapter, you will see a brief description of the strategy used to program 2020 and how it was adapted to the needs generated by the development of the pandemic.

In Chapters 2, 3, 4 and 5, highlight the humanitarian aid delivered thanks to the strengthening of relations with the central government, local governments, the work of

agencies with the United Nations System, and UNHCR's own coordination.

In chapters 6 and 7, focused on durable solutions, you will see in detail the work with communities, initiatives that seek to promote entrepreneurship and the labor insertion of refugees and migrants.

In chapters 8 and 9, activities that seek to reduce the rates of discrimination and xenophobia are described, along with the provision of timely information.

Finally, this document mentions the work agenda planned for 2021, the objective of which is to encourage the participation of all stakeholders.



Ana Ferrero
UNHCR Chile
Head of Office in 2020



Rebeca Cenalmor Rejas
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2688
PEDRO GIL



CHAPTER 1



Information gathering and field work have been keys to detect the main needs of refugees and migrants in Chile.

Detecting the needs of refugees and migrants

“The crisis COVID-19 has had important consequences for our operations, which has forced us to quickly adjust our way of working. However, we spare no efforts to help and protect refugees as best we can in these difficult circumstances”, said Filippo Grandi, High Commissioner of the United Nations for Refugees, at the beginning of the pandemic.

Instruction for UNHCR teams, worldwide, was clear: “Staying and delivering for refugees amid COVID-19 crisis” (Acompañando y actuando por las personas refugiadas en la crisis de COVID-19). Thus, in addition to ensuring that refugees and migrants were informed and included in response plans, the organization adopted the following measures as part of the strategy to face this unprecedented pandemic:

- strengthen health systems and services, including soap distribution and increased access to water.
- Support governments in an adequate health response to prevent infections, including the delivery of medical equipment and supplies.
- Distribute shelter supplies and basic relief items.
- Provide guidance, with information based on facts, on prevention measures.
- Expand the delivery of money in cash, to help mitigate the negative socioeconomic impact of COVID-19.
- Ensure that the rights of forcibly displaced persons are respected.

As local realities are always diverse, in Chile, 14 participatory diagnoses were carried out, studies that allow a qualitative reading of the real needs of the refugee and migrant population and the risks they face. For that, 15 vulnerable people of interest were interviewed, due to their null or limited access to the Internet; A session was held through an online platform

with 54 Venezuelan people, between 14 and 67 years old -living in the regions of Arica and Parinacota, Atacama, Metropolitan Region (Santiago), O’Higgins, Biobío and Araucanía-, to discuss the migration process, the determination of refugee status, access to fundamental rights during the COVID-19 pandemic, community networks and relations, discrimination and violence. Although the methodological sample is not representative and cannot be generalized to the refugee and migrant population in Chile, these testimonies were useful to determine the actions that UNHCR will implement throughout 2021:

- Deliver broad and available information on the rights and duties of migrants and refugees.
- Intensify emergency assistance to the population that lacks regular immigration status and, therefore, does not have access to these benefits.
- Generate alliances with the public and private sectors to promote the hiring of migrants and refugees.
- Strengthen mental health care networks.
- Increase access to technological devices and internet connection for young people.
- Strengthen specialized networks that guide and accompany LGBTIQ+ people (transgender and people living with HIV).

CHAPTER 2



We work together with governments to promote and enhance the protection of refugees and migrants.

Coordinated work for the protection of people

The new coronavirus changed the priorities of all countries and their governments. It put us on dynamic, challenging scenarios and broke all known paradigms.

We had to reinvent ourselves, rethink a new society, another economy capable of continuing to function despite the adverse context. And start talking about telework, tele-education, telehealth, the acceleration of technological development, among many other challenges.

Although in a short time we have taken great leaps, inclement weather and nature remind us of our fragility. 2020, rain, freezing temperatures and snowfall in mountains sectors of Santiago made the winter increase the vulnerability of refugees and migrants.

Concerned about that and with the commitment to support the State, we promote coordination with

the Chilean Ministry of Foreign Affairs and we sign cooperation agreements with different government agencies to continue fulfilling our protection mandate.

Among these agencies is the Undersecretary of the Interior, the Department of Foreign Affairs and Migration, the Ministry of Health, and the National Service for Women and Gender Equality. With the latter, we carry out activities that seek the elimination of gender violence; to the Ministry of Social Development and Family will deliver 3,700 kits with warm clothing to contribute to the “Winter Protected Plan”.

These arrangements allow us to deliver humanitarian aid in an efficient and timely manner and inspire us, in 2021, to work more collaboratively in priority areas.



Sixth technical meeting of the Quito Process held on September 23 and 24 in Santiago de Chile.

CHAPTER 3

The “Solidarity Cities” initiative promotes social and economic integration of refugees in communities that provide them protection and support.



Cities in Solidarity!

In 2020, the UNHCR Chile office deepened its work with local governments and gave new impetus to the “Cities of Solidarity” initiative that highlights the importance of a humanitarian response and delivery capacity.

Within this framework, it was sought to strengthen working ties with the country’s municipalities. As a result, there are already five in the Metropolitan Region with which progress has been made in signing a mutual cooperation agreement: Santiago, Estación Central, La Pintana, Ñuñoa and Recoleta.

UNHCR Chile also organized a series of talks with municipal officials, where issues relevant to the work they carry out in the current context were addressed, such as the extrajudicial handling of potential evictions during the health crisis, the development of intercultural skills with host communities, addressing labor rights of migrants and refugees in the context of COVID-19 pandemic, and the promotion of mental health in children and adolescent migrants and refugees.



Juan Carlos Murillo during the signing of the agreement with UNHCR in the municipality of La Pintana.





The north of Chile is the gateway for many people who come to the country looking for a refuge.

A north of solidarity

UNHCR Chile has a presence in the regions of Arica, Parinacota and Antofagasta, from where it provides assistance to other areas in the north of the country. As in Santiago, there the objective is to provide legal, social and labor assistance to the population of interest -through a phone call or sending emails, together with the partners-, including that of cities corresponding to the region of Tarapacá.

In this sense, within the framework of intersectoral work, the course “Refuge and Interculturality” was held, aimed at officials of the Municipal Health Directorate, where the work of UNHCR and the work it carries out to promote diversity and identity, focus and management of culture shock.

Together with the municipalities of Iquique, Alto Hospicio and the International Organization for Migration of the United Nations (IOM), in October we held the “Meeting on migration and refuge in the northern macrozone”. The objective was to strengthen the coordination

and articulation of the networks with institutions and organizations that work on the issue of human mobility in the northern macrozone and contribute to an adequate understanding of the processes migrations and forced displacement, taking into account the context of the COVID-19 pandemic.

In November and December, missions were carried out to the border areas of Colchane, Huara, Iquique, Alto Hospicio and El Loa, in the Tarapacá region. Among the main objectives, the lifting of the Venezuelan migrant and refugee population needs that entered to Chile through irregular steps was considered; also, information related to the number of admissions, profiles and level of vulnerability with which these people enter. Likewise, ties were strengthened with municipal authorities, civil society organizations in the area, and other key actors that, during 2021, will allow us to provide emergency assistance and make a proposal to strengthen and scale a humanitarian response in the area.

In terms of field work, UNHCR assisted refugees and migrants in vulnerable situations. Also, together with UNHCR partner organizations and the municipalities of Colchane, Huara and Iquique, it delivered more than 5,000 boxes of food.

Additionally, food and hygiene items were delivered to the shelter set up in the Holy Spirit Parish, in the city of Iquique.

It should be noted that UNHCR, together with OIM-UNICEF-UNFPA-PAHO and the Office of the Resident Coordination of the United Nations System, at the request of the Ministry of Health of Chile, provided support to the health residences of Iquique, where kits of hygiene and tablets to apply a questionnaire on the needs of the persons of concern.

Together with FASIC, UNHCR's partner foundation in the northern zone, temporary accommodation was provided to more than 1,000 people, a measure that sought to support the government's efforts within the framework of the health crisis in the city of Iquique.

Delivery Solidaridad

In the second half of the year, the "Delivery Solidaridad" campaign (www.deliverysolidaridad.cl) was launched, which seeks to contribute to the delivery of food and the health protection of families from Antofagasta.

"Delivery Solidaridad" also had the support of regional partners such as the Communal Union of Neighborhood, Camp Corporation United America and Antofagasta Parishes Network.

In four months, the campaign delivered 486 boxes of food (for 1,944 people), 27 cans of water, 437 cans of soap, 1,000 shoe covers, 219 boxes with masks and 9,597 body covers. This donation was distributed in parishes, camps, neighborhood, common pots, Don Oriene nursing home, Tabor House Foundation and the Migrant Women.



"Delivery Solidaridad" has benefited more than 1,900 people.

CHAPTER 4



From UNHCR we promote collaborative work with agencies, funds and programs of the United Nations System.



Joint work with the United Nations

Coordination Platform for Refugees and Migrants from Venezuela

Political and economic developments in Venezuela have led, in recent years, leaving more than 5.5 million people, an exodus that is positioned as the largest in the modern history of Latin America and the Caribbean.

In April 2018, the Secretary General of the United Nations, António Guterres, asked the United Nations High Commissioner for Refugees (UNHCR) and the International Organization for Migration (IOM) to act in coordination and lead the effort that the governments of the region and the international community to respond to the magnitude of the Venezuelan exodus.

In the beginning, Chile was part of the Sub regional Platform for the Southern Cone, with Argentina, Bolivia, Paraguay and Uruguay, however, with the increase of Venezuelan people in the country, in 2020 this configuration changed and created a coordination independent and unique at the national level: the National Response Platform for Refugees and Migrants from Venezuela in Chile (RMRP).

With the COVID-19 pandemic already developing, the RMRP's actions 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 and

the distribution of school supplies and backpacks in the municipalities of Estación Central, Independencia, La Pintana, Recoleta, Lo Prado and Antofagasta, and in a school in the north of the country.

In the measure that all partners adopted remote work modalities due to the COVID-19 pandemic, legal assistance and support shifted to online channels: telephone, email and the use of the WhatsApp application.

In the second quarter, efforts were made to increase assistance to refugee and migrant communities in overcrowded conditions, by delivering boxes of food, non-food items and hygiene kits.

Shelters and community kitchens received additional support to meet the sanitary standards and facing up to the pandemic and ensure social distance between refugees and migrants, staff and volunteers.

In the following months, R4V partners (the Coordination Platform for Refugees and Migrants from Venezuela) assisted Venezuelans who gathered outside their embassy to request humanitarian assistance. The support included medical care, provision of a temporary shelter, food and hygiene items.

In the middle of the year, with the intention of supporting families who lost their regular economy income by the pandemic, they were launched “based interventions cash” (cash-based interventions) and delivery of coupons and rent subsidies for people refugees and vulnerable migrants.



Numbers of total beneficiaries in Chile

(disaggregated by sector of the regional platform, RMRP 2020)

SECTOR	TOTAL BENEFICIARIOS refugees and migrants
 Education	405
 Food safety	5.409
 Health	413
 Integration	4.570
 Non-food items	2.658
 Protection	46.937
 Accommodation	1.260
 Water, sanitation and hygiene	1.277
 Monetary assistance	4.102

More information at <https://r4v.info/>

#JournalismWithoutTags

More than 2,000 people participated in the course “#JournalismWithoutTags: Journalistic treatment of forced displacement in Latin America and the Caribbean”, a free online initiative for journalists and communicators, which took place between August 31st and September 27th, 2020.

The workshop was promoted by UNHCR and the Regional Office of Education for Latin America and the Caribbean (OREALC / UNESCO Santiago), in collaboration with the Knight Center for Journalism in the Americas and the Central University of Chile.

#JournalismWithoutTags aimed to promote journalistic practices that are sensitive to diversity and that promote intercultural dialogue, through the delivery of technical tools and content based on evidence on the migratory phenomenon and the situation of refugees, migrants and displaced people in Latin America and Caribbean.



Chile UNHCR has focused on making permanent training for the media to promote journalism that reduce prejudices and stereotypes.

Migration safe, orderly and Regular

This inter-agency project was announced in November 2020, where UNHCR Chile participates, Multi-Partner Trust Fund (MPTF)-Mexico, IOM, the International Labor Organization (ILO) and the Resident Coordination of the United Nations System participate.

Its objective is to promote the development of the capacities of local governments, in Santiago de Chile and Mexico City, to strengthen the socioeconomic integration of migrants, refugees and forcibly displaced persons, through access to decent work, means of sustainable living and social dialogue.



On November 25th, 2020, representatives of the Government, the Municipality of Santiago, employers, workers, civil society and United Nations Agencies, participated in the first meeting of the Executive Committee of this joint project.

CHAPTER 5

The contributions of our donors have been key to deliver essential supplies and respond with protection to refugees and migrants.



FASiC

FUNDACION
DE AYUDA SOCIAL
DE LAS IGLESIAS CRISTIANAS



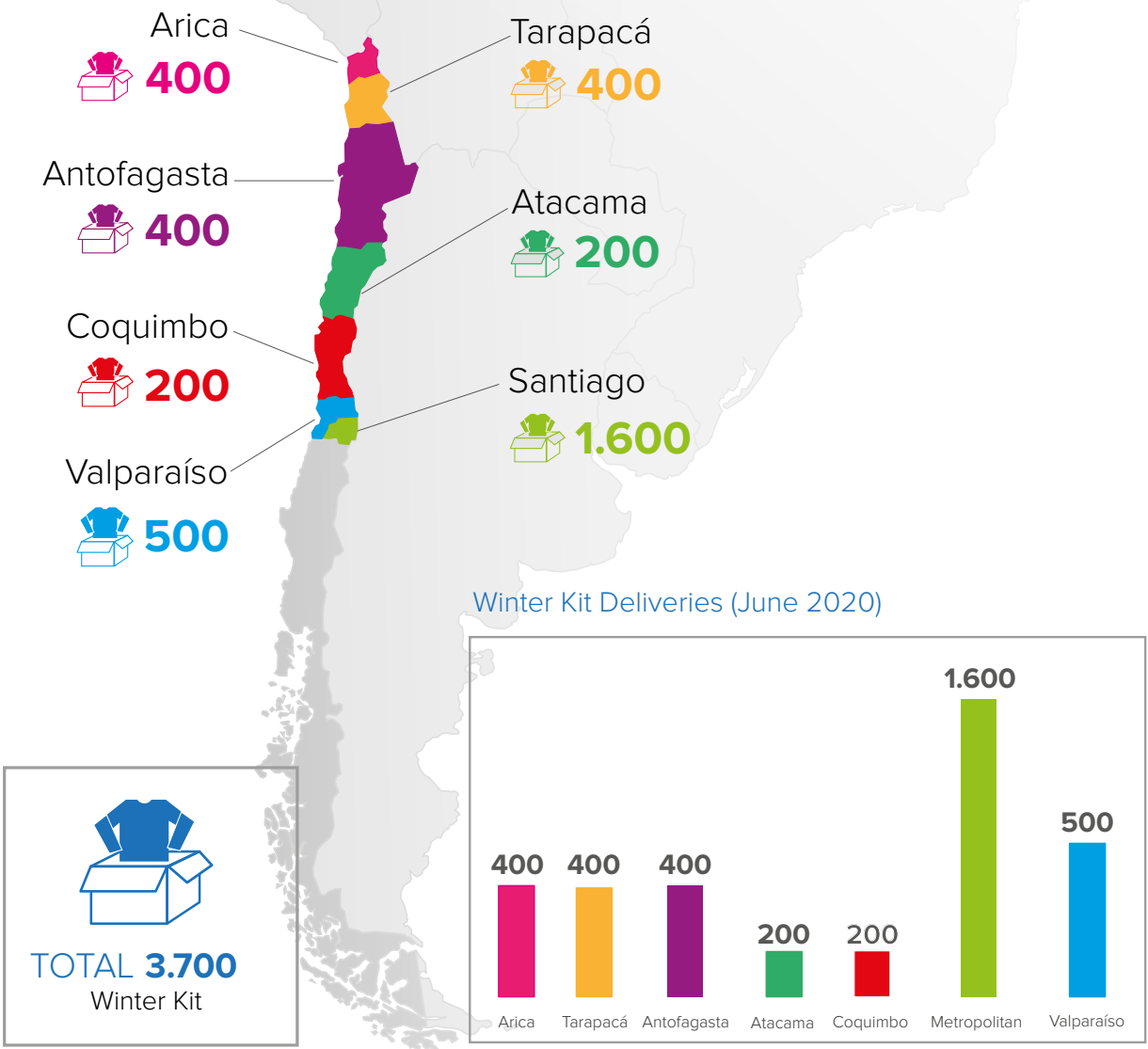
ESPACIO DE APOYO

En este lugar,
usted encontrará información,
orientación y otros servicios gratuitos
para personas migrantes y refugiadas



Delivery of humanitarian aid

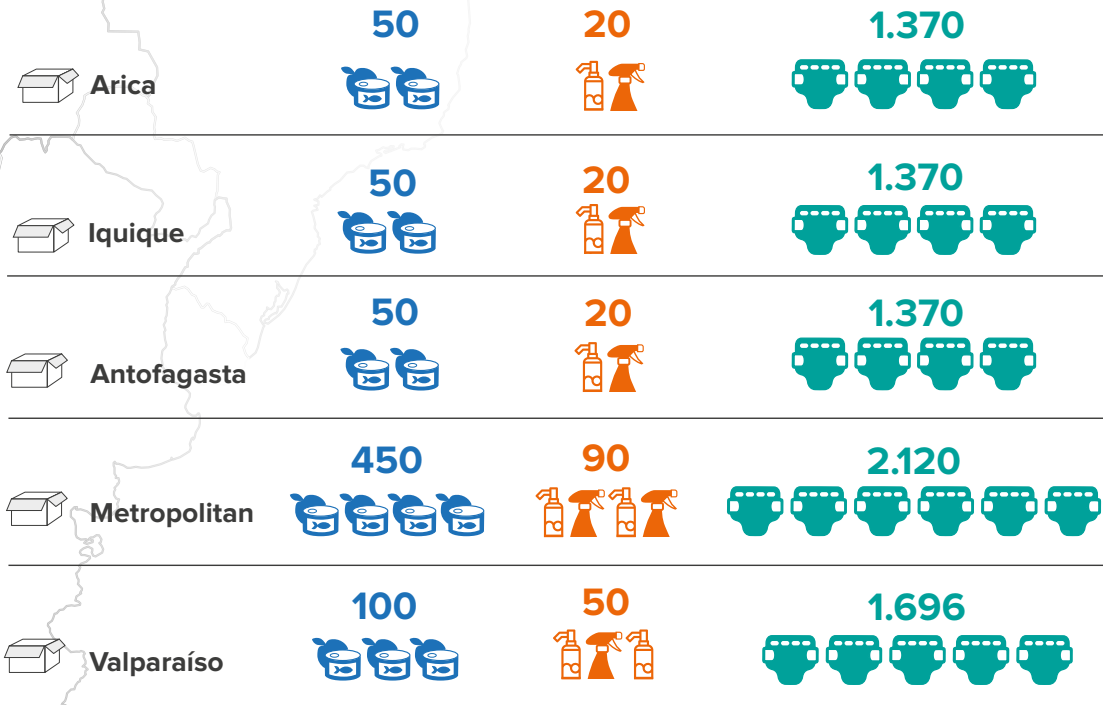
Winter kits purchase
Campaign with the Ministry of Social Development and Family
“Protected winter” (June, 2020)



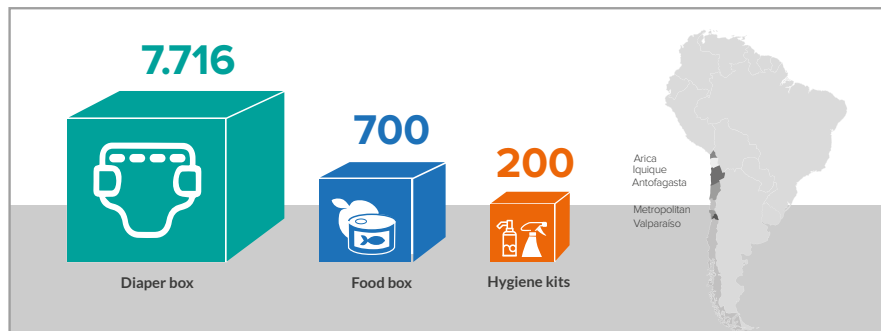
Food boxes purchase hygiene kits and diapers (may, 2020)



Products delivered directly by UNHCR (2020)



Deliveries of food boxes and non-food items Chile, may, 2020



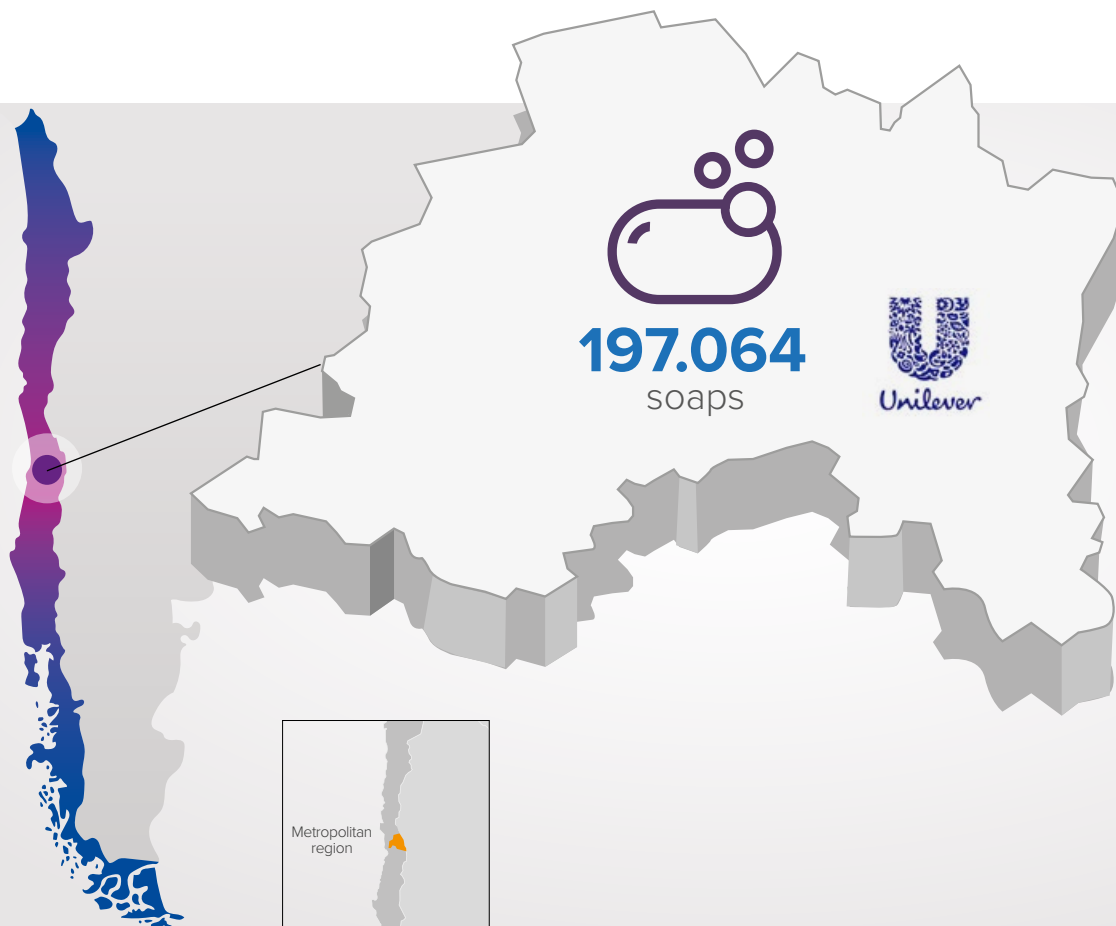


Unilever Donation

to municipalities of Region Metropolitan

As part of its strategy, UNHCR explored other non-traditional donors to diversify the group of contributors who support initiatives in the Southern Cone. One of them was Unilever, which provided essential supplies like soap and disinfectant to more than 40 of our operations during the COVID-19 pandemic.

In Chile, 197,064 soaps were received, which were delivered to different municipalities in Metropolitan Region.





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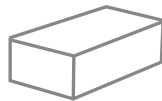
© UNHCR / Ángeles Estévez

Hygiene and protection items purchase

Municipality of Arica (october, 2020)



Delivered products directly by UNHCR (2020)



134

Sanitary napkin packages



1.016

Adult diapers G



18.034

Diapers boys and girls

Delivery of hygiene items and protection against COVID-19

Municipality of Arica (october, 2020)



254

Alcohol gel 320 ml.



6

Infrared digital thermometers



65

Disinfectant wipes 100 units



22

2 lt. current trigger sprayers



20

Bottles of concentrated quaternary ammonium 1 lt.

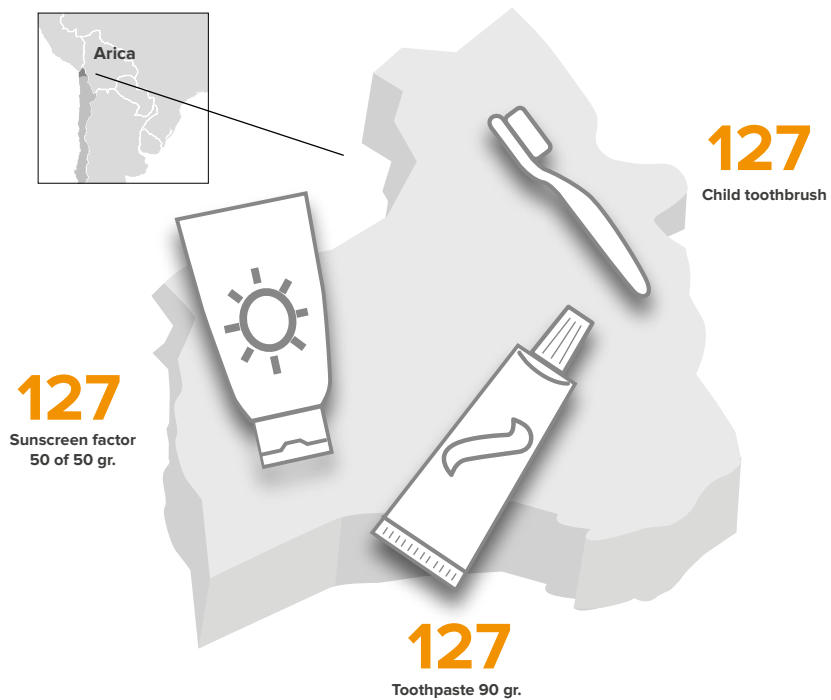


127

Boxes of three-fold masks, disposable 50 units



Delivery of personal hygiene and protection items, municipality of Arica
(October, 2020)





Emergency kits purchase

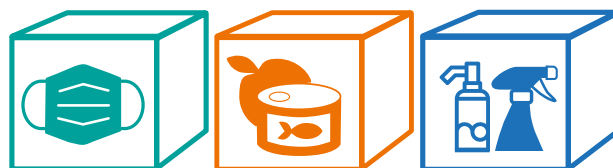
to municipalities (october, 2020)



Products delivered directly by UNHCR (2020)



1.690
Total kits delivered



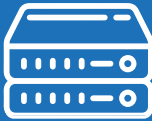
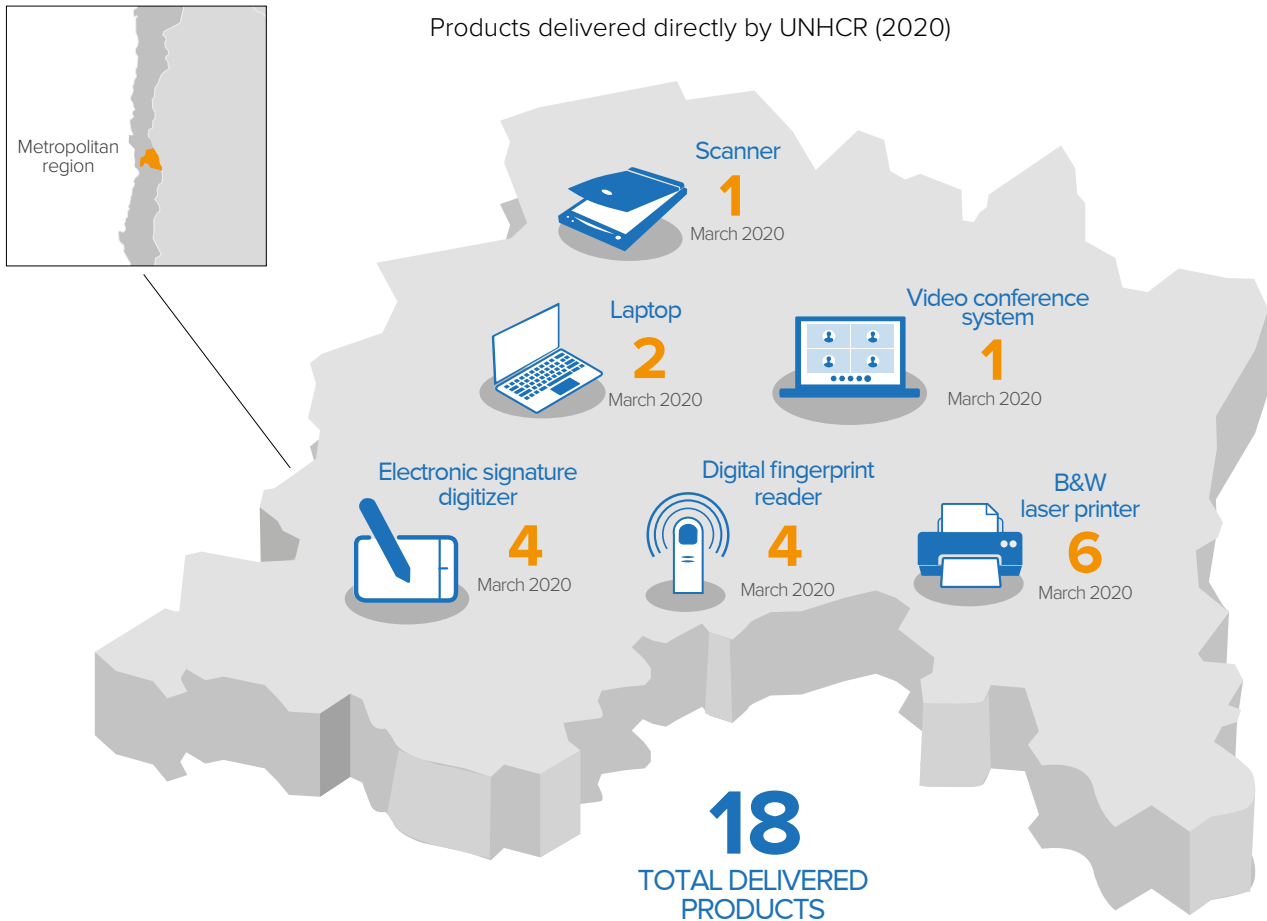


Delivery of humanitarian assistance by the COVID-19 pandemic.

Microsoft servers and IT DEM equipment purchase

Metropolitan Region

Products delivered directly by UNHCR (2020)



MICROSOFT AZURE "PAY AS YOU GO" SERVERS

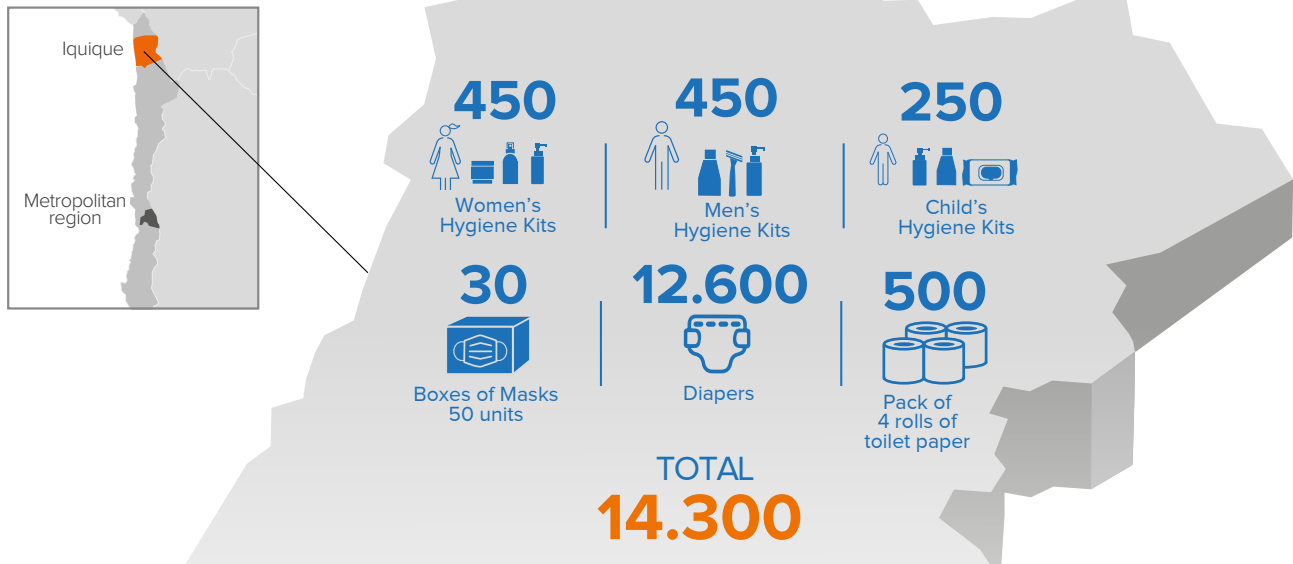
US\$ 28,560

AUGUST 2020

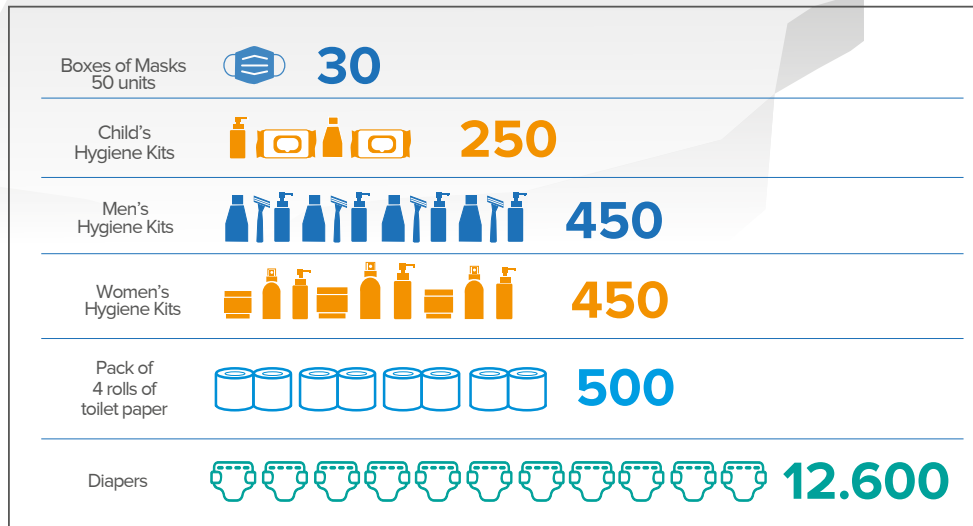
TOTAL, USD
MICROSOFT SERVERS **\$ 28,560**

Tablets and hygiene kits purchase Ministry of Health (MINSAL) Iquique

Products delivered directly by UNHCR (2020)



Delivery of hygiene kits and masks, MINSAL, Iquique (december, 2020)



Lenovo Tablets for MINSAL

Iquique and Metropolitan Region (december, 2020)





**Toys and food boxes
purchase, Christmas FASIC
and Venezuelan Association
Santiago**

815



Boxes with food

200



Toys for boys and girls
up to 14 years

1.015
TOTAL

**Boxes with food
to deliver to
vulnerable people**



Boxes with food

1.000
TOTAL

Products delivered directly by UNHCR (2020)

















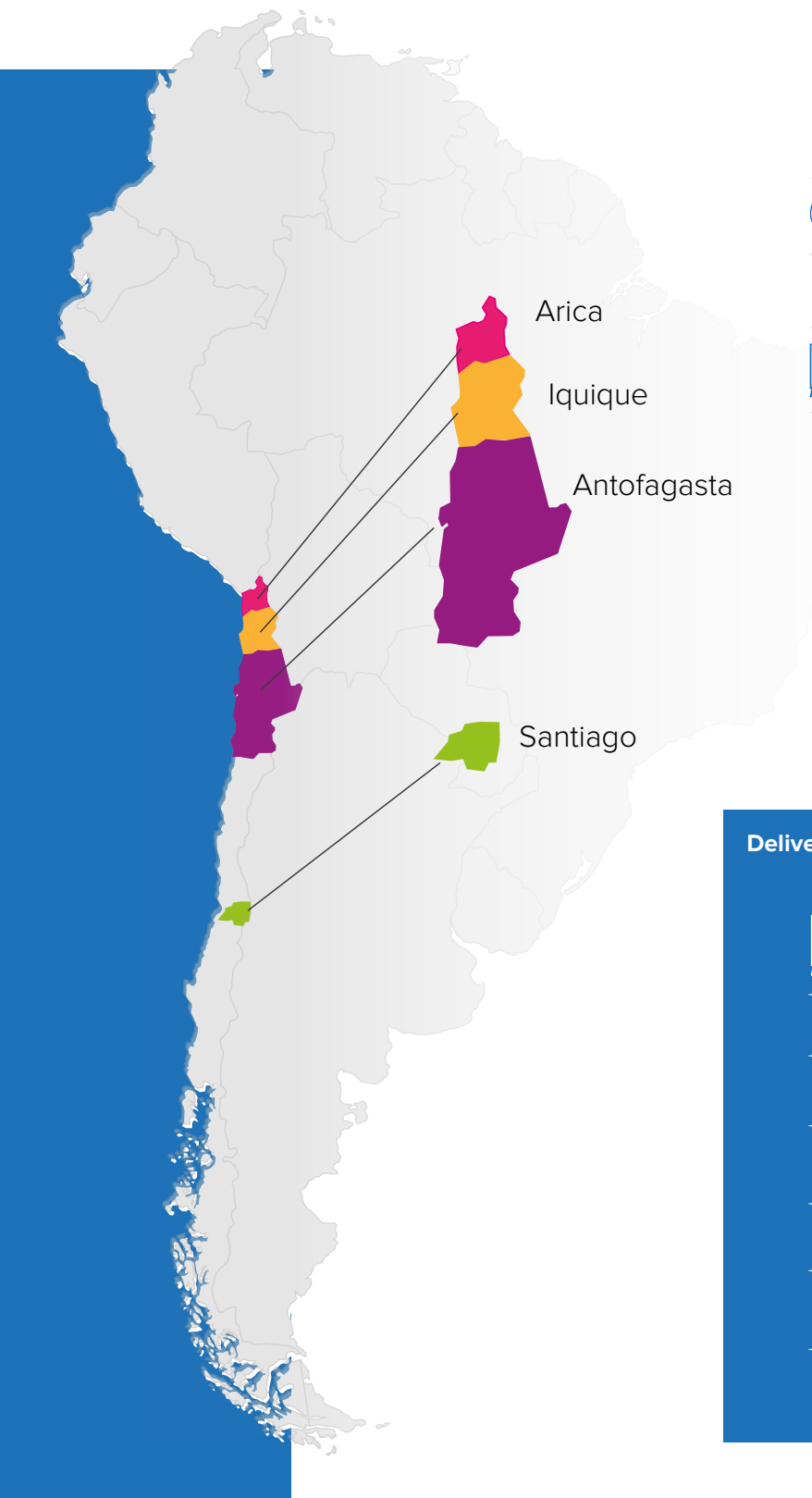
CHICAGO
BULLS








Miscellaneous purchases

Products delivered directly by UNHCR (2020)

		Metropolitan	Arica	Iquique	Antofagasta	Institution
	Laptop	1			1	Institution Syrian resettled family
	Tablet 10"	1			1	Institution Syrian resettled family
	Tablet 10"	30			30	Music for Integration Foundation
	4G routers	10			10	Music for Integration Foundation
	Alcohol gel and soap Dispensers	10			10	Music for Integration Foundation
	5 liter liquid soap	4			4	Music for Integration Foundation
	5 liter alcohol gel	4			4	Music for Integration Foundation
	Boxes of 50 disposable masks	5			5	Music for Integration Foundation
	60x60 acrylic partition dividers for desks	10			10	Music for Integration Foundation
	Dispenser alcohol gel pedestal	12	6	3	23	Music for Integration Foundation
	60x60 acrylic partition dividers for desks	22	12	12	52	Support Spaces
	Infrared thermometer	9	5	3	19	Support Spaces
	Face shield	28	13	11	58	Support Spaces
	COVID-19 sign	534	136	102	840	Support Spaces



Deliveries to support spaces in the Metropolitan Region, Arica, Iquique and Antofagasta (2020)

	COVID-19 Sign	840
	Face Shield	58
	Infrared Thermometer	19
	60x60 Acrylic partition for desktops	52
	Alcohol gel dispenser	23

Deliveries to the Music for Integration Foundation Santiago

	60x60 acrylic partition dividers for desks	10
	Boxes of 50 disposable masks	5
	5-liter liquid soap	4
	5-liter alcohol gel	4
	Alcohol gel and soap Dispensers	10
	4G routers	10
	Tablet 10"	30

CHAPTER 6



One of the main focuses of UNHCR is the protection of children and adolescents.

Work and empowerment with communities

Girls, boys and adolescents

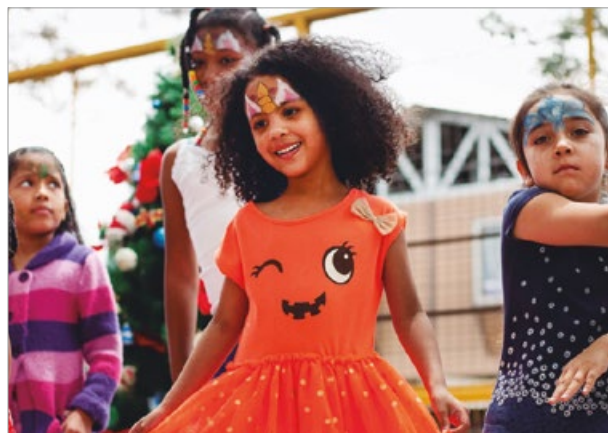
During 2020, with the support of World Vision, UNHCR Chile organized a series of activities to promote work with children and adolescents.

At the beginning of last year, specialized psychosocial care was provided focused on the family, especially on the superior well-being of children; We also link with organizations that could support families in their immigration regularization. The idea was to support their school processes, linking them with key entities to strengthen and prevail their right to education and, for those who required it, provide mental health support to children and adolescents (BGA).

At the same time, we delivered school game kits for children and adolescents, and we linked up with various organizations to create a protocol for detecting children without nationality, such as the Alberto Hurtado University, which is carrying out its nationality project. We carry out psychoeducational accompaniment to BGA from the education area of both centers, thus strengthening their distance school processes.

We also did informative and preventive monitoring on COVID-19, by connecting throughout the year with organizations in favor of children, such as the Children's Defense, the National Service for Minors (Sename) and the Local Public Education Services, among others.

As in other years, UNHCR was invited to participate in the International Children's and Youth Book Fair (ICIBF) with a storyteller for children. At the event, this time 100% online, entertaining oral narratives were presented from our book "My Nationality has a Story", written by boys and girls of different nationalities, which contains stories that highlight inclusion, diversity and identity.



National Network of Migrant People and LGBTIQ+ Refugees

In the framework of the 2020 anniversary of the International LGBTIQ+ Pride Day (lesbian, gay, bisexual and transgender), UNHCR launched in Chile the “National Network of Migrant people and LGTBIQ+ Refugees”.

The initiative, coordinated by the for Social Aid of Christian Churches Foundation (FASIC), is made up of LGBTIQ+ civil society organizations, migrants and refugees, feminists, and is supported by the United Nations High Commissioner for Refugees (UNHCR). The National Network of Migrant people and LGTBIQ+ Refugees is inspired by the already existing regional network of LGBTIQ+ people in human mobility, of which FASIC is part.

Pablo Pilquil, social worker and person in charge of diversities, at FASIC, commented that “the importance of this project lies in making visible the LGTBIQ+ groups that flee their countries carrying uprooting, apprehensions and a lot of violence due to their sexual orientation or their gender expression. That is why we launched the network for people who, at the same time, face this process with courage and a suitcase loaded with dreams, hopes and the desire to live fully in another country that welcomes them and provides them with security”.

The cardboard book “200 words in a diverse suitcase. Stories about refuge and migration LGBTIQ+”, which contains testimonies sent by LGBTIQ+ people in the framework of the open invitation made by FASIC, La Maricartonera and UNHCR.

The story entitled “Hand joints” is an example that responds to the focus of this initiative: “We emigrated from Venezuela three years ago and we met one ago (...) We both grew up in secrecy and fear of Venezuelan society, so together we experience for the first time introducing ourselves to our families and friends as girlfriends. Today, a year later, we live together, we grow and learn together and even though we miss our homeland, we appreciate walking hand in hand in public without fear of being mocked”.

Following the launch of the network of migrant people and refugees LGBTIQ+, thanks to coordination with FASIC the workshop “Tools was made for the protection and advocacy on the situation of LGBTIQ+ refugees, migrants, asylum-seekers in Colombia, Peru and Chile”.

Progress was also made in offering specialized services for this population and in the incorporation of new organizations to the network, currently made up of seven from Chilean civil society and the population of interest.

Despite the restrictions imposed by the pandemic quarantine, a dialogue was built with the National Network of Municipalities, through its Diversity, Inclusion and Non-Discrimination offices (Diversa Network, www.reddiversa.cl), present in 18 municipalities that they carry out support work for the LGBTIQ+ population.



Music for integration

Music for Integration Foundation was born with the purpose of generating an alternative for refugee and migrant children, youth and adults who wish to contribute to the artistic and social development of Chile.

The organization arises from the problem of the scarcity of spaces for the integration and professional development of refugee and migrant musicians and academics living in Chile, which has impeded the development of a large number of trained and talented professionals.

Since 2019, UNHCR has strengthened the initiative with donations of instruments, support in its concerts and a series of actions that have helped this foundation

to continue with its wonderful work. However, due to the pandemic, during 2020 Music for Integration Foundation had to close its classes, concerts and activities, so many children, adolescents and adults were left without face-to-face learning activities that they attended regularly.

Interested in solving this problem, UNHCR made an important donation in order to the foundation could resume its activities. The support consisted of purchasing products and toiletries, as gel dispenser's alcohol, room dividers and liquid soap, among others; 30 tablets for children, adolescents and adults so, in that way, they could continue with their virtual classes and routers for a stable internet connection during their learning.

Support spaces

Support Spaces is an initiative of the Regional Platform for Interagency Coordination for Refugees and Migrants of Venezuela. Its objective is to provide a place for first-line assistance, through direct or referral services, to women, men, girls and boys from Venezuela, with diverse profiles, who may be in transit or residing in different countries of the region.

In these spaces, a package of free and standardized services is offered for key areas, as well as in host communities along the route.

Support Spaces works as a network of points that provide information and orientation of services and programs, as well as individual counseling, psychological first aid, friendly spaces, basic services and assistance. This ensures the safe identification and referral of people with specific needs and at risk.

Support Spaces also uses a common logo, which ensures that the structures are recognizable by people regardless of where they are.

During 2020, the Support Spaces network saw strengthened its visibility and the tools of the work teams of the 14 existing spaces in four regions of the country in Chile. Following the restrictions imposed.

Due to the COVID 19 pandemic, the network was unable to keep its doors permanently open, although they were

active in providing telephone or virtual assistance, and in delivering emergency humanitarian aid. In addition, they developed numerous virtual support activities for the population of interest and generated dissemination materials about the existence of these spaces and the services they offer.

Additionally, during October and November 2020, UNHCR and IOM developed capacity-building workshops for professionals who serve to the public in Support Spaces, in matters such as prevention of gender-based violence and diversity, trafficking in persons and migrants and migrant children.



CHAPTER 7



The labor integration of refugees and migrants promotes the economic development of host countries.

Promotion of entrepreneurship and job placement

The Durable Solutions strategy was adjusted to the current context of the health and socioeconomic crisis that the country is experiencing as a result of COVID-19, which has differentially impacted our population of interest and, especially, women.

Thus, the emergency assistance component was incorporated, in coordination with partner agencies, municipalities and central government entities and especially with the ministries of Social Development, Labor and Health. This aggregation main objective was to support families most affected by the pandemic in economic terms, seeking to stabilize its situation, as a first step to resume their integration in economic terms.

Labor insertion

As part of the 2020 strategy of alliances with government and private actors to promote the labor insertion of refugees and migrants, it was carried out, in conjunction with OIM and the Commission of the National System for the Certification of Labor Competencies, the Chile Valora project, created to certify the job skills of 182 Venezuelans in the sales and call center sector, in order to improve their job opportunities in the country.



Protection Communities

It was deepened the work carried out in Protection Communities, a project started in 2019 in conjunction with the Pastoral Social Vicariate, for the economic integration and labor insertion of refugees and migrants residing in Santiago, through the formation of community groups of accompaniment, delivery of information and training in labor and entrepreneurship matters.

In order to adapt the work methodology to the sanitary measures imposed by the pandemic, during 2020 a 100% virtual community was created that not only allowed to continue the work already developed in 2019, but also to expand the scope of the project to new territories, which allowed supporting more than 650 people.



© UNHCR / Cristián Valenzuela

Women’s ventures with World Vision

As part of the partnership agreement with World Vision International and its Hope Without Borders project, refugee and migrant women from the cities of Arica, Antofagasta, Santiago, Valparaíso and Concepción participated in training sessions to promote micro-enterprises.

The project, which will continue in 2021, seeks to reinforce the economic inclusion of women entrepreneurs by providing tools to participants to boost their innovations. These workshops were adapted to a 100% digital format to ensure their continuity once the COVID-19 pandemic was declared.

The course benefited a total of 171 refugees and migrants. Yetsy Tobar, professor of Methodology, Language and Communication, was one of them. She arrived from Venezuela a year and three months ago with her seven-year-old son Samuel, and she never imagined that in this context she would benefit from an online course to undertake.

In the Biobío region, we also work tirelessly in the communes of Lota and Coronel to eliminate violence against children. With various civil society actors and

educational communities carry out training courses in trade and labor intermediation for vulnerable women from different communes in the region.

It should be noted that for over a year, UNHCR and World Vision have participated in a series of initiatives to provide an immediate and comprehensive response to refugees and migrants in situations of extreme vulnerability.

“ The training allowed me to make an analysis of my strengths, opportunities, weaknesses and threats and, thus, face the internal and external factors that favor me or are me disadvantageous. I was able to have a clearer idea of the innovative business that I was already doing. I understood that planning is very important for success; is necessary and vital for a good business ”

Yetsy Tobar

New alliances with the Private Sector

ANFP



In order to promote the integration, sports and mental health of refugees and migrants, at the end of December 2020 the National Professional Football Association of Chile (ANFP) donated more than 7,700 sports products to UNHCR.

During 2021 it will continue to work together to make deliveries and generate activities that promote non-discrimination of people.

Sodimac



In order to recognize companies that have promoted labor integration, we explored an alliance with Sodimac enterprise, in which almost 1,000 refugees and migrants of more than 20 nationalities work.

This company is also working hand in hand with our partner, the Jesuit Service for Migrants, with whom they published a Manual for the Recruitment of Migrant People and gave various training workshops, including intercultural communication.

Jobs with sense



We are advancing in a strategic alliance with the employability consultancy “Jobs With Sense”, a platform for the search and selection of professionals with a focus on social impact and sustainability, which supports private, public and civil sector institutions to discover professionals who increase their competitiveness.

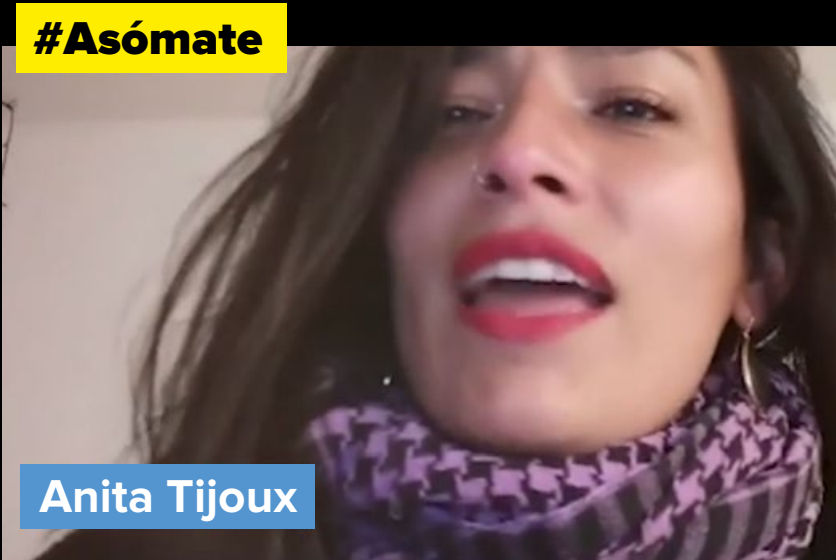
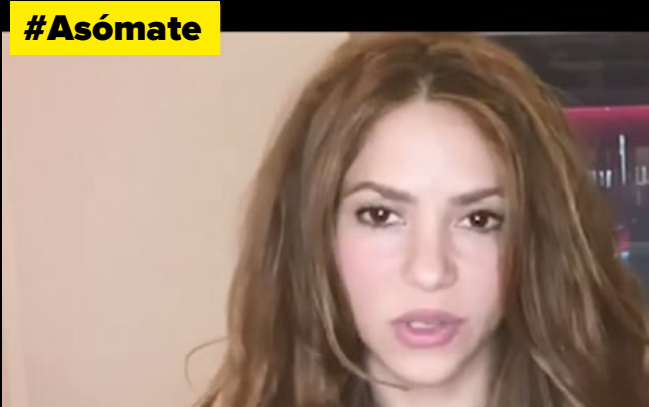
Together with them, during 2021 we hope to promote the labor insertion of refugees and migrants and thus, promote the economic and social development of the country.

INMI platform



During the first quarter of 2020, an alliance was created with INMI, a digital platform for labor inclusion that supports the insertion of refugees and migrants in the Chilean market, by linking people with companies interested in recruiting candidates. More than 5,000 people registered on the platform during this period.

CHAPTER 8



On World Refugee Day, our friends at @Acnur share with us this campaign called #Asómate. With the music we overcame xenophobia, where well-known musicians helped us break down prejudices.

Strengthening integration and non-discrimination

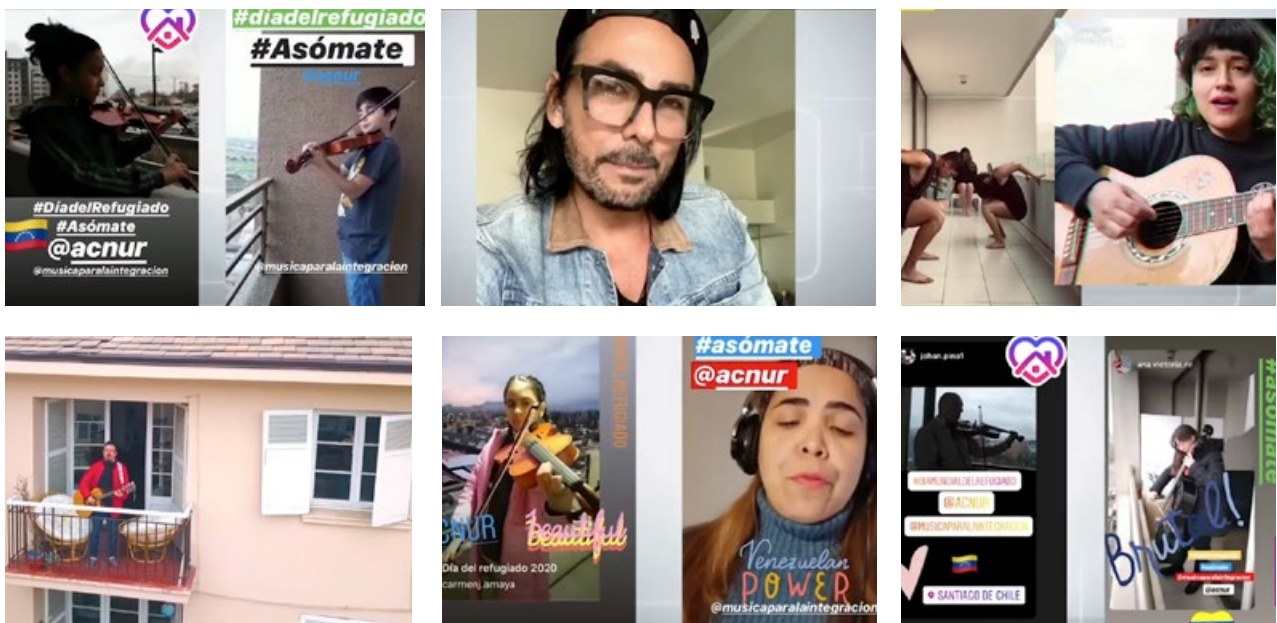
World Refugee Day

“From Tierra del Fuego to Canada there are thousands and thousands of people who have had to flee their homes and restart their lives in a new country. It is important, now more than ever, to show empathy and reach out to those in need. With this message, I join the cause of UNHCR”.

Thus, Shakira gave the go, on June 20, 2020, to the campaign carried out by the United Nations Agency for Refugees, in which national artists and internationals

joined in one voice to commemorate World Refugee Day.

In Chile, Javiera Parra, Américo, Pablo Ilabaca and Anita Tijoux, among others, leaned out of their balconies and windows to sing and express, through music, their rejection to discrimination, racism and stigmatization that affect women, refugees and migrants during this pandemic.



[#Asómate: see video here](#)

Workshops #DeCorazón

From how to make a curriculum to techniques to emotionally cope with confinement due to quarantine, they are part of the topics offered by the #DeCorazón online courses. It is an unprecedented digital platform launched by UNHCR, which seeks to connect refugee and migrant teachers with the Chilean population interested in taking free courses.

Those who enter: www.talleresdecorazon.cl can find different courses destined to provide them with tools to improve their employability possibilities, enhance their ventures, or to support them emotionally during the pandemic. The workshops are given free of charge by refugee and migrant collaborators as a way of giving back and to thank the great welcome that Chile has given them during their integration processes.

Lenizareth Silva lived in Carabobo, Venezuela, and is one of the collaborators in #DeCorazón. She arrived to Santiago more than a year ago, in December 2019, and together with her husband they have made an effort to deliver her knowledge to the country. Today she works independently as a consultant in employability and talent processes. "I am very proud to be part of this initiative. The topics that are addressed in these workshops are real problems that one faces when migrating to another country and having them support and with free access can help many people", she says.



#DECORAZÓN

Eliminemos los
prejuicios con una
mirada honesta, una
#DeCorazón

VER TALLERES

Learn more at <https://talleresdecorazon.cl>





Participation in Latin Table

At the beginning of 2020, the first Latin Table was held, in La Palma neighborhood of Estación Central commune, in Santiago. It was a free activity where an important cultural exchange was generated for the neighbors. Each one brought some food to share, a glass, a plate and cutlery.

In this way, the residents of the neighborhood, no matter where they came from, met, danced, laughed together and created bonds, keys in the construction of more resilient and inclusive communities.

Latin Table is an initiative of the Emerging City, in conjunction with the Open Society Foundation, which seeks to rethink and promote new ways of creating community, empathy and solidarity between nationals, migrants and refugees, and promoting peaceful coexistence by sharing flavors, tastes and colors.





Sweet Christmas

As part of the Christmas festivities, UNHCR and its partner agency, Social Aid Foundation of Christian Churches (FASIC), made the distribution of boxes of nonperishable food and candy bags for 300 refugee families and migrants living in the city from Santiago. In this way, families felt the warmth of Christmas, despite being far from their homes and loved ones.



“Tell your story, your story counts”

“One of the most difficult things that I have had to live through is having gone six months without seeing my children,” says Stefany Acosta, a 25-year-old Venezuelan who lives in the city of Arica. “But I decided one thing: that as soon as I could, I was going to bring my children with me.”

After much effort and sacrifice, Stefany’s family was able to reunite in Tacna, a city where they spent more than a month sleeping in a tent, before entering Chile.

Stefany is one of the ten refugee and migrant women who participated in the storytelling workshop “Tell your story, your story counts,” organized in Arica by UNHCR and World Vision.

During three intensive days of learning, the women learned oral storytelling techniques to inspire other peers through their own resilience stories. And then, the participants and their families participated in an entertaining community picnic, as a graduation from the workshop, where they enjoyed relaxation and the pride of integrating a new voice into their lives.



WOMAD participation

During 2020, we strengthened our participation in the multicultural festival WOMAD, which turned 38 years old. It is an international event that brings together artists from around the world to celebrate music, art and dance, in order to promote respect, diversity, awareness and intercultural tolerance.

Learn more at <https://womad.cl>



CHAPTER 9



To inform is to protect, that is why, UNHCR, during 2020, doubled its effort to respond to the concerns of refugees and migrants.

Timely guidance delivery

Faced with the challenges presented by the pandemic, UNHCR's work team had to restructure itself to provide a quick and prompt response to the needs of the population of interest to the agency. Thus, a humanitarian response team was formed that turned its activities to coordinating with partner organizations the rapid delivery of humanitarian assistance.

Likewise, partner organizations were asked to strive to respond as a priority to the care of the most vulnerable cases, with humanitarian needs.

The public telephone service system was also modified and an email from the UNHCR team was added. In this way, during 2020 more than 780 inquiries were answered by mail, and more than 300 telephone calls (82% of the inquiries were legal, social and medical requests from Venezuelans). In most cases, attended directly by UNHCR, referrals were subsequently made for humanitarian assistance and guidance, or legal representation on behalf of the various UNHCR partners in Santiago and regions.

In 2020, in addition to emergency aid and humanitarian assistance, a priority axis of our operational protection response was legal assistance to the population of concern. Effective and timely access to specialized, quality legal advice and defense is essential for people on the move, including refugees, migrants and stateless persons. For example, comparative experience shows the usefulness of legal accompaniment at all stages of the refugee status determination procedure, to effectively guarantee due process. This right to assistance is integral to the right to procedural guarantees in the framework of applications for refugee status. In Chile, as in the rest of the countries of the region, the academy and legal clinics play a leading role in this matter, along with other civil society organizations. National institutions

for human rights (such as the National Institute of Human Rights, NHRI) and public legal defense organizations (such as the Judicial Assistance Corporation) have been specializing in the protection of the rights of people in situations of human mobility

Legal assistance to the population of interest covers a series of activities implemented by UNHCR and its partners, including informative collective talks on social networks on a wide range of topics in relation to migration legislation and the refugee status determination procedure; dissemination of legal information with various brochures, infographics on social networks and the Help platform; use of MigrApp, border observation missions, individual legal guidance and accompaniment and legal representation before courts.

In this work, the commitment and expertise of several legal clinics has been notable, in particular those of the Diego Portales University and the Alberto Hurtado University, as well as the legal team of the Jesuit Service to Migrants and the National Institute of Human Rights.

In 2020, two virtual meetings were formally organized with UNHCR's legal partners in Chile. At the second meeting, which took place in mid-December 2020, Latin American experts were invited to exchange experiences and good practices on the orientation and legal defense of people in a situation of human mobility. The issue of strategic litigation before national courts and the inter-American system were also addressed, arousing interest in the participants.



Si estas en Chile y eres una persona refugiada, migrante o solicitante de la condición de refugiado, contáctate con:

Santiago

Arica

Iquique

Antofagasta



Orientación general sobre procedimiento de reconocimiento de la condición de refugiado/a

ACNUR

562 26541063

ayuda.chile@unhcr.org

Clínica Jurídica para Migrantes y Refugiados de la Universidad Diego Portales

refugioclinicaudp@gmail.com



Orientación jurídica

SJM

Asistencia online descargando la aplicación móvil MIGRAPP Más info en: migrapp.sjmchile.org

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INFO MIGRA

Accede a información descargando la aplicación móvil INFOMIGRA.

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Proyectomigrantes@cruzroja.cl



Apoyo de salud integral

Cruz Roja

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Informaciones adicionales:

Fono de orientación para mujeres víctimas de violencia: Marca al 1455

Fono familia para víctimas de Violencia Intrafamiliar (VIF): Marca al 149

Fono de contención emocional para el adulto mayor: Marca al 800400035

Fono Calle para información sobre albergues o atención a personas en situación de calle: Marca al 800 104 777, opción 0.

¿Tienes síntomas del COVID-19?

Salud Responde (del Gobierno de Chile) 600 360 77 77

Accede a mayor información en: <http://ayuda.acnur.org/chile>



¡IMPORTANTE!

Si tienes necesidades de protección como refugiado, puedes solicitar la **condición de refugiado** ante las autoridades en la frontera o dentro del territorio de cualquiera de los tres países.



¿Quién es un refugiado?

Es toda persona que se ha visto **obligada a abandonar su país** de origen o residencia habitual debido a temores de persecución o **porque su vida, seguridad o libertad se veían amenazadas**.

¡Encuentra aquí la información que necesitas!

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RIESGOS EN FRONTERA

PERÚ - CHILE - BOLIVIA

¡CIERRE DE FRONTERAS!

Perú, Chile y Bolivia limitaron el acceso a su territorio y cerraron sus fronteras internacionales como medida de seguridad por la covid-19. Ante ello, si estás considerando viajar, toma en cuenta lo siguiente:



Riesgos a los que estás expuesto:

- Grupos de trata y tráfico de personas.
- Robos, extorsiones, violencia física y abuso sexual.

Peligros en la ruta:

FRONTERA PERÚ - CHILE

- Campos minados.
- Terreno desértico aislado.
- 50 km de distancia entre Tacna y Arica.

FRONTERA BOLIVIA - PERÚ - CHILE

- Altitudes mayores a 3.500 m.s.n.m.
- Frío extremo.
- Mal de altura: dificultades para respirar, dolores de cabeza, mareos, náuseas.
- 250 km de zonas aisladas sin acceso a servicios.

SANCIONES LEGALES Y ADMINISTRATIVAS POR INGRESO IRREGULAR:



Sanción de salida obligatoria del país por ingreso irregular o riesgo de expulsión. **Arribos después del 22 de octubre 2020 no aplican** para procesos de regularización para el trámite de Permiso Temporal de Permanencia.



Expulsión del país. Multas económicas. **Impedimento de regularización migratoria.**



Es considerado un delito y sancionado por la legislación chilena. **Expulsión del país. Impedimento de regularización migratoria.**



Considera que estás en riesgo de detención si cruzas irregularmente las fronteras.



UNHCR
The UN Refugee Agency

Chile

UNHCR Team

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Rebeca Cenalmor Rojas (2021)

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UNHCR Chile appreciates the coordination and joint work with the teams from the Regional Office to the South of Latin America, which facilitated the execution of each of the projects promoted.

CHAPTER 10

During December, many girls, boys and adolescents crossed the Chilean border with their parents, seeking protection.

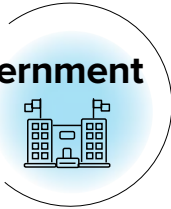
(Photo: Carolina Fuentes Abarca)



Goals 2021

Considering the migration crisis that began to have a greater impact in Chile in the last stage of 2020, with the increase in the income of Venezuelans through unauthorized border crossings, in 2021 the following lines of work will be prioritized:

Central government support



Joint work with key actors at the governmental level will continue to be prioritized for the protection and search for durable solutions for refugees and migrants in Chile, taking into account the complex context that the country is going through as a result of the COVID-19 pandemic and the consequences it has generated at a social and economic level.

Support to local governments



Work with local governments will be deepened within the framework of the Solidarity Cities initiative, in order to establish a support platform for Chilean municipalities in the face of the different challenges they face, especially the integration economic and socio-cultural of refugees and migrants in their territories.

Work with communities



Work with host communities will be strengthened to promote the harmonious integration of newcomers to the country. During 2021, special emphasis will be given to promoting family reunification, understanding it as an element essential for the integration of refugees and migrants in their host communities, as well as a factor that favors the safe and orderly mobility of these groups, by expanding the regularization alternatives in destination countries.

Donors and partners work



To respond to the vulnerabilities presented by the refugee and migrant population, it is also a priority to move forward in a coordinated manner with donors and partners, who provide us with resources and help us respond to the emergency on the ground.

Economic reactivation



One of the main focuses will be the coordinated work with the private sector to promote labor inclusion and economic reactivation, both in the country and in those individuals or families who lost their sources of income as a result of the social and health crisis.

UNHCR Chile will also develop a plan to strengthen relations with agencies, funds and programs of the United Nations System, civil society and academia.



This joint work will undoubtedly allow us to continue to achieve our objectives and continue to demonstrate that refugees and migrants are a valuable contribution to the economic and social development of host countries.

Thanks to each of our partners and donors

2021 is an opportunity to continue building a joint agenda that responds to the main needs of refugees and migrants.





Santiago is the commune with the largest number of neighbors and migrants from across the country, reality which involves great challenges for the municipality in the field of integration, inclusion, guidance and support to people who have chosen our municipality as their place of home. Increasingly, Santiago is recognized and assumed as an intercultural and diverse commune.

It is a hallmark of the Municipality of Santiago the coordinated and collaborative work with various stakeholders in the public, international and civil society level, to address migrant issues. In fact, starting in 2019, through the Migrants Office, we started a collaborative alliance with UNHCR, for the care of migrant and refugee residents.



Felipe Alessandri,
Mayor of the Municipality
of Santiago

“ **This important alliance has allowed us to promote work in the territories, through Intercultural Poles, by offering care and socio-legal orientation, allocation of rental subsidies and delivery of basic food boxes, to name a few actions. Also, steps so that the assisted people are linked with other municipal services and the state apparatus.** On the other hand, we are developing social innovation projects such as Santiago Cocina, that allows us to support migrant and refugee entrepreneurs. In parallel, our teams have developed digital capsules to deliver reliable and useful information to migrants and refugees. Finally, during 2020 we reinforced humanitarian and health care and aid in the context of the COVID-19 pandemic, a work that we will continue in 2021, always attentive to the evolution of the migratory situation at a national level ”



Chilean Red Cross is an essentially voluntary, autonomous and independent institution, both in the political, administrative and religious order. It belongs to the International Federation of Red Cross and Red Crescent Societies, therefore, it bases its actions on its seven fundamental principles: Humanity, Impartiality, Neutrality, Independence, Voluntary Character, Unity and Universality; and in respect of its emblem (red cross on a white background).

In this spirit, in conjunction with UNHCR, provides since 2019, dignified and timely humanitarian aid to refugees and migrants with the Population Mobility Project, which has achieved to benefit 18,334 people, delivering humanitarian kits, health care, psychosocial support, monetary assistance for basic needs, access to specialist doctors, clinical exams and messages with information of interest. In addition, a WhatsApp line was implemented for the support and guidance of its beneficiaries.

“ The collaborative and constant work with UNHCR and the International Federation of Red Cross and Red Crescent Societies has allowed us to positively impact the quality of life and dignity of refugees and migrants who have benefited from the Population Mobility Project. of the Chilean Red Cross, whose regular tasks concretely reflect the fulfillment of our mission to prevent and alleviate human suffering, without making differences, in accordance with the guidelines of our Seven Fundamental Principles and respect for our emblem ”



María Teresa Cienfuegos Ugarte,
National President of the Chilean Red Cross



World Vision is an international Christian humanitarian aid NGO, mainly focused on the protection of the most vulnerable children, with a presence in nearly 100 countries in the world.

In Chile, for more than 40 years it has promoted the prevention of violence against children and the promotion of their rights.

It has carried out nearly 19 thousand services in the centers of Santiago and Arica, more than 2,500 money transfers or gift cards for multipurpose, and assistance in education to more than 500 boys and girls, among other achievements.

“ UNHCR is a fundamental partner around what has been our multi-country response, called Hope Without Borders, which favors refugees and migrants from Venezuela. It has been a very powerful joint effort, which has made it possible to contribute in a profound and concrete way to thousands of families who have arrived in our country in difficult conditions ”



Harry Grayde,
Executive Director of World Vision Chile



ARZOBISPADO DE SANTIAGO
VICARÍA DE PASTORAL SOCIAL CARITAS

The Caritas Vicariate of Social Pastoral, an entity dependent on the Archdiocese of Santiago, was created on August 18th, 1992 in honor of its patron Saint Alberto Hurtado. It is heir to the Vicariates of Solidarity and the Pastoral Obrera -created to protect human dignity in difficult times in our country- and Caritas Santiago, the latter, remembered for its role of assistance with the poorest since the 50s.

From the encounter with Jesus Christ and inspired by the social thought of the Church and the exercise of human rights, it goes out to meet the people and communities that suffer from situations of poverty and exclusion to generate contexts of integral development, where they can live with dignity that is their own.

“ In our commitment to building conditions of justice and equity, we have worked with UNHCR in the development of different initiatives for the integration of refugees and migrants”, explains Luis Berríos, Executive Secretary of the institution. In 2020, the work of the Vicariate, together with UNHCR, managed to benefit 2,100 people through temporary residences for migrant and refugee women and their children, who were given livelihoods and humanitarian aid ”



Luis Berríos,
Executive Secretary
of the institution



The Jesuit Service to Migrants (SJM) is a foundation that has worked since 2000 promoting and protecting the dignity and human rights of migrants and refugees, through a comprehensive accompaniment model that includes social care, humanitarian aid and legal assistance to this group of people.

SJM has worked hand in hand with UNHCR since 2019 and, during 2020, we were able to serve 9,344 people through Migrapp; 3,772 people received psychosocial care, and 723 were assisted legally. In addition, we conducted 216 informative talks for regularization, we advised 182 stateless people on the acquisition or confirmation of nationality and we conducted 83 trainings on the latter topic.

“ The alliance with UNHCR is fundamental to our work, since it allows us to get from our intervention to more migrants and refugees, attending to their arrival to Chile in a better way. This is essential, especially in the context of the pandemic and crises from some countries of origin. In this new year of joint work, we will seek to enhance the different tools and lines of support that we offer, together with the implementation of an intervention with a territorial approach, the fundamental hallmark of our institution ”



Waleska Ureta,
National Director of the
Jesuit Migrant Service



Social Aid Foundation of Christian Churches (FASIC) is an ecumenical institution, committed character with the daily practice of Human Rights and whose board is composed of persons from evangelical and Protestant churches. It began its mission in 1975 and since 2010 it has an agreement with UNHCR to implement the Program of Attention for Asylum Seekers and Refugees in Chile, which currently operates in areas with the highest concentration of refugees and migrants, such as: Arica, Iquique, Antofagasta and Santiago.

“ Working with UNHCR, for so many years, sharing a common task has allowed us to walk through the difficulties and pain of refugees and migrants, as well as the joys of overcoming impossible problems. Our true commitment is not institutional, but with the people we must serve, “said González, adding:” There was a person who worked as an official of UNHCR and the United Nations, who left a very high legacy as a symbol and sign of the road, Sergio Vieira de Mello, with whom we had the opportunity to participate in various meetings in Chile and Geneva. He showed his union with the ideals of serving the oppressed and imbued that spirit with many UNHCR officials in this part of the world. When he died, while fulfilling his commitment to Human Rights, he made the phrase “no one has more love than the one who gives his life for his friends ””



Claudio González,
Executive Secretary of FASIC



The Scalabrini Chile Foundation is an organization that serves the most vulnerable migrants and refugees. Our work is based on the Catholic spirit: a welcoming and supportive society where everyone has a dignified and full life. It was created in 2003, in honor of Juan Bautista Scalabrini, an example of dedication and vocation with the most vulnerable migrants. We have worked together with UNHCR since 2019, and in 2020, a year marked by the pandemic, we managed to benefit more than 7,000 people in coordination with our CIAMI (Migrant Assistance Assistance Centers in Santiago, such as the one located in Arica), through of the creation of our Scalabrini Multipurpose Center, which provided socio-legal support, job orientation and social care through rental subsidies and emergency accommodation for migrants and refugees living on the street.

Since the beginning of our mission, we have been able to insert more than 50,000 women into employment through our Women’s Employment Exchange, for the city of Santiago, and we provide accommodation to more than 60,000 migrants, in Arica as well as in the capital.

“ Working with UNHCR has meant being able to extend the Scalabrinian mission throughout the Chilean territory and with it, being able to help the most vulnerable migrant families, wherever they are. For the same, we appreciate the support of this great institution, recognized, committed and collaborative with our work, that of all ””



Antonio Isaldo Bettin,
President of the Scalabrini
Chile Foundation



State institution that promotes independent and pluralistic form a culture respectful of human rights; to monitor the work of the State of Chile, based on standards in the matter; and to protect the dignity of all the people who inhabit the national territory.

Some of its features include the support the design and implementation of instances of human rights training at all educational levels, organize activities aimed at the promotion and dissemination of human rights, responding to requests for legal and social orientation of citizenship, as well as the information requirements in the areas of action of the NHRI and submit complementary reports on human rights to specialized bodies of the United Nations and the Organization of American States (OAS).

Source: <https://www.indh.cl>



**National Institute
of Human Rights**



The Migrants and Refugees Clinic arises as an academic project that pursues as a central objective the development of skills and abilities in students, through the orientation and legal representation of the migrant population, asylum seekers and refugees in Chile, in their own affairs of human mobility, considering the specificity of their needs, the potential that they are in vulnerable conditions, and the migratory project.

It has signed agreements and maintains cooperative relationships with clinical programs, non-governmental organizations, public institutions, and migrant and refugee organizations at the local and national level.

“ Currently, the project signed with UNHCR develops guidance care and legal representation throughout the country, focused on the applicant population. asylum and refugee, and people from Venezuela who need legal support on migration and asylum issues. The project attends annually more than 1,000 people in person (when sanitary conditions allow it) and remotely ”



Francisca Vargas,
Director of the UDP Legal Clinic
for Migrants and Refugees

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