

# CHILE

September 2021

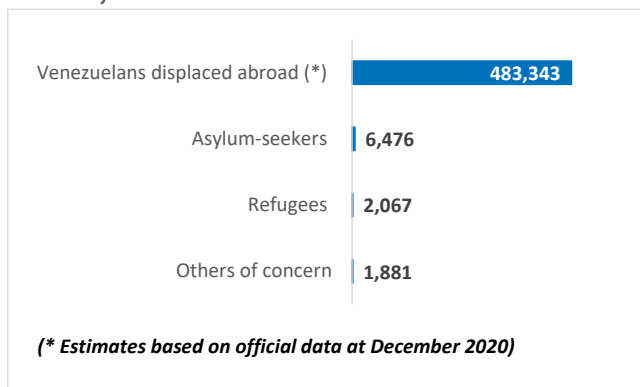
The flow of new arrivals, most of them of Venezuelan nationality, to the Chilean borders in Arica y Parinacota, Tarapacá and Antofagasta regions continued during the third quarter. Since August, according to self-reports, around 200 Venezuelan nationals per day have arrived in the cities of Colchane and Antofagasta. Chile continues to host the fourth largest community of **refugees and migrants from Venezuela** in Latin America. Thanks to the continued donor support and in coordination with partners, UNHCR remains focused on delivering humanitarian aid in different cities in the country. UNHCR has delivered over 3,000 masks, as well as information and articles for babies, social and legal assistance, through its partners the International Federation of the Red Cross (IFRC), Fundación de

Ayuda Social de las Iglesias Cristianas (FASIC), Jesuit Migration (SJM), and World Vision International (WVI). UNHCR is also preparing a book named "No Me Lo Digas Más", containing a collection of phrases identified from everyday language and which are considered to carry negative connotations about refugees and normalize violence, racism and discrimination. The book is part of UNHCR's effort to promote a critical reflection about certain entrenched notions that exist among some members of the hosting community and dispel misconceptions that have been connected to acts of xenophobia. Thanks to generous support of donors as the United States of America and European Union (ECHO), and in coordination with partners, UNHCR has

reached more than 54,600 refugees and migrants with concrete humanitarian aid and protection in different cities in the country. Over the southern hemisphere winter months (June, July, August) UNHCR distributed winter kits and thermal blankets, as well as cash assistance and electronic vouchers so those in need can buy heaters, fuel and winter clothes. UNHCR also supported the access of children to education through the provision of tablets to vulnerable children from Arica to Concepción. Sim cards were also provided thanks to the support from WOM. Through MIGRAPP, the interactive virtual platform designed to provide information to refugees and migrants, over 18,850 Venezuelan refugees and migrants have been reached and borders were monitored through partnerships with the National Human Rights Institute (NHRI), the Legal Clinic of University Diego Portales and the Jesuit Migrant Service.

## POPULATION OF CONCERN:

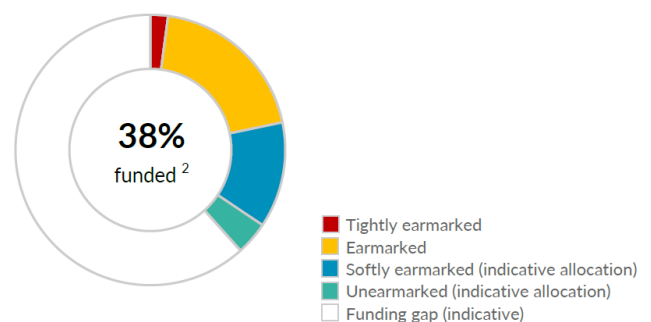
493,767



## FUNDING (AS OF 8 SEPTEMBER, 2021)

USD 38.9 M

requested for the UNHCR operation MCO Argentina (incl. Chile).



## UNHCR PRESENCE

The UNHCR Multi-country Office for Southern Latin America based in Buenos Aires covers operations in Argentina, Bolivia, Chile, Paraguay and Uruguay.

### Staff in Argentina and Chile:

- 71 National staff and affiliated workforce
- 12 International staff

### Offices in Chile:

- 1 National Office in Santiago
- 1 Field Unit in Arica

## Working with Partners

- In line with the “whole of society approach” envisaged by the Global Compact on Refugees and the 2030 Agenda for Sustainable Development, **UNHCR works closely with the national and regional governments, refugee communities, municipalities, civil society organizations, academy, international community and private sector to ensure refugees’ and migrants’ protection and durable solutions.**
- UNHCR has entered into partnership agreements with **World Vision International, the National Human Rights Institute, Municipality of Santiago, Social Aid Foundation of Christian Churches (FASIC), Scalabrini Foundation, Jesuit Migrant Service (SJM), Diego Portales University (UDP), International Federation of Red Cross (IFRC) and Vicaría Pastoral Social**, to provide shelter, food, hygiene and winter kits, legal counselling, medical and psycho-social assistance to Venezuelan refugees arriving in the country.
- A total of **10 Chilean municipalities from different areas of the country have joined the "Cities of Solidarity"** program, thereby committing themselves to carrying out joint actions with UNHCR to **guarantee the protection and socio-economic inclusion of refugees and migrants in Chile**, in particular by facilitating access to the full enjoyment of their civil, political, economic, social and cultural rights. This partnership includes for the municipalities of **Arica, Estación Central, Santiago, La Pintana, Recoleta, Ñuñoa, Peñalolén, Valparaíso, Concepción and Talcahuano**, and includes training from UNHCR on international protection, provision of humanitarian aid for distribution, and the joint execution of projects that promote employability of refugees and migrants.
- **UNHCR and IOM co-lead the National Platform for Refugees and Migrants from Venezuela**, composed of 17 partners, and work closely with other UN sister agencies on ensuring holistic responses to the plight of refugees and migrants from Venezuela in Chile.
- In a joint effort with Fundación Mapocho and the Social Networks Observatory of Universidad Central, UNHCR will carry out a two-months “**Escuela de formación para influenciadores/as digitales comunitarios**” (School Training for community influencers), to provide tools to digital influencers that frequently use their social media accounts to provide information to the refugee and migrant population in Chile. The School Training will include modules on fact-checking, oral skills, basic concepts of forced displacement and migration, tools to improve the quality of home-made videos, inclusive language, among other relevant topics.
- **Humanitarian Assistance.** From July to September 2021, 6,352 people were assisted legally and psychosocially. Regarding basic needs, 3,231 people of interest were supported with non-food kits, food assistance and CBI. While 1,373 people of concern were supported with temporary shelter and 5,725 people supported with primary, secondary, tertiary, mental, sexual and reproductive health care. On integration, 578 people received support from training and self-employment. And finally, 4,196 people were provided with information by UNHCR and / or implementing partners (in-person or remotely, call centers, WhatsApp, etc.).

## Main Activities

### Protection

- UNHCR has assisted refugees and migrants with legal advice, counselling, housing assistance and referrals to specialized services.
- Various meetings with members of Venezuelan refugee and migrant organizations, in order to develop strategies to support and empower these institutions, as well as to collect information on the living conditions and challenges experienced by Venezuelans in the country. In particular, UNCHR is implementing a pilot experience that involves small scale agreements with Venezuelan organizations. In August, **Red de Apoyo Solidario** and **Organización Transformando Vidas** were selected to participate in the pilot.
- **Provide legal assistance to 6,352 Venezuelan refugees and migrants and conduct 4 border monitoring** through partnerships with the National Human Rights Institute (NHRI), the Legal Clinic of University Diego Portales and the Jesuit Migrant Service - the latter with the online app “**MIGRAPP**”.
- Supported the establishment of **14 Support Spaces**. The spaces provide information and basic assistance to refugees and migrants upon arrival in Chile. In addition to providing information, the support spaces played an important role also in providing food, and referral to specialized services during the pandemic.
- **5,725 people were provided psychosocial assistance** through partnership agreements with World Vision International (WVI), Municipality of Santiago, Scalabrini Foundation, FASIC and the International Federation of Red Cross.
- **Expand spaces for engagement with LGBTIQ+ refugees and migrants.** The Foundation for Social Assistance of Christian Churches (FASIC) with the support of UNHCR, established in 2020 a national network of LGBTIQ+ migrants and refugees in Chile. The first of its kind in Chile, the network provides an important space for exchange and action that continued its work providing information and safe spaces for LGBTIQ+ community.

- In September, the National Network of LGBTIQ+ refugee and migrants launched, with UNHCR support, the first **Guide for LGBTIQ+ refugee and migrants** in Chile, on education, access to health and HIV prevention, visas and access to the RSD in Chile, among others.
- Also in September, UNHCR launched an updated brochure on access to **Integral Health Care and HIV Prevention**, developed in coordination with UNAIDS. The material is the first in Chile specifically destined to refugees and migrants. This material will be available in print version in all Support Spaces in Chile (15 offices), in a branded display rack with the logo of UNHCR, UNAIDS and the Support Spaces network.

## Shelter, food and Non-Food Items (NFIs)

- Assist the most vulnerable refugees and migrants, in coordination with the Regional Government, Municipalities and the police (Carabineros) during the pandemic and the winter, with the **provision of shelter, food and hygiene kits**, especially for those recently arriving in the country in very vulnerable conditions, such as the ones entering the country from the border with Bolivia.
- **As part of the Winter Campaign 2021**, 1320 winter kits were delivered including a sweater, hat, glove and container bag, along with 7,290 blankets and thanks to the donor Uniqlo, also 129,900 masks. In general, these items were delivered to partner organizations and municipalities in different areas of the country. A specific donation of 1,350 blankets were delivered to the Ministry of Social Development, benefiting also some nationals in extreme vulnerable conditions. The campaign allowed to bring humanitarian aid to people of interest in: Arica, Iquique, Antofagasta, Santiago, Valparaíso, Concepción, Talcahuano, Temuco, Valdivia and Puerto Montt.
- **Promote an interinstitutional response to the most urgent needs of Venezuelan families living in the streets of Santiago City** through an interinstitutional coordination table with Santiago Municipality, IOM, ILO, World Vision International and Vicaría de la Pastoral Social.

## Durable Solutions

- **Strengthening the "Cities of Solidarity" programme**, between July and September, 4 new municipalities have joined the Solidarity Cities initiative. These are Arica, located in the extreme north of the country and an important border city; Peñalolén, in the Metropolitan Region with an important Venezuelan population, and the municipalities of Concepción and Talcahuano, both located in one of the most important migratory in the southern zone of Chile. All signed the cooperation agreement and are working with UNHCR for the local integration of migrants and refugees.
- **Transitioning from emergency to early recovery.** UNHCR has increasingly supported livelihoods-oriented assistance for refugees and migrants, with a view to ensuring their effective inclusion in economic recuperation efforts in Chile, transitioning from a COVID-19 humanitarian to a post-COVID 19 recovery response in close coordination with private sector and local governments. Achieving this objective, UNHCR deployed initiatives that seek to promote the self-employment of persons of concern to UNHCR by offering online training and access to funds for the purchase of materials, supplies, tools and technological devices. These projects will support 520 women entrepreneurs from different areas of the country during 2021.
- **Promote and support the education access of 730 vulnerable children through the provision of electronic devices (tablets)** in Arica, Iquique, Antofagasta, Valparaíso, Santiago and Concepción. The educational kits included the delivery of an ecological bag, a protective case, headphones and simcards with Internet connection thanks to the support of the telecommunications companies WOM.
- **UNHCR is implementing the Migration Multi-Partners Trust Fund of the Global compact for Migration**, an economic integration project for 2020-2023, jointly with the ILO and IOM. This program is called "Strengthening the capacities of the local governments of Santiago de Chile and Mexico City to strengthen the socioeconomic integration of refugees and migrants through access to decent work, sustainable livelihoods and social dialogue. During the last period, the main advances are the generation of a diagnosis to identify the main barriers, challenges, and job opportunities faced by migrants residing in the commune of Santiago. Results show that the 65.7 per cent said that the main obstacle to accessing a job is not having valid documentation (not having an identity card), 24.7 per cent indicated that offers to refugees and migrants are working under very poor conditions and 34.9 per cent had a complete university education. Another progress of the quarter has been the establishment of alliances with Chilevalora and Relink for the certification of labor competencies and labor reconversion of migrants and refugees residing in Santiago.
- **Exploratory missions to the central and southern regions.** Between the months of July and September, exploratory missions were carried out in conjunction with the IFRC and the Chilean Red Cross to various cities in the country, specifically Puerto Montt, Osorno, Valdivia, Temuco, Concepción, Talcahuano and Valparaíso. The

objectives of these activities were to identify the main needs and problems of the population of concern to UNHCR in different areas of Chile, identify institutions and strengthen ties with civil society organizations in these regions, and coordinate actions to support refugees and migrants with humanitarian aid and access to the different economic integration projects that UNHCR executes through its partners and direct implementation.

- **Delivery of SIM cards to support connectivity.** Through a joint management with World Vision International and an additional donation of WOM, 500 SIM cards with internet and make phone calls, were delivered to refugees and migrants in Arica, Iquique and Antofagasta.
- **Activation of the Money Transfer Program.** UNHCR implemented three Cash Transfer programs: Multipurpose, Documentation and Health. The Multipurpose PTM will provide cash assistance to 170 home in Arica and Santiago to cover food, clothing and hygiene needs. In the case of the Health PTM, 231 households were benefited to cover the needs of medicines, exams and specialized medical attention in the cities of Arica and Santiago. The PTM began its implementation with the delivery of cash to 16 households in Concepción that required to cover expenses regarding documents necessary for their regular stay in Chile.

## Public Information/ External Relations

- **Provide timely and adapted information to refugees and migrants.** UNHCR publishes simplified information about the pandemic and how to mitigate its effects, using the website [help.unhcr.org](http://help.unhcr.org) and other public materials, such as brochures. Also, UNHCR develops visually simple infographics with information about protection services and assistance available to refugees and migrants in country.
- **Promoting more inclusive reporting on refugees and migrants.** UNHCR Chile in a joint effort with the Faculty of Journalism of Universidad Central, the National Press Association (ANP, due to its acronym in Spanish), IOM and the Network of Migrant Journalists (Red de Periodistas Migrantes, in Spanish) launched the website <http://www.periodismosinetiquetas.org> to give journalists and communications students some practical tools related to the news coverage involving refugees and migrants. Also, during the first semester of 2021, they carried out the contest “Journalism without labels” (Periodismo Sin Etiquetas, in Spanish) to award journalists who have written reports on forced displacement and migration in Chile during 2020 and the first semester 2021. The winner was Amanda Marton, journalist from “The Clinic” newspaper. Finally, as part of the same project “Periodismo Sin Etiquetas”, UNHCR is carrying out a free 5-week virtual training, from september to october 2021, where journalists and editors received tools to cover news with a rights-based approach, inclusive language and without stigmatization towards refugees and migrants.
- **Develop campaigns, activities and communicational material to promote a more favourable environment. In the framework of the Regional Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela (R4V), UNHCR and IOM launched the anti-xenophobia campaign “Construyamos Espacios Libres de Xenofobia” (Let’s build together spaces free of xenophobia).** The initiative launched three videos for social media that are being promoted in the social accounts of UNHCR as well as the creation of printed material distributed in various cities of Chile, with special focus in Santiago and the northern part of the country. To watch the videos: [\(500\) Construyamos Espacios Libres de Xenofobia – YouTube](#). Also, during the second semester of 2021, UNHCR and IOM will carry out an anti-xenophobia survey, to assess the levels of xenophobia in the country and define its main causes, especially in the cities of northern Chile and Santiago.
- **Actively participate in the development of a communication strategy for the United Nations System.** Together with UNICEF, UNHCR co-leads the Interagency Communications Group, in which communicators from all United Nations agencies in Chile participate to develop communication strategies that allow the United Nations to position in the country and increase its institutional prestige and reputation.
- **Communicating with Communities (CwC).** UNHCR develops strategies to reinforce communication channels in order to ensure that people in need can quickly contact the agency and receive timely assistance. Likewise, designing innovative methods to ensure that refugees and migrants can access timely and useful information. Among the CwC projects that are being carried out is the creation of a “chatbot”, a computer program that is designed to simulate human conversation. Users communicate with these tools using a chat interface or via voice, just like they would converse with another person. Also, UNHCR will implement during second semester 2021 the programme “Community Digital Influencers”, a CwC project that seeks to improve the quality of information received by refugee and migrant communities through influencers from social networks such as Facebook, Instagram and Tiktok. The first stage of the project consists of monitoring social networks to identify digital influencers who have social network accounts focused on providing guidance to the refugee and migrant population in Chile, and then invite them to participate in a training of 10 sessions in which they will receive tools to improve the quality of the informative material they publish in their accounts, increase the number of followers and incorporate some protection/inclusion concepts
- **Educational campaigns for the refugee and migrant population:** In a joint effort with International Federation of the Red Cross and the Ministry of Health, UNHCR is working on the development of an audio-visual campaign

aimed at raising awareness among the refugee and migrant population about the main characteristics of migratory grief and the importance of taking care of their mental health during their integration processes in Chile. The campaign consists on three animated videos and informative brochures.

- **Communication with donors:** UNHCR sends its donors a monthly newsletter presenting its recent activities.

**UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with broadly earmarked and unearmarked funds in 2021**

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## LINKS

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