

Emergency Appeal: MDR42004	
Date of issue: 23 April 2020	Timeframe covered by this update: 6 September 2018 – 31 March 2020
Operation start date: 6 September 2018	Operation timeframe: 27 months; ends 31 December 2020
Funding Requirements: 12,500,000 CHF	DREF amount initially allocated: 741,590 CHF
Number of people being assisted: 455,900 people	
Red Cross Red Crescent Movement partners currently actively involved in the operation: Argentine Red Cross (ARC); Brazilian Red Cross (BRC); Chilean Red Cross (CRC); Ecuadorian Red Cross (ERC); German Red Cross; Guyana Red Cross Society (GRCS); International Committee of the Red Cross (ICRC); International Federation of the Red Cross and Red Crescent Societies (IFRC); Panama Red Cross Society (PRCS); Peruvian Red Cross (PRC); Spanish Red Cross; Trinidad and Tobago Red Cross Society (TTRCS); and Uruguayan Red Cross (URC)	
Other partner organizations actively involved in the operation: National governments of the affected countries; CARE; faith-based organizations (Jesuit Solidarity Service and Caritas); International Organization for Migration (IOM); Norwegian Refugee Council; Pan American Health Organization (PAHO); Save the Children; and United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA)	
Donors involved in the operation: American Red Cross; British Red Cross; British Red Cross (from British government); China Red Cross (Hong Kong branch); European Commission (ECHO); Italian Red Cross; Japanese Red Cross Society; Norwegian Red Cross; Red Cross of Monaco; Spanish Government; The Canadian Red Cross Society (from Canadian government); The Netherlands Red Cross (from Netherlands government); United Nations High Commissioner for Refugees (UNHCR); the United Nations Children’s Fund (UNICEF); and the United States Government (PRM)	

This 18-month Operation Update provides information about the overall migration situation in the Americas region, and explains how the Red Cross Red Crescent Movement has adapted its response to meet evolving humanitarian needs. This report covers the time period from 6 September 2018 to 31 March 2020 with an emphasis on activities implemented since 6 September 2019. For more information on activities implemented as part of the Regional Appeal prior to that date, see the [12-month Operation Update](#). This document also includes information about the implementation of the [Revised Emergency Plan of Action](#). **The current Appeal coverage is at 64%.¹** Thus far, National Societies have provided a total of **507 Shelter services, 3,268 services in Livelihoods, 108,827 Health services, 415,315 services in WASH, 25,090 services in Protection, Gender and Inclusion and 272,485 Migration services.**

The IFRC kindly encourages increased donor support to this Emergency Appeal that will enable the target National Societies to continue to contribute to the humanitarian and recovery needs of the migrant population and host communities.

<Click [here](#) for the financial report, and [here](#) for the contact information.>

¹ As of 23 April 2020, a total of 7,949,140 CHF have been received. For details on coverage, see [Donor response](#).

A. SITUATION ANALYSIS

Description of the emergency

In recent months, population movement has continued to increase in the Americas region. The number of Venezuelans living in Latin American countries rose to over 4 million by the beginning of 2020 and has reached over 4.3 million as of early April.² In addition to migrants from Venezuela settling throughout the region, some countries in the Americas receive significant numbers of extra-regional migrants from the Caribbean, Asia and Africa. While some settle permanently in the region, many others choose to travel north, crossing from Colombia into Panama through the Darien Gap on their way to North America.

A series of changes to visa requirements in the region in recent years have demonstrated the impact that such government-level policy decisions can have on migrant communities and host communities. More restrictive or burdensome visa requirements for Venezuelans in Ecuador and Peru, for example, led to temporary but significant increases in the number of migrants crossing through border points in those countries. With the announcement of new requirements, the daily numbers of Venezuelans registered leaving a country for another destination with more lenient policies increased by thousands of people in some cases.³ Tightened visa requirements may also lead to increased irregular migration, as migrants choose to circumvent established border points, often without proper documentation, in order to avoid the lengthy and expensive naturalization processes that would otherwise be required of them. The social context in the region also experienced a number of significant changes in recent months that had an impact on migrant communities. Starting in late 2019, civil unrest in countries such as Chile, Ecuador and Peru led a number of migrants to consider relocating or returning to their country of origin.



IFRC, in coordination with Panama Red Cross Society, UNICEF, and Panamanian government authorities, distributed food to migrants in La Peñita, Darien in March 2020. Source: IFRC

The first COVID-19 cases appeared in Latin America in February 2020 and, as of late March, the virus has spread to nearly every country in the Americas. Though the long-lasting impacts of the pandemic on the migration context in the Americas remains to be seen, the spread of the virus is likely to exacerbate the migrant populations' already vulnerable position in the region. Refugees and migrants in the Americas are especially vulnerable to COVID-19 and other diseases due to high geographic mobility, instability, informal or precarious income, overcrowding, lack of sanitation, language barriers and lack of access to decent health care or vaccination programmes, among others.⁴

Moreover, it is expected that migrants will be especially affected by the border closure measures that many countries are taking to prevent the outbreak of the virus. Despite these tightened restrictions, the flow of migration in the Americas has not ceased, indicating that many are choosing to migrate irregularly and face the associated difficulties, risks and protection issues. Also, some may express the will to return and many of them has already returned to their homes and countries of origin. from different countries experiencing difficulties and vulnerabilities in host countries, where there are already feelings of xenophobia and discrimination towards people under situations of human mobility, an increase in stigmatization and in the exclusion of the population is expected with the spread of the virus. Indeed, refugees and migrants are often the first to be stigmatized and, eventually, unfairly blamed for the spread of diseases. In this changing context, it is important that, while heeding security and protection measures, people in vulnerable situations continue being supported, so as to ensure their rights and protect their dignity.

Below is a brief description of the migration context in each of the countries included in the Emergency Appeal. For more information on how the COVID-19 pandemic has impacted migrant populations in the region and how National Societies are responding, please see the [recent update published](#) by the IFRC's Migration Cell.

² "[Latin America and the Caribbean, Venezuelan Refugees and Migrants in the Region](#)". R4V, 09 April 2020.

³ "Venezuela Migration Crisis: Special Communication". Plan International, 14 June 2019.

⁴ "[Coronavirus: El reto de poner en cuarentena a millones en América Latina, donde mucha gente sobrevive día a día](#)". BBC News Mundo, 18 March 2020.



Argentina

There are currently 145,000 Venezuelans in Argentina.⁵ Venezuelans have become the largest foreign-born population requesting regularization in the country. While initially the Venezuelan migrant population was mostly made up of professionals, technicians or people with university studies, the latest studies show a significant increase of the vulnerabilities of the migrants entering the country.

In response to the influx of migrants in recent years, Argentina's immigration authorities provide certain exceptions to expedite and facilitate the registration process. For example, Venezuelan identity cards and passports are acceptable for up to two years after they have expired, and minors are allowed to register using only birth certificates. Also, a virtual platform provided by the Ministry of the Interior—[Modulo de Radicación a Distancia de Extranjeros \(RADEX\)](#)—allows migrants to start their filing process digitally, lightening bureaucratic delays.



Brazil

Approximately 253,500 Venezuelans reside in Brazil, according to the latest figures from the Regional Platform.⁶ An average of 500 have been arriving daily - most in urgent need of humanitarian assistance - in the northern state of Roraima, which is geographically isolated from the rest of the country and has the lowest per capita income and few economic opportunities. To respond to the humanitarian needs created by the influx from Venezuela, the Federal Government launched an initiative ([Operação Acolhida](#)) coordinated by the Brazilian Armed Forces, to provide registration and documentation upon arrival, as well as emergency humanitarian assistance, including food and temporary shelter. The Brazilian Armed Forces also manage a voluntary relocation programme known as "Interiorização," which was launched in April 2018 in coordination with federal and local authorities, UNHCR and other UN organizations, the International Movement of the Red Cross / Red Crescent, civil society actors and the private sector. The programme, which initially started in Roraima, has also been extended to the state of Amazonas. So far, over 33,300 Venezuelans have been relocated to more than 492 municipalities where there are more integration opportunities, thus relieving pressure on border communities.⁷



Chile

According to the last annual census in December 2018, there are 1,251,225 foreign-born residents in Chile, 646,128 of which are men and 605,097 of which are women.⁸ Chile is currently the third most common destination for Venezuelan migrants after Colombia and Peru, with an estimated 455,500 Venezuelans representing the largest migrant group in the country.⁹ Approximately 325,025 migrants entered Chile in 2019, 3,499 of which had applied for refugee status by December 2019. The majority of migrants in Chile are located in the Metropolitan Region of Santiago (70%), while the

⁵ ["Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region"](#). R4V, 9 April 2020.

⁶ Idem.

⁷ ["Subcomite Federal Para Interiorizacao dos Imigrantes: Deslocamentos Assistidos de Venezuelanos"](#) Operacao Acolhida, 07 April 2020.

⁸ ["Según estimaciones la cantidad de personas extranjeras residentes habituales en Chile superó los 1,2 millones"](#). Instituto Nacional de Estadísticas, 14 February 2019.

⁹ ["Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region"](#). R4V, 9 April 2020.

Migration routes in the Americas Region



Source: IFRC

remainder choose the regions of Valparaiso (8%), Libertador Bernardo O'Higgins (3%), Maule (4%), and Bio Bio (4%) as their destination in the country.

Since June 2019, Venezuelan nationals seeking to enter Chile and apply for work authorization need to obtain a consular tourist visa prior to entry and can no longer enter Chile under visa-exempt status. The tourist visa is valid for a period of 90 days, with the possibility of extension.¹⁰ Although the visa requirement caused a significant decrease of migrants formally entering the country, it has been noted that many migrants continue entering through irregular border crossings. Finally, the violent protests which started in October 2019 across the country have triggered the return of many migrants to Venezuela or other countries and an increase in displacement within the country, as many have moved from Santiago to northern regions or are living in border cities due to loss of employment and fear of violence.



Ecuador

An estimated 366,600 Venezuelans reside in Ecuador, the majority of whom enter at the northern border with Colombia.¹¹ While many choose to stay in the country, a significant number continue towards Peru and Chile. In response to the situation, the Ecuadorian government set up humanitarian corridors where authorized buses transport migrants from the northern border to the southern border. Those migrants that choose to stay in Ecuador tend to settle in urban areas such as Quito, Guayaquil, Manta, Ambato, Santo Domingo and Ibarra, among others. The Ministry of Education as of July 2019 reports that 16,851 Venezuelan students are registered in the country's education system.¹²

In July 2019, the Ecuadorian government announced that all Venezuelans entering the country after 26 August 2019 would need a humanitarian visa prior to entry. There are currently two major pathways through which Venezuelan migrants can gain access to humanitarian visas in Ecuador: (1) For Venezuelans that arrived in the country without valid immigration documents prior to 26 August, a short-stay visa is available. For those that enter Ecuador after 26 August, a humanitarian visa is necessary. The Ministry of Foreign Affairs set up a [portal](#) through which migrants can apply online, but the humanitarian visas are only granted at Ecuadorian consulates in Bogota, Caracas or Lima. In the week following the July announcement, the number of people entering through the northern border was reduced by approximately 90%, while the number of people leaving Ecuador at the southern border with Peru increased significantly.



Guyana

Guyana currently hosts migrants from a variety of different countries of origin, including South Africa, Cuba, Haiti, Pakistan and Venezuela. Due to the economic and health crisis in neighbouring Venezuela, the number of Venezuelan migrants in Guyana has seen a particularly significant increase in recent years. An estimated 22,000 Venezuelans reside in the country, over 9,000 of whom have registered for asylum to date.¹³¹⁴ A majority enter outside of established border crossings, through the country's porous borders in Regions 1 and 7 alongside Venezuela or through Region 9 along the border with Brazil. The situation in remote border regions is very different from the situation in the capital city, Georgetown. Human trafficking for sexual and labour exploitation purposes is particularly prevalent in border regions and has more recently increased in the capital city.

The Guyanese government has relaxed entry requirements for Venezuelans, allowing them to apply for a three-month residence permit at border entry points by presenting identity cards. Additionally, persons can be processed and request documents from Guyana provided they can prove relations to persons in Guyana. The Guyanese Government participated in the IV International Technical Meeting of the Quito Process, which took place in Buenos Aires on 4 and 5 July, and signed both the Quito IV Declaration and Roadmap that were adopted during the meeting. The Quito Process aims to harmonize policies and practices of countries in the region, coordinate the humanitarian response and improve the enjoyment of the rights of refugees and migrants from Venezuela.¹⁵

¹⁰ "[Venezuelan nationals now require a visa to enter Chile](#)". Fragomen, 25 June 2019.

¹¹ "[Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region](#)". R4V, 9 April 2020.

¹² "[16,851 Estudiantes Venezolanos en el Sistema Educativo del Ecuador](#)". El Comercio, 7 July 2019.

¹³ "[Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region](#)". R4V, 9 April 2020.

¹⁴ "[Caribbean Sub Region: Situation Report June - July 2019](#)". R4V, 17 September 2019.

¹⁵ Ibid.



With an estimated 115,800 Venezuelans, Panama has the seventh highest number of migrants from the country in the region.¹⁶ In addition to the flow of migrants arriving from Venezuela, Panama experiences a unique migratory situation in the Darien region, where migrants travel across the border with Colombia through undeveloped jungle. According to the National Immigration Service, 23,968 migrants crossed through Darién in 2019 and 3,366 were recorded in the first two months of 2020.^{17,18} Most are migrants from Haiti or Cuba, with smaller numbers coming from African or South Asian countries, with a high level of vulnerabilities in health, water and protection. The migrants—most of whom aim to reach North America—tend to arrive by boat or air in Brazil, crossing the Amazon to Peru and turning north through Ecuador to Colombia, where they hire smugglers to shepherd them through the Darien Gap. Many endure robberies and/or sexual assault by armed groups, and encounters with the drug trafficking “mules” who walk the same paths as the migrants. Once through the Gap, most migrants pass through the small villages of Bajo Chiquito or Canaan Membrillo before making their way by foot or by boat along the Chucunaque River to La Peñita. From Darién, migrants take a bus to Los Planes, in Panama’s Chiriquí province near the border with Costa Rica, before continuing north.

According to a June 2019 an International Organization for Migration (IOM) survey utilizing the Displacing Tracking Matrix (DTM) methodology in Los Planes, stated that the United States is the destination country for 68% of the migrants surveyed, Canada for 7%, and Mexico for 14%. 11% have not yet decided on a destination country. Socioeconomic conditions were identified by 48% of people as the primary factor that influenced this choice, followed by political stability and ease of access to asylum procedures (39%). Family reunification, meanwhile, is the primary goal for 13% of those surveyed. The migrants surveyed claimed to have left their countries of origin for various reasons. Respondents from Caribbean countries stated that their primary reasons for leaving were a lack of economic opportunities and unemployment (36%), political instability and persecution (20%), and limited access to basic services such as education, healthcare, and transportation (9%). On the other hand, political instability and persecution (41%), wars or armed conflicts (25%), and insecurity and indiscriminate violence (22%) were identified as the primary push factors for migrants from African and Asian countries.¹⁹



Around 861,000 Venezuelans are currently living in Peru, which remains the second most popular destination in South America for Venezuelans after Colombia.²⁰ An estimated 35,000 migrants entered the country in 2019. Although the government has given temporary legal status to Venezuelan migrants, they have limited access to basic services such as health, education and the formal labour market.

Until June 2019, Venezuelans could enter Peru and apply for a temporary residency permit (or PTP) which allowed them to live and work in the country for a year. The permit allows migrants access to training, healthcare, and public education, and is renewable on an annual basis. But the Peruvian government announced in early June – six months after giving a deadline for the final PTPs to be issued – that Venezuelan migrants would thereafter be required to obtain a humanitarian visa before entering the country. The humanitarian visa allows Venezuelans to live and work in Peru, and is free to obtain, but securing the required documentation is costly and beyond the reach of many migrants.²¹



Only seven nautical miles from the coast of Venezuela, Trinidad and Tobago is currently one of the largest migrant-receiving countries in the Caribbean. An estimated 24,000 Venezuelans reside in in the island nation.²² Trinidad and Tobago has not had such numbers of inward migration in its modern history, therefore legal frameworks and institutional capacity to cope with the situation are lacking.

¹⁶ [“Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region”](#). R4V, 9 April 2020.

¹⁷ [“Transito Irregular de Extranjeros por la Frontera Con Colombia: 2019”](#). Servicio Nacional de Migracion Panama, 31 December 2020.

¹⁸ [“Transito Irregular de Extranjeros por la Frontera Con Colombia: 2020”](#). Servicio Nacional de Migracion Panama, 29 February 2020.

¹⁹ [“IOM publishes the first data from 2019 on the profile of extra-regional migrants in Panama”](#). IOM, 8 July 2019.

²⁰ [“Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region”](#). R4V, 9 April 2020.

²¹ [“In Peru, tougher rules set to push Venezuela migration underground”](#). The New Humanitarian, 8 July 2019.

²² [“Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region”](#). R4V, 9 April 2020.

The official port of entry in Trinidad and Tobago is at Cedros Security Complex, where ferries from Venezuela are meant to disembark. The facility is closed to Venezuelans, however, even for those with the correct documentation needed to enter.²³ For those migrants choosing to travel irregularly to Trinidad and Tobago by boat, the journey can be a perilous one. Beginning in early 2019, there were a number of shipwreck incidents involving Venezuelan migrants attempting to enter Trinidad & Tobago and other Caribbean islands. Between April and June 2019, there were three shipwrecks that led to the death or disappearance of more than 80 Venezuelans in the region.²⁴

On 26 July, the Government of Trinidad and Tobago began issuing registration cards to Venezuelans who had registered in the two-week exercise that was conducted from 30 May to 14 June 2019. The registration cards will allow Venezuelans to work legally for six months, after which a renewal for another six months can be granted. Card-holders still require a visa to travel between Trinidad and Venezuela. Although the registration card is not an identity document, at least one bank in Trinidad and Tobago announced that it will accept it as one of two forms of identification needed to access banking services (savings accounts and ATMs).



Recent official figures indicate that there are approximately 13,700 Venezuelans in Uruguay.²⁵ Although the Southern Common Market (MERCOSUR for its acronym in Spanish) suspended Venezuela, the Uruguayan government has provided Venezuelan migrants with access to the formal labour market and basic services; however, due to the increasing number of migrants, support from other actors to attend their specific needs is required. The new Government has openly manifested its willingness to continue receiving migrants, mainly from Venezuela and Cuba, which represent the two largest migrant populations in the country. The main challenges for migrants in Uruguay are access to shelter, health and other basic services, as well as economic vulnerability.

Summary of current response

Overview of IFRC Actions at the Regional Level

In response to the growing number of migrants in the region, the IFRC's Americas Regional Office (ARO) issued an Emergency Appeal operation in September 2018. The operation involves a coordinated response in nine countries affected by the migration flows in the region – Argentina, Brazil, Chile, Ecuador, Guyana, Panama, Peru, Trinidad & Tobago and Uruguay. In late 2018, a Migration Cell was organized out of the ARO office in Panama. The cell consists of IFRC personnel specialized in Migration, Community Engagement and Accountability (CEA), Protection, Gender and Inclusion (PGI), Information Management (IM), Psychosocial Support (PSS), Cash and Voucher Assistance (CVA), Finance, Planning, Monitoring, Evaluation and Reporting (PMER) – all working in coordination with National Societies in the affected countries as part of the regional Emergency Appeal operation. IFRC also deployed field coordinators to the Country Cluster Support Team (CCST) offices in Argentina, Chile, Peru and Trinidad & Tobago. The Migration Cell has taken a decentralized approach to operational coordination. Team members frequently travel to the National Societies included in the Appeal, offering technical support and overseeing capacity building exercises and/or activity implementation.

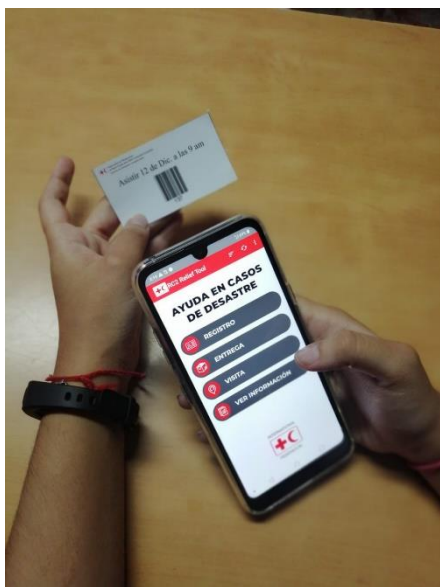
The operation's **Migration** Officer continues to monitor the different migratory flows in the region, offering technical support to National Societies in the development of migration strategies and plans. In addition, National Societies are supported in identifying the different migration profiles and compositions of flows with a PGI and CEA approach. In November 2019, the Migration Cell coordinated a Training of Trainers (ToT) workshop on the theme of migration in Lima, Peru. In response to the COVID-19 pandemic, the Migration Officer is in constant coordination with the COVID-19 Regional Emergency Appeal Operation, offering technical support in relation to the cross-cutting theme of migration, and is supporting with the adaptation of the Regional Appeal for Migration in response to the pandemic.

²³ "[Caribbean Sub Region: Situation Report June - July 2019](#)". R4V, 17 September 2019.

²⁴ "[Migrant Deaths Rise Among Venezuelans, Central Americans: UN](#)". Reuters, 18 June 2019.

²⁵ "[Latin America and the Caribbean: Venezuelan Refugees and Migrants in the Region](#)". R4V, 9 April 2020.

Community Engagement and Accountability activities have been focused on laying foundation for the work in the coming months. On one hand, minimum actions (information as aid and feedback collected mainly in the form of satisfaction surveys) are being implemented across the region by National Societies by piloting feedback collection systems and providing information at key locations. At the same time, a lot of focus has been dedicated to enhancing CEA-based strategic approaches, recruiting national focal points and conducting training to ensure National Societies can count on volunteers to support CEA activities at the field-level. In addition, a [region-wide information and communication needs assessment](#) has been conducted across 5 countries. Co-led by IFRC and UNHCR, the assessment provides information on the needs of people in transit and those who are recently established in a new country. The assessment also highlights trusted and preferred communication channels to be leveraged when engaging communities moving forward in the operation.



In December 2019, the newly developed RC2 Relief data collection tool was used in a pilot cash distribution program in Panama.

Source: IFRC

At the regional level, an **Information Management** specialist continues to provide technical support to National Societies included in the Emergency Appeal, assisting with mobile data collection, development of forms, creation and management of servers, design of information management strategies and ensuring data protection, among other tasks. The IM specialist worked in coordination with representatives from the University of Washington to finalize the RC2 Relief mobile data collection tool to be used for humanitarian aid distribution as part of the operation. The RC2 Relief training package was developed to train SNs with this data collection and distribution tool using mobile devices. The tool was used in a pilot cash distribution program in Panama in December 2019. Another tool is currently being developed in ODK-X for health information management, which will allow the management of patients, handling of prescriptions and medicines, referrals and other services. In February 2020, a regional Information Management course was carried out in Buenos Aires, Argentina to help strengthen IM capacities in the region. Work was also carried out to integrate ICRC and IFRC RFL data and display it on a dashboard. In response to the COVID-19 emergency, an information management system for cash transfer programs has been designed to be implemented in the context of the pandemic. An IM RIT was deployed to Chile, Argentina and Uruguay in February and March 2020 to provide support to

Southern Cone National Societies in the process of data collection and the development of a country-specific dashboards for each NS.

Protection, Gender and Inclusion activities have been focused on the development of rapid assessments to inform the current interventions of the National Societies with a gender and diversity approach and also highlight specific protection issues such as child protection, gender based violence, inclusion, sexual exploitation and abuse, forced labor, among others. Complementarily, some National Societies have chosen to implement their own needs assessments for migrants. In order to respond to these requests, the PGI Senior Officer has worked together with IM and Migration Units to adapt a survey (for example in Chile) or to develop a Protocol of Focus Group Discussions on PGI with migrants (for example in Uruguay). After these rapid assessments, the National Societies have adapted their current plans of implementation in order to address the findings. In addition, they have prioritized the need to receive specialized training on PGI and Migration, some focused on topics such as Child Protection; these trainings have started in the region as part of broader trainings on migration or completely focused on PGI.

Likewise, PGI actions have focused on the development of internal mechanisms such as child friendly spaces procedures and guidance to mainstream protection into child protection actions. Together with PSS NS focal points and the PSS RIT support, guidance has also been developed on the mainstreaming of PGI in PSS interventions. Finally, in the aftermath of the COVID-19 crisis the PGI sector has supported the development of the guidance manual for National Societies *“Including migrants and displaced populations in preparedness and response activities to COVID-19 Guidance for Americas National Societies”* and has included migration in the Social Inclusion Regional Campaign for COVID-19 (to be launched soon). A Bi-National PGI Training with Argentina Red Cross and Uruguay Red Cross was planned for March 2020, but had to be cancelled due to the COVID-19 outbreak.

In addition to IFRC staff from the Migration Cell, surge personnel offered important support to the regional Emergency Appeal for migration in the Americas. Prior to the launch of the Appeal, a CEA Field Assessment Coordination Teams (FACT) and IM Regional Intervention Teams (RIT) were deployed to Panama. For information about surge deployments in the 18-month period following the launch of the Appeal in September 2018, see the table on page 36 of this report.

A **Psychosocial Support** consultant has been with the operation since January 2020, offering technical support to NSs in relation to the planning and implementation of PSS activities. Working in coordination with NS focal points, the consultant has developed an updated guide on psychosocial support for migrant populations, to be used in the region. The PSS consultant has also conducted a mapping of PSS needs and response capacities in NSs involved in the operation and developed a guide for National Societies on psychosocial intervention for migrants during the COVID-19 crisis.

A **Cash and Voucher Assistance** specialist also works with the Migration Cell, providing technical support to cash transfer programs in National Societies participating in the operation. Key actions recently achieved related to cash transfer include revised feasibility studies in Argentina, Uruguay and Ecuador, support with a proposal for a cash transfer program in Chile between February and March 2020, a pilot cash transfer program in Panama in December 2019, participation in the CALP ToT in February 2020 and implementation of a regional course providing an introduction to cash and voucher assistance in March 2020.



*IFRC held a regional CVA workshop in Panama in March 2020.
Source: IFRC*

The Panama Regional Logistic Unit is in the process of developing and coordinating two sub-regional procurement trainings to ensure that National Societies have the necessary infrastructure and systems in place. The IFRC's Logistics, Procurement and Supply Chain Management (LPSCM) team in the Americas will continue working to strengthen NSs' logistics capacity in line with the localization agenda and the work already done with the National Societies Logistics Capacity Enhancement (NSLCE) program and tool, to cover all functions and processes of the NS's logistics from warehousing, procuring/sourcing, delivery planning and transportation. Looking for the professionalization and modernization of the Humanitarian Logistics. While supporting the localization agenda to have the rights tools and procedures in place to facilitate the implementation of minimum standard across all actors to allow the NS to respond to disaster and reinforce their sustainability.

IFRC staff have also participated in several key coordination meetings with Movement partners and external stakeholders as part of the regional Appeal. In May 2019, for example, members of the Migration Cell participated in the Inter-American Conference in Buenos Aires. Prior to the Inter-American Conference, a high-level round table was held to address the "Challenges and Commitments of the Red Cross Movement to Migration in the Americas" in the face of the regional context and current humanitarian challenges. Government representatives of the National Societies of the Americas, the President and Vice-President of the International Federation and its Secretary General, International Committee of the Red Cross, representatives of Participating National Societies, representatives of Social Movements and representatives of the migrant population were in attendance.²⁶

In March and April of 2019, focal points from the National Societies included in the appeal met with IFRC staff and representatives from Partner National Societies in Panama to work on a revision of the operation. The revision extended the operation until February 2020 and included changes to the budget and planned activities of each National Society. In September 2019, members of the Migration Cell participated in a Global Migration Task Force meeting in Colombia. In October 2019, another meeting took place to plan for another revision of the operation, which extended the timeframe until the end of 2020 and increased the budget of the Emergency Appeal to 12.5 million CHF and a similar exercise is planned in 2020 for the extension of the operation including strategies according to the current context.

²⁶ An IFRC newsletter with more information about the Inter-American Conference can be found [here](#).

Considering the current migration context, the IFRC Regional Office for the Americas started a coordinated process calling all movement members to assess the migration situation in the region and develop a Movement Wide Regional Action Plan to respond to the Venezuelan migration in the Americas Region as well as a One Movement Picture. This has been led and coordinated by the International Federation of the Red Cross, German Red Cross, Canadian Red Cross, American Red Cross and Spanish Red Cross, with presence around 14 NS (globally) and Americas region represented by Colombian Red Cross and Venezuelan Red Cross.

Overview of Host National Societies / Movement Partners

Given the number of countries included in the appeal and the everchanging nature of migration situations, the regional Emergency Appeal is a complicated operation that requires a flexible approach. Countries such as Peru and Ecuador have tailored their response to a migrant population in transit, operating mostly out of border crossing points. Chile, Argentina and Uruguay are more often destination countries, and have focused their response on meeting the needs of migrants settling in urban areas. The unique migration situations in Panama, Trinidad & Tobago and Guyana, on the other hand, require a response that may look quite different from that in other countries involved in the operation.



Volunteers from the Argentine Red Cross' Cordoba branch provide RFL services to migrants during a health session. Source: ARC

The **Argentine Red Cross (ARC)** has 63 operational branches with approximately 1,630 staff members and over 7,000 volunteers. The response is focused in 5 key areas: health promotion, consultancy and advice on settlement procedures (Migration), Protection, Gender and Inclusion (PGI), Shelter and Restoring Family Links (RFL).

In response to the COVID-19 crisis, ARC activated a contingency plan for the human mobility response in early March 2020.²⁷ The Argentine Red Cross' humanitarian response at the border, which depends on the entry of migrants and refugees into the territory, will be affected while the measures are in force (considering that the number of applicants will

inevitably decline, as they cannot enter the country). This includes any intervention involving food, temporary shelter, delivery of NFIs, and humanitarian transport. Notwithstanding, the ARC has established a tele-assistance service for migrants to offer psychosocial support, information and referrals. In addition, it has distributed food kits to migrants with partner organizations, considering the adverse socio-economic effects of the pandemic among vulnerable populations.

By the end of 2019 the IFRC signed an agreement with the **International Committee of the Red Cross (ICRC)** in Brazil to strengthen the Movement's response to the humanitarian needs of Venezuelan migrants in this country. The agreement includes the provision of humanitarian assistance in the Brazilian states of Roraima and Amazonas in different areas of intervention, including Restoring Family Links, Protection, Health and WASH. In particular, the operation has focused on the provision of first aid training, RFL services and key information to migrants as well as the provision of sustainable water, sanitation and hygiene services. Due to the lack of a branch of the Brazilian Red Cross in Roraima, the National Society has supported this operation mainly in Amazonas by providing RFL services to vulnerable migrants in Manaus. In the context of COVID-19, the provision of RFL services have been strengthened and hygiene and cleaning supplies have been acquired for distribution among 5000 Venezuelan migrants.

²⁷ "National Human Mobility Programme Contingency Plan: COVID-19 Pandemic," Argentine Red Cross.

Since 2014 the **Chilean Red Cross (CRC)** has an arrangement with the Ministry of Social Welfare to manage shelter services in the cold season, from May to October, for those in need. These services are available for, but not limited to, the migrant population in Chile. CRC supports 3 shelters, with a maximum capacity of 60 people in the highest capacity location and 30 people in the lowest capacity location. It is estimated that 3 out of every 50 people seeking shelter in Chile are migrants. Donations for shelter and hygiene kits were received and distributed in December 2018. In the same month, an activity was held at the RFL Headquarters to provide assistance to migrants as part of a party activity in which 6 families were able to use RFL services. A total of 100 hygiene kits were distributed in Arica by the end of June 2019. On 27 December 2019, the Chilean Red Cross opened a migrant shelter for migrants in Santiago with a maximum capacity of 40 people. The shelter--which is co-financed by the Swiss Embassy in Chile with funds to be implemented by June 2020--is the only migrant shelter in Santiago open to families, men, women (including pregnant women) and children. The shelter provides three meals a day and laundry services to its residents.



Chilean Red Cross distributed humanitarian aid to migrants in Arica in March 2020. **Source:** CRC

In response to the COVID-19 crisis, CRC developed a contingency plan to continue delivering humanitarian assistance to vulnerable migrants, focused on the provision of remote psychosocial support services and the distribution of humanitarian kits. While most humanitarian agencies suspended their services to migrants, CRC has increased its operational capacities to fulfil its mandate and strengthen its response in favour of vulnerable migrants.



Volunteers from the Ecuadorian Red Cross during a health promotion demonstration at a temporary shelter for migrants. The activity was focused on the COVID-19 pandemic. **Source:** ERC

With the increase in the number of Venezuelans entering and passing through Ecuador, the **Ecuadorian Red Cross (ERC)**—with support from the Swiss Red Cross, the Spanish Agency for International Development Cooperation (AECID), the Asturian Development Cooperation Agency (AACD), European Civil Protection and Humanitarian Aid Operations (ECHO), the IFRC and the ICRC—began to implement its national plan for migrants in 2018. According to [ERC's population movement dashboard](#), nearly 320,000 services have been delivered to migrants through the end of March 2020. The response in Ecuador has taken place in Azuay, Carchi, El Oro, Esmeraldas, Imbabura, Manabí, Pichincha, Santo Domingo, Sucumbíos and Tungurahua provinces. With the support of the partners mentioned above, ERC has provided the following services:

- **33,426 kits delivered:** ERC distributes nutrition, hygiene and recreational kits.
- **21,522 people reached with basic health services:** ERC's health services include first aid, medical attention for illnesses and dental check-ups.
- **53,281 people reached through PSS:** Including more than 28,000 people reached through PSS services in child-friendly spaces.
- **31,345,348 litres of water distributed:** Water is distributed from various hydration points at migratory centres. ERC also changes water filters and provides water for sanitary facilities.
- **177,911 RFL services registered:** RFL services include telephone calls, internet access and charging stations.

Guyana Red Cross (GRC) has 7 branches, 40 staff members and a total of 350 volunteers. GRC participates in coordination meetings every two weeks regarding the migration situation in-country. Representatives from UNHCR,

UNICEF, UNFPA and PAHO/WHO are regularly in attendance, along with members of the Guyana Ministries of Immigration, Foreign Affairs, Public Health, Education, Social Protection and the Civil Defence Commission. Through a 3-month agreement with UNHCR, GRC has also supported efforts to register migrants seeking asylum in Guyana. Using space at the GRC headquarters in Georgetown, GRC staff support UNHCR officials once a week in interviewing migrants and filling out registration forms. More than 50 migrants have registered at the office so far in 2019, a majority of whom are females from Cuba or from a variety of African countries.

In Panama, the planned response was originally focused on Venezuelan migrants seeking to settle in the country. However, given the humanitarian crisis in Darién, **Panama Red Cross Society (PRCS)** decided in early 2019 to shift its focus to a response geared more towards migrants entering in Darién and passing through the country on their way to North America. PRCS began implementing field evaluations in Darién in February 2019 and hired a project coordinator in July to work solely on the migration response. In December 2019, a cash transfer pilot program was carried out in La Chorrera to test the RC2 Relief data collection tool and the use of the Federation's debit card for money transfers with amounts differentiated by family group composition. A registration with RC2 was made and the following day a distribution was implemented using the tool. The whole process was digital and allowed to ensure data protection of the people assisted. The target group was 40 families, assisted by PRCS, who are migrants, asylum seekers or refugees.



A Peruvian Red Cross volunteer speaks to migrants during a health promotion activity in late 2019. **Source:** IFRC CCST Lima

The **Peruvian Red Cross (PRC)** has 41 branches, 62 staff members and over 800 volunteers at its disposal. Utilizing staff and volunteers from its branches in Tumbes and in cities along the north coast of Peru, PRC is one of several actors acting out of the Binational Border Care Centre (CEBAF) in Tumbes. PRC began responding to the rising number of Venezuelan migrants entering Peru in May 2018 and receives support from both the Spanish and German Red Cross, in addition to the IFRC and ICRC. Jointly with the IFRC Country Office in Lima, the Peruvian Red Cross has implemented 4 different initiatives of inclusion through arts oriented to communities and schools: 1) La Tarumba, has worked with young Peruvians and Venezuelans through the circus developing social-emotional skills and receiving psychosocial support; 2) La Combi, which worked on community cinema developing video clips related to migration, stigma and discrimination with children and youth in school centres; 3) D1, a well renowned dance company, elaborated a performance named “We are all migrants” with the aim to sensitize communities around migration. These initiatives have been funded by other funding partners.

In April 2019, the **Trinidad and Tobago Red Cross Society (TTRCS)** hired a Migration Programme Officer to work exclusively on the Emergency Appeal. The focus of the National Society has thus far been to increase capacity building around the issue of migration—which involves several new services for TTRCS—and to find Spanish-speaking volunteers for the operation. As migration is a sensitive topic in Trinidad and Tobago, with political implications that must be considered by the National Society in the operational context, TTRCS is planning implementation activities in a way that ensures that it is perceived as impartial and neutral by all community members, both belonging to host and migrant communities. In April 2019, the migration officer attended a regional stakeholder meeting on operationalizing a Regional Framework for Migrant Health and Rights. In July, TTRCS’s finance officer attended a cash training in Barbados in preparation for Cash and Voucher Assistance (CVA) implementation in Trinidad and Tobago. The migration officer



TTRCS held a meeting with key stakeholders in September 2019. **Source:** TTRCS

and a TTRCS board member also attended an ICRC training on Restoring Family Links (RFL) in Curacao in August 2019. On 26 September 2019, TTRCS held a stakeholder meeting on with a total of 40 participants from 21 organizations (both Government and Non-Governmental entities working on migration).



Uruguayan Red Cross distributes shelter materials to migrants.
Source: URC

The **Uruguayan Red Cross (URC)** has 19 branches, 30 staff members and approximately 300 volunteers. URC focuses its response for migrants on actions in the following sectors: Shelter, Health, Livelihoods, and Migration (including activities aimed at reducing stigma and xenophobia, re-establishing contact between family members and accessing information). In addition to the work done as part of the appeal, URC distributed 164 hygiene kits received as a donation from the government through its Montevideo and Santa Rosa branches. Despite the COVID-19 context, the URC continues delivering food and cash assistance to vulnerable migrants, having adopted the appropriate protection measures for its volunteers.

Overview of Red Cross Red Crescent Movement

The International Committee of the Red Cross (ICRC) provides a response to the needs of migrants in the countries covered by this appeal through its Regional Delegation in Brasilia (covering Brazil, Argentina, Uruguay and Chile), its Regional Delegation in Lima (covering Peru, Ecuador and Bolivia), its Regional Delegation in Caracas (covering Venezuela, Trinidad and Tobago, Aruba, Bonaire and Curaçao) and its Regional Delegation for Panama and the Caribbean. The ICRC responds to the needs of migrants in Colombia through its country delegation. ICRC actions, focused on protection and RFL, are primarily implemented in sensitive border areas (mainly in Brazil, Colombia and Venezuela but also in Peru, Ecuador and the Caribbean islands). These are coordinated and complementary to those undertaken by other Movement partners.

The ICRC—together with host National Societies, the Secretariat and other Partner National Societies—continues to support the provision of RFL services along the migratory route. The 33 RFL connectivity kiosks (23 supported/implemented by ICRC) offer a combination of the following services: phone calls, access to Wi-Fi (with personal smartphones or Red Cross smartphones), access to the internet (with Red Cross laptops/tablets) and battery charging. In some of these kiosks, the Red Cross distributes self-care messages and messages to prevent family separation along with first aid, hydration and psychosocial support services. The ICRC also invests in the capacities of National RC/RC societies in RFL.

The IFRC Regional Office for the Americas (ARO) ensures proper and effective coordination between Movement components (National Societies and the ICRC) to meet the needs of the affected countries through their respective National Society. Considering the current migration context, ARO has formed a Migration Coordination Cell composed of experts from the IFRC with the mission to assess the situation and support the implementation of *active emergency* operations in the region. From this perspective, the Migration Coordination Cell is expected not only to address matters related to Venezuela, but also to contribute to advancing more regional planning and promotion of migration.

To achieve its objective, the Migration Coordination Cell operates on interrelated fronts:

- Help the National Societies to respond operationally to the crisis in migration corridors.
- Provide technical advice, including on new Red Cross Movement intervention areas.
- Provide expanded support to ensure that policies, advocacy actions and communication campaigns align with regional advocacy strategies related to the Toluca Declaration.
- Establish an integrated information system.

The Migration Coordination Cell is led by the Disaster and Crisis Department. The main goals of the Cell can be found in past Operation Updates and Revisions of the Emergency Appeal. It is important to reflect in this operation update

the structure of the Migration Cell with a completed staff in Migration (South Cone and Regional), field coordination (Chile and Panama), Financer structure (Coordinator, Officer and assistant), Psychosocial Support surge, Cash Based Intervention surge, Information Management Senior Officer, Community Engagement and Accountability Senior Officer, Communication officer and other resources supporting the cell as Protection Gender and Inclusion Senior Officer, Security officer and other teams members of the IFRC..

The IFRC also coordinates closely with the ICRC delegations and regional delegations in the Americas and at its headquarters in Geneva, which collectively cover migrants' entire migratory journey. The ICRC, due to its well-established expertise and long-standing experience in Protection, is increasing its support to the affected National Societies along the migratory routes, coordinating with the Emergency Appeal for Migration in Colombia and with the Monarch Butterfly project in Peru.

Overview of non-RCRC actors

The RCRC Movement coordinates with the IOM, UNHCR, and other UN system agencies and NGOs that participate in the Regional Platform of Interagency Coordination. This platform currently has 43 participants, including the Red Cross Red Crescent Movement, 17 UN agencies, 17 NGOs, five donors, and two international financial institutions. The platform, established by UNHCR and IOM in April 2018, organizes and synchronizes the response to migrant persons and refugees from Venezuela at the regional level. Dedicated national coordination platforms are already in place in Brazil, Colombia, Ecuador, Peru, Costa Rica and Panama; inter-agency coordination also is ongoing in the Caribbean, Central America and Mexico and Southern Cone. In addition, the IFRC through existing global agreements has maintained bilateral coordination with UN agencies in the target countries.

In their role as auxiliaries of their governments in humanitarian matters and abiding with Red Cross principles, National Societies participate in national coordination platforms managed by United Nations.

Needs analysis and scenario planning

Needs analysis

Since the start of the operation, the IFRC and National Societies have continued conducting assessments of migrants' needs and the situation in host countries. Additional information is gathered through the Regional Platform and secondary sources (governments and humanitarian actors in the field) to identify changes per country and regionally in migration flows, profiles, needs and actors working on these. Overall, needs exist in areas such as Shelter, Health, WASH, Livelihoods, maintaining and restoring family links and education. These vary depending on the migrant's profile (gender, age, where they are in their journey [in transit or at their final destination] and the country.

While there are still pressing needs in the areas mentioned above, the IFRC sees the need to increase and highlight more actions related to **Protection, Gender and Inclusion (PGI), access to information, social inclusion, access to the labour market and Community Engagement and Accountability (CEA) within the context of Migration for all sectors**. The upcoming revised appeal will bring together the revisions National Societies are making to their national plans of actions and budgets. See section **B. Operational Strategy**.

Protection, Gender and Inclusion:

As mentioned in the previous section, PGI Assessments were carried out in Colombia and Ecuador between June and July 2019, in Argentina in November 2019, in Panama in December 2019 and in Peru during the months of November and December 2019. Similarly, an assessment in Uruguay and Chile has been underway since January 2020.

The needs identified thus far by these country assessments fall in the following categories:

- Protection risks: Among the protection risks identified are: 1) reports of situations of gender-based violence with specific manifestations of sexual abuse and trafficking, sexual exploitation mostly directed at women and girls but also with reports of forced labor mostly directed at men and boys; 2) coping mechanisms that put migrants at risk such as survival sex and involvement in criminal actions with extra-legal groups; 3) situations of forced labor sustained by a lack of knowledge of the migrant population on labor laws but also by the need for survival and care of their families; 4) child labor, either with parental companions (sometimes in the form of forced

begging) or as an autonomous survival action; 5) stigma and discrimination in host communities, (these situations have been identified mostly in school centers and contexts of work and informal labor); 6) increased instances of domestic violence as a consequence of stresses encountered both in transit and in sedentary circumstances.

- Most vulnerable populations: Although situations of vulnerability differ in each country, the groups that have been identified as most vulnerable are: women (especially single mothers, pregnant or lactating mothers), children and adolescents (specially unaccompanied adolescents and separated children), older people who are travelling with minors or have been left behind taking care of them, people with disabilities or people with chronic illnesses and the LGBTQ+ population who remain as one of the most invisible population groups. Other groups are the migrant population living on the streets and the irregular migrant population who is still facing difficulties to access basic services.

Shelter:

Following a crisis, particularly in urban areas, rental accommodation is a common shelter strategy of the displaced population when searching for a place to stay. To be able to do it the displaced population have to have enough resources to afford the rent, the settlement-rental market need to have sufficient and adequate stock to absorb the demand and also that there are good enough conditions in place to secure tenure and avoid abuse or eviction of the displaced population. People may choose to rent an accommodation due to economic opportunities (affordability of accommodation, access to other services, and livelihood opportunities) or due to proximity to friends and relatives. But in some circumstances their choice will be very limited depending of the recognition of their status/rights in a country and the availability to access it. As such rental accommodation assistance seeks to provide adequate shelter and also to ensure security of tenure for the affected people who will be assisted.

Psychosocial support:

Within the framework of the activities developed by National Societies aimed at migrants and taking into account the analysis of the context and the conditions of the population, the importance of addressing the need for psychosocial support along the migratory route carried out by these people due to the effect it has on their lives is highlighted. Therefore, the services provided by each NS in psychosocial support: individual intervention (which includes psychological first aid, active listening or spaces for emotional release), group intervention is child friendly spaces, as well as psychoeducation (such as training, workshops, talks, focus groups, spaces for awareness) in which they address issues, especially stress management, emotions, psychological first aid. However, psychoeducation is an aspect to highlight and in which it should be strengthened, understood as an orientation to integrate the themes of psychosocial support to be transmitted to the population of both migrants and the host community, as well as the volunteers of the host institution with the purpose of generating significant and transcendental learning in addition to strengthening community cohesion.

Psychosocial intervention as an integral aspect of the community response must provide a framework based on context and needs analysis, with clear foundations and a theoretical basis to support actions. The aim is not only to promote resilience in the communities to face the situations that arise in the migration process, but also to generate processes of community empowerment allowing the management and emotional control and decision making that contribute to their welfare. The importance of strengthening the line of psychosocial support in the technical aspect, resources, installed capacity and the structuring of guidelines for individual and group intervention, as well as the processes of referral and monitoring of cases procedures and protocols for attention to the population. Generate strategies for the promotion of mental health within communities through campaigns. In addition, strengthen the capacity of human resources in which it is not only important to build strategies towards the community but also the welfare care and protection of volunteers who are the central axis so that actions can be developed.

Operation Risk Assessment

While clear predictions regarding the evolution of the migratory context in the Americas are not possible, several factors will continue to influence the current population movement:

- The socio-political situation in Venezuela, which also encompasses the context of pressure from external actors;
- Changes to migrant profiles, new routes and shifts in crossing points along borders;
- The economic situation in Venezuela that has generated a shortage of food, water supply and limited access to healthcare, which especially affect children and people with chronic diseases, and has a regional impact;
- The illicit armed groups active on the Colombian-Venezuelan border that could continue to spur the displacement and the mobility of the population; and
- Changes in migration policies, including the closure of borders, in host and transit countries.

- The current COVID-19 context poses significant risks to migrants and challenges to the regional operation, including the increase of vulnerabilities due to loss of employment, the significant number of migrants stuck at border areas and an important amount of Venezuelans aiming to return to their home country.
- Social contexts in the host and transit countries triggers different travel behaviours and increasing stress and anxiety. Making migrants to take fast decisions that can put them and their families on risk.

The IFRC, during an internal review, mapped different macro scenarios to identify possible regional-level actions for different types of outcomes of the current situation, analysing what could be the impact at the regional level. This exercise was repeated with the National Societies from Argentina, Costa Rica²⁸, Ecuador, Panama, Peru and Uruguay to assess how each scenario could affect the situation in their countries and lead to possible changes in their humanitarian interventions.

Although it can be assumed that the COVID-19 context will change the migratory flows, the evolution of the influx as stated in the previous update remains:

- It can be assumed that the flow of people will continue;
- The actual number of migrants is underestimated due to the use of unofficial border crossings; and
- Migration routes could shift if more restrictive migration policies are implemented.

²⁸ The Costa Rican Red Cross was invited to the process as they are also responding to the needs of migrants and have assessed a scenario in which there is a migration influx in their Costa Rica.

B. OPERATIONAL STRATEGY

Proposed strategy

In response to a sustained increase in population movements in the Americas, the RCRC Movement is conducting humanitarian operations through this Regional Appeal in nine countries receiving migrants. The National Societies in the region have scaled up their response with the support of other components of the Movement: the ICRC, PNS and the IFRC's Secretariat through DREF operations, the Emergency Appeal Colombia: Population Movement (MDRCO014), the Emergency Appeal in Venezuela (MDRVE004) and this Regional Emergency Appeal.

Regional strategy on Migration:

The Emergency Appeal is aligned with the [Toluca Declaration for Migration \(TDM\)](#), which was adopted in November 2016 by the International Red Cross and Red Crescent Movement and established the Movement's regional priorities for the response to the humanitarian needs of migrants in the Americas. A [Red Cross Movement Plan of Action on Migration in the Americas 2017 to 2020](#) was established the following year, defining four lines of intervention to address migration:

- Improve the protection of migrants and reduce their vulnerabilities;
- Reduce stigma and discrimination against migrants and promote social inclusion;
- Conduct humanitarian diplomacy to protect migrants' dignity and rights;
- Strengthen knowledge management in the Movement through collaborative platforms and networks.

Areas of Focus per Country Included in the Emergency Appeal



Source: IFRC

All four lines are being addressed through this EA, with Protection, Gender and Inclusion (PGI) playing a central role in the intervention, supported by Community Engagement and Accountability (CEA) strategies that will include campaigns aimed at reducing stigma and discrimination among host communities and promoting migrants' social inclusion.

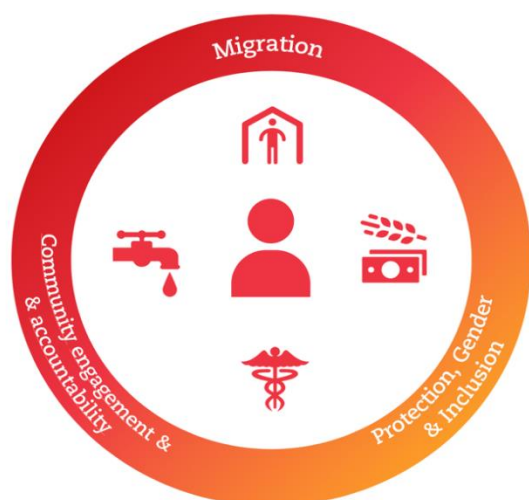
While humanitarian diplomacy is not at the core of this response, IFRC and the NSs involved will participate in coordination platforms with key external partners and will produce public newsletters and press releases aimed at influencing decisions at local, national and international levels.

The IFRC is currently reviewing the Plan of Action on Migration in the Americas, along with National Societies, in order to determine the key areas and actions to be prioritized during the next years.

Three core intervention pillars:

Migration, Protection and CEA approaches are the core of this operation, assuring that migrants (and host communities when relevant) are consulted and participate in shaping the response increasingly, and also that migrants' rights are considered at all times.

The 3 Core Intervention Pillars



Source: IFRC

1. Migration:

Migration is at the core of this Emergency Appeal. There is a clear need for the Movement to increase its support to National Societies that are interested in working with and for migrants. The intention is to ensure that migration as a sector is going to be represented programmatically and strategically to assure sustainability for all activities managed by National Societies²⁹. In line with the IFRC Migration Policy (2009), the term “migration” can be understood as covering all forms of movement.

2. Protection, Gender and Inclusion (PGI):

This area of focus aims at having a contextual understanding of the social inequalities that may be generating exclusion and protection risks (such as situations of violence and affectation of individual and community integrity), especially for populations in vulnerable situations. In general terms, PGI aims to ensure that no one is unsafe, that no one is left behind and that no one is left out of our assistance and support services.

Protection, Gender and inclusion stands in 4 pillars of actions, which are called the DAPS (Dignity, Access, Participation and Safety) Framework. All the activities to support migrants, transit and host

communities should comply with this framework, which key indicators are:

Dignity: Do my actions respect, safeguard and promote the dignity of people and prevent putting them in a position of disadvantage and or stigma?

Access: Do my actions provide equal (for everyone) equitable (adapted to specific needs of the most vulnerable) access? Do my services and/or facilities permit safe physical access Does the selection of the way I am providing information has been informed by a gender and diversity analysis?

Participation: Do migrants, their families and the communities have meaningful and equal involvement during the activities and can provide feedback with a direct impact on our interventions?

Safety: Are we mapping the possible risks of sexual and gender-based violence, child protection and sexual exploitation and abuse, together with violence-oriented manifestation towards migrants, their families and communities in facilities where our services are provided (or where we have referred them), communities whose primary caregivers are women and girls and transit pathways mostly irregular? How are we preventing and addressing these situations?

Specific activities can be based on an assessment of the risks and needs of migrant communities. This may be a stand-alone assessment or integrated into a more general community assessment. Specific activities and support to migrants should consider age, sex, gender, disabilities, cultural practices and languages (including levels of literacy) of migrants and internally displaced populations

3. Community Engagement and Accountability (CEA):

Community Engagement and Accountability (CEA) will increasingly be at the core of the response. National Societies have been working to develop national CEA plans and strategies that ensure communities are consulted, included and listened to throughout the intervention cycle. CEA is understood as a transversal theme in the intervention, however, in an effort to show a coherent CEA strategy that is present in every area of intervention, the CEA outcome, outputs and indicators are grouped together under the Migration area of focus in section C. Detailed Operational Plan, below. CEA activities focus on the following main areas:

- Community participation and feedback: Feedback mechanisms will be increasingly integrated in the response at local and national level to ensure two-ways communications can be established with the communities to identify changing needs, priorities and areas of concern. Feedback will be used by programmatic areas to shape response and adjust activities to ensure that our services are relevant and focus on responding to priority needs of the community. Where relevant IFRC and NS will seek coordination with partners and other stakeholders to ensure that resources are maximised, and activities are implemented in an efficient and effective way.

²⁹ IFRC Global Strategy on Migration 2018-2022 “By the end of 2022, 75% of National Societies undertake needs assessments and integrate migration into their strategic planning”.

- Providing information as aid: Migrants will be provided with timely, actionable and potentially life-saving information on different key thematic areas:
 - Information on the migratory route and potential risks faced by migrants (including climate, terrain and other potentially life-saving information), protection messaging, safety tips.
 - Information on migrants' rights at the country of transit or destination
 - Information on services available to migrants (both RC and through other organizations)
 - Health tips and information (including hygiene promotion)
 - Messages against xenophobia and discrimination

An effort will be made to ensure we go beyond awareness raising activities, both with migrant and host communities. Activities will seek to engage people in conversations to ensure that messages are understood and assimilated. A particular effort will be made to ensure all community members, especially the most vulnerable, will have access to information. This will translate in producing content in different format, taking into consideration age groups, languages, people living with disabilities and other vulnerabilities. We will also ensure to have both an online and offline approach to maximize reach.

- Capacity strengthening: National Societies will be supported to identify CEA focal points and to integrate CEA officers in their personnel to ensure CEA can be mainstreamed at local and national level when implementing activities. Supported by the regional office, CEA training are being conducted in the countries and replicated at branch level by CEA national focal points. In response to the COVID-19 crisis, an information sharing system has been established through Whatsapp.

IFRC, together with UNHCR, has co-led efforts to conduct a regional-wide Information and Communication needs assessment across 16 countries that will help identify information needs as well as preferred and trusted communication channels in order to increasingly consult with community members and deliver crucial information., as well to assess the level of communication that migrants currently have with humanitarian organizations to shape the response they receive across the regional context.

Through a participatory approach, the Movement is developing a continuous assessment of the context that is guided by the recognition that factors such as sex, age, disability, gender, sexuality, health status, legal and social status and ethnicity or country of origin may put migrants at heightened risk of discrimination, abuse and exploitation along migratory routes. This also includes the development of assessment forms for this specific situation and that were connected to the assessment done by the FACT team from June to August 2018.

The issue of humanitarian data protection is critical. The aim is to provide services for vulnerable migrant populations that help them to connect with their loved ones while limiting their exposure and risks in relation to traceability. The IFRC and ICRC will work on a joint approach to guide National Societies on the issue of data protection.

As a humanitarian actor, the Movement is documenting and analysing possible challenges to better understand and respond to the risks and threats faced by people on the move and to assess the capacity and commitment of authorities to protect this population. This entails issues of "future" risk, such as the consequences of new migration policies in each country, an increase in xenophobia and/or a general deterioration of the situation.

Operation's objective: Urgent and immediate assistance and protection is provided in a coordinated manner to people traveling along migratory routes, at migration points and at their destination.

C. DETAILED OPERATIONAL PLAN

This report covers the period from September 2018 through the end of March 2020. Though National Societies also use local funds, partnerships and emergency funds to implement activities in response to migration, **the following section focuses on the actions covered with this Emergency Appeal's funds only.**

The fluid, everchanging nature of population movement, especially on the scale of that in the Americas in the last 2-3 years, presents several significant challenges when planning and implementing an Emergency Appeal for migration. Changes to migration policies, volatile economies in the region, civil unrest, an increasing number of implementing partners and constantly shifting humanitarian needs necessitate an agile operational response that can change when necessary in order to properly respond to migration trends.

The activities planned in each country at the start of the operation and during the revision of the Emergency Appeal in April and December 2019 were included with the migration context at the time in mind, but a number of significant developments throughout the region have presented implementation challenges in several instances. Due to changes in visa requirements and heightened restrictions in countries such as Ecuador, Peru and Chile, for example, the number of migrants entering through formal border points has decreased in much of the region. Irregular migration has increased in several countries, on the other hand, as migrants choose to circumvent established border points and enter countries without proper documentation in order to avoid the lengthy and expensive naturalization processes that would otherwise be required of them. The needs of these migrants differ from those who enter through formal pathways, and thus the services provided by National Societies in countries where such influxes in irregular migration occur will have to change as well.

Moreover, a few of the National Societies included in the Emergency Appeal have yet to implement activities for a variety of reasons. The Chilean Red Cross, for instance, was not included in the operation until about halfway through 2019 and did not receive funding until September 2019. The Guyanese Red Cross also did not sign their agreement until September 2019, while ICRC started implementing activities with funds from the Appeal in December 2019.

Finally, the COVID-19 pandemic and the resulting quarantine in place through much of the region has presented a series of challenges with regards to implementing activities. Restricted movement, a shifting migration context, sanitation concerns, as well as concern for the wellbeing of Red Cross staff and volunteers, have put some actions on hold in several countries. As a result of the pandemic and its impact on migrants in the region, the Regional Appeal will likely be revised to ensure a proper response to the new challenges presented to the operation.

A more detailed description will be given below, to explain low implementation rates in comparison to target numbers. But the low level of implementation in sectors such as Shelter and Livelihoods are generally attributable to the overall challenges mentioned above, in addition to the fact that a few National Societies are only recently beginning to implement their response to population movement in the region due to their national strategies, coordination with governments and existing capacities in each country.



Shelter

People targeted: 4850 people

People reached: 507 people

People Targeted / Reached per Country in Shelter

	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	400	N/A ³⁰	600	3050	100	300	N/A	N/A	400	4850
People Reached	174	N/A	141	0	0	0	N/A	N/A	192	507

³⁰ If a National Society is not conducting actions in a sector, no figure is reflected for people targeted / reached in that country.

Outcome 1: The migrant population restore and strengthen their safety, well-being and short, medium and longer-term recovery through shelter and settlement solutions.

Indicators:	Target	Actual
Number of shelter services provided that are adapted to migrants' needs (disaggregated by type of service)	4,850	507
Output 1.1: Migrants have received assistance to cover their basic short-term shelter needs.		
Indicators:	Target	Actual
Number of household items and emergency shelter materials/kits delivered	4,150	333
Output 1.2: Migrants have received assistance to cover their mid-term shelter needs.		
Indicators:	Target	Actual
Number of assisted HH able to meet their mid-term shelter needs through cash for rent programmes.	700	174
Output 1.3: Migrants have received assistance to cover their long-term shelter needs.		
Indicators:	Target	Actual
Number of regional strategies produced for long-term and programmatic approach.	1	0

Progress towards outcomes

Outcome 1:

507 Shelter services provided that are adapted to migrants' needs.

The 507 shelter services provided since the launch of the Appeal include the delivery of 333 household items in Chile and Uruguay and the provision of cash for 174 families in Argentina.

There is coordination with other partners that provide shelter services at border points in several countries. Due to the current context, however, this line of services is being explored to increase actions implemented in the medium and long term.

Output 1.1:

333 household items and emergency shelter materials/kits delivered.

CHL	URY	Total
141	192	333

Chile: From January to March 2020, the Chilean Red Cross (CRC) distributed 141 warm weather kits through 14 different distributions at its branches in Santiago, Arica and Antofagasta. The kits—which contain items such as sunscreen, a light fleece blanket and socks—are intended to help migrants adjust to the warm, dry climate in Chile during the summer months.

Ecuador: The Ecuadorian Red Cross (ERC) has implemented a nationwide mapping of temporary shelters for migrants in the country, detecting 29 spaces currently in operation. All of these spaces are managed by civil society organizations. In order not to generate local state responsibilities, the shelters are operated by humanitarian organizations for two or three years. ERC's mapping of shelters, as well as the needs present in each location, is obtained through exercises carried out by the migrant and refugee working group of the Response for Venezuela (R4V) platform, as well as through direct visits made by the National Society. ERC delivers food kits, clothing and sheets/blankets to migrants at 10 of these shelters in Guayaquil, Machala, Quito, Ibarra and Tulcan.³¹

Uruguay: At its Montevideo and Santa Rosa branches, the Uruguayan Red Cross (URC) delivers kits with towels and sheets and cold-weather kits (which included blankets, gloves, hats, etc.) to assist migrants coming from warmer

³¹ Though ERC delivered these items with the help of funding from the Appeal, they were procured with other resources and thus do not count towards this indicator.

climates during colder months in Uruguay. As of 31 March 2020, URC had delivered 141 kits with towels and 51 cold weather kits, totalling 192 household items distributed overall.

Output 1.2:

174 households provided cash for rent in order to meet their mid-term Shelter needs.

Argentina: The Argentine Red Cross (ARC), at its Rosario, Córdoba, San Rafael, Villa Crespo and Saavedra branches, has reached a total of 174 families through its cash for rent program. The cash for rent service is delivered through a preloaded card, providing enough funds to cover accommodation needs for about two months. As part of the program, ARC interviews migrants in need of housing assistance, creates a socio-economic report using data collected in the interviews and chooses recipients according to their degree of vulnerability. A total of 246 interviews have been held with potential recipients thus far. Migrants in need of rent assistance are also referred to other organizations that work with shelter-related issues. Those who are not vulnerable enough to receive cash are provided assistance through other lines of action, according to their needs.

Output 1.3:

Regional strategies produced for long-term and programmatic approach

Regional: With a steering commitment of 16 persons as a support practitioner to get a better understanding on the design and implementation of rental assistance services for population in need. This type of intervention needs a multifunctional team to secure that all components are properly integrated: Shelter, Cash, Protection (special focus in HLP/ security of tenure), Migration/CEA and IM. We are developing a guideline that will support in decision-making around how to implement rental assistance intervention integrating different components to achieve shelter and settlement outcomes within their programmes. The main deliverable will be a step-by-step manual.

Challenges

Finding housing solutions in urban contexts is a challenge in Latin America, so further analysis will be needed to avoid further marginalizing migrant populations and ensure adequate assistance.

Argentina: ARC is working on improving its cash for rent procedures. The program currently uses preloaded cards that do not allow the same flexibility as other means of cash delivery. Likewise, the possibility of adding alternatives such as an alliance with partners from the private sector (such as AirBnB) is being considered, which would allow the NS to provide short term solutions for housing needs.

Chile: CRC's branches in Arica and Antofagasta did not initially have space available to store items to be distributed as part of the operation. To address this, commercial warehouses were temporarily rented out while the branches' warehouses were adapted to provide adequate space. In the end, the situation was resolved with the support of leadership from both branches.

Ecuador: The biggest challenge in supporting shelters is ensuring their survival in the long-term. Before the COVID-19 pandemic, these locations were receiving a large number of migrants and still did not always have the resources needed to keep their doors open. Also, under current quarantine conditions, the delivery of supplies is difficult as mobility is increasingly limited and there are no door-to-door delivery services in the provinces where the shelters are located.

Uruguay: Logistical challenges in distributing shelter kits, as the branches involved did not have collection structures. Logistics management was thus centralized from the URC headquarters.



Livelihoods and Basic Needs

People targeted: 11,750 people

People reached: 3,268 people

People Targeted / Reached per Country in Livelihoods										
	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	750	2000		2000	100	4600	N/A ³²	1400	900	11750
People Reached	38	0	154	2805	0	0	N/A	0	271	3268
Outcome 2: The target population, especially in disaster and crisis affected areas, restores and strengthens its livelihoods.										
Indicators:								Target	Actual	
Number of targeted HH (disaggregated by age and gender) that have enough cash or income to meet their survival threshold.								11,750	3,268	
Output 2.1: Households are provided with unconditional/multi-purpose, or conditional cash grants to address their basic needs.										
Indicators:								Target	Actual	
Number of country level livelihoods needs assessments for migrants.								4	3	
Number of assisted HH able to meet (Survival) Minimum Expenditure Basket needs (including food items, food-related non-food items).								10,850	2,566	
Output 2.2: Vocational skills training and/or productive assets to improve income sources are provided to target population.										
Indicators:								Target	Actual	
Number of labour market surveys carried out.								2	4	
Number of people trained in livelihoods, market-based livelihoods and economic inclusion (disaggregated by age and gender).								900	511	
Number of people supported with in-kind assets, cash or vouchers for restarting economic activities (disaggregated by age and gender).								330	191	
Progress towards outcomes										
<u>Outcome 2:</u>										
3,268 households with sufficient cash or income to meet their survival threshold										
<u>Output 2.1:</u>										
3 country-level livelihoods needs assessments completed.										
1 each in Ecuador , Trinidad & Tobago and Uruguay .										
2,566 households able to meet (Survival) Minimum Expenditure Basket needs (including food items, food-related non-food items).										
	CHL		ECU		URY		Total			
	154		2141		271		2566			
Chile: CRC, at its branches in Santiago, Arica, Antofagasta and Iquique, reached a total of 154 people through the distribution of nutritional kits.										
Ecuador: Ecuadorian Red Cross (ERC) distributed a total of 1,660 nutritional kits in Guayas, Imbabura, Carchi, Sucumbíos, Santo Domingo, El Oro, Tungurahua and Pichincha provinces. Moreover, ERC has reached a total of 481 households through unconditional cash transfers. Most recently, 117 households in Guayas, Azuay and Pichincha provinces received unconditional cash transfers in March 2020.										
Uruguay: URC offers nutritional support to migrants through a daily meal service program for migrants offered Monday through Friday in Montevideo. The meal service is open to migrants who have resided in the country for up to 3 months and who meet a set of selection criteria. The activity goes far beyond nutritional support, however. Providing free meals allows migrant families to save money for other vital costs (search for employment, housing, health costs, etc.) and is an opportunity for URC to introduce other lines of intervention such as psychosocial										

³² See footnote 31.

support (PSS), protection services and restoring family links (RFL) services. The building where the meals are provided, which the Scout Movement lends to URC, also serves as a child friendly space. Moreover, the meal service gives migrants the chance to meet and support other members of the migrant community. URC has delivered a total of 6,618 meals thus far, reaching 170 migrant households.

URC has also reached a total of 101 households with multipurpose cash grants through its CVA program, distributing an amount equal to 400 USD to 61 families in Montevideo and 40 families in Santa Rosa.

Output 2.2:

4 feasibility studies (including labour market surveys) carried out.

The National Societies of **Ecuador**, **Panama**, **Peru** and **Uruguay** have carried out feasibility studies to evaluate the implementation of Cash and Voucher Assistance programs, and studies in **Argentina** and **Chile** are underway. These studies make it possible to determine with greater certainty that the modality and mechanism chosen is appropriate for the context in which they intervene. As the migration process is changing, these studies must be updated, especially in relation to market analysis. During the first quarter of 2020, reviews of the feasibility studies were carried out and recommendations for improvements and updates have been made.

511 people trained in livelihoods, market-based livelihoods and economic inclusion.

ARG	ECU	Total
38	473	511

Argentina: ARC, through its Rosario branch, provides training workshops on Argentine labour law, access to labour rights, resume writing and interviews. ARC plans to implement this activity in other branches with the available capacities, incorporating training in skills for labour insertion, trade workshops and talks on safe migration as well.

Ecuador: ERC trained a total of 473 people in Livelihoods-related themes.

191 people supported with in-kind assets, cash or vouchers for restarting economic activities.

Ecuador: ERC has reached a total of 191 households through conditional cash distributions. In November and December 2019, ERC distributed vouchers for school costs to 40 families and money to be used for start-up business costs to 66 families. In March 2020, an additional 85 families were reached with money to be used for start-up business costs.

Challenges

Strict government policies regarding cash distribution have made CVA implementation a challenge in much of the region. Moreover, reaching migrants in countries of transit, such as Ecuador or Panama, has proven difficult given that migrants rarely stay in one location for a long period of time in these contexts. As a result, progress has been made overall but remains below targeted implementation rates.

Ecuador: Implementing Livelihoods actions in line with the “do no harm” humanitarian objective. ERC cited the importance of continuing to ensure that the target population is reached by Livelihoods actions and that their needs continue to be assessed and taken into consideration.

Uruguay: Managing meal distribution on a daily basis and registering migrants for cash assistance.



Health

People targeted: 124,525 people

People reached: 108,827 people

People Targeted / Reached per Country in Livelihoods										
	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	22000	7000	20000	66500	500	525	7000	500	500	124525
People Reached	16928	82	129	69577	349	12703	8161	449	449	108827

Outcome 3: The immediate risks to the health of affected populations are reduced.

Indicators:	Target	Actual
Number of people reached with health services adapted to migrants' needs (disaggregated by age and gender).	124,525	108,827

Output 3.1: The target population is provided with rapid medical management of injuries and diseases.

Indicators:	Target	Actual
Number of basic health services adapted to migrants' needs delivered (disaggregated by type of service).	123,950	97,156

Output 3.2: Psychosocial support provided to the target population.

Indicators:	Target	Actual
Number of people reached through psychosocial support actions by type (disaggregated by age and gender).	66,200	11,671

Progress towards outcomes

Outcome 3:

108,827 people reached with Health services adapted to migrants' needs.

Output 3.1:

97,156 basic health services delivered.

ARG	BRA	ECU	PAN	PER	TTO	URY	Total
16375	82	59155	12553	8161	449	381	97156

Argentina: ARC—through its branches in Saavedra, La Plata, Rosario, Córdoba and San Rafael—provides community health sessions, vaccination campaigns in coordination with public authorities, dissemination of sexual and reproductive health materials, and health-related workshops to the migrant population. Although only two locations currently hold community health days (Córdoba and Saavedra), there are plans to expand this activity to the rest of ARC's branches involved in the operation so that they can provide more visible health services with greater impact on the target population.

Protégete y protege a otros de infecciones de vías respiratorias



Lávate las manos:



Después de usar el baño.



Después de toser o estornudar.



Después de cuidar a una persona enferma.



Antes, durante y después de preparar la comida.



Cuando las manos están visiblemente sucias.



Antes de comer.



Si estuviste en contacto con animales o sus desechos.

Health promotion material distributed by ERC in response to the COVID-19 crisis. **Source:** ERC

ARC has thus far provided 16,375 basic health services, delivering 15,000 health promotion materials, distributing 126 sexual health materials, reaching 776 people through health consultations, providing 89 HIV tests and reaching 385 people through vaccination campaigns.

Brazil: ICRC carried out two needs-assessment missions in late 2019 in the city of Manaus, which revealed important First Aid needs for migrants arriving to that city. As a result, Brazilian Red Cross (BRC) volunteers in Manaus have been implementing First Aid activities in the Migrant Reception Center (PITRIG) since 10 February 2020. Since then, a total of 82 migrants have received First Aid care from BRC volunteers.

Ecuador: ERC provides basic health services to migrants primarily in the form of first aid and pre-hospital care. Operating out of its branches in Manabí, Tungurahua, Santo Domingo, Imbabura, Carchi and Sucumbíos provinces, ERC provided 59,155 basic health services through March 2020 as part of the Regional Appeal. During the month

of March 2020, ERC held talks in temporary shelters for people on the move, specifically related to habits and care to prevent contagion with a focus on COVID-19 .

Panama: PRCS has reached 12,553 people with basic health services since the start of the operation. At the Migratory Reception Centre in La Peñita, Darien province, PRCS provides primary health care, nutritional screenings (mostly for children) and educational activities. Volunteers visit the community daily to identify children and adults in need of care. In the last 3 months, PRCS identified 10 suspected cases of child malnutrition at the site. Many of the educational activities in La Peñita are focused on breastfeeding practices and child nutrition. In response to concerns about the COVID-19 virus in the community, PRCS has held talks about hand-washing and techniques for sneezing and/or coughing to minimize respiratory infections.



A PRCS volunteer in La Peñita tests a child for malnutrition in February 2020. Source: IFRC

Peru: Peruvian Red Cross (PRC) provided a total of 8,161 health services. PRC operates out of the Bi-national Care Centre (CEBAF) at the border with Ecuador in Tumbes, where volunteers provide medical assistance 12 hours per day on a daily basis. Medical services are also provided in Lima, while community health sessions have been implemented in the cities of Tumbes, Lima, Tacna and Puerto Maldonado. The community health sessions included talks on the promotion of healthy habits as a measure of prevention of the spread of COVID-19.

Trinidad & Tobago: Trinidad & Tobago Red Cross Society (TTRCS) has reached a total of 449 people with health services provided at humanitarian assistance points.

Uruguay: URC has developed and distributed 381 health guides to the migrant community.

Output 3.2:

11,671 people reached through psychosocial support (PSS) actions.

ARG	CHL	ECU	GUY	PAN	URY	Total
553	129	10422	349	150	68	11671

Regional: The main achievements at the regional level with regards to psychosocial support include:

- Technical support to NS in planning and implementation of activities PSS
- Mapping of PSS needs and capacities of NS of the operation
- Update of guide on psychosocial support to migrant population
- Guide for NS on psychosocial intervention for migrants during the COVID-19, focus on telepsychology

Argentina: ARC provides psychosocial support services to the migrant population in the form of intervention in child-friendly spaces as well as individual and group sessions with an emphasis on emotional support and artistic expression. These group sessions are also intended to address issues that may arise due to differences in culture and customs, and to provide migrants with guidance on accessing mental health services in Argentina.

Chile: CRC provides the following PSS services: intervention in child-friendly spaces, individual and group intervention. The workshops are aimed at the migrant population and volunteers in which they address issues of psychosocial support. Before delivering kits to the population, focus groups are held with adults to address cultural issues and expression of emotions, in addition to activities with children. It has material on psychosocial support adapted to migration. In November and December, the CRC held two sessions on Basic First Aid targeting a total of 14 participants from implementing partners. In February three members from implementing partners attended a PSS group intervention.

Ecuador: ERC provides the following services in psychosocial support to the migrant population: intervention in child-friendly spaces, psychological first aid and primary intervention in mental health (kits). It has material on psychosocial support such as the guide to care and self-care for the participant, a document on the play kit and life plan methodology. It develops, together with other organizations, workshops with emphasis on emotional



CRC held a group PSS session in November 2019. **Source:** CRC

discharge. Its strategy of playful spaces for migration has kits aimed at children and the second for adolescents. Before delivering the kits, the issue of management and handling of emotions is discussed with the community. ERC registered a total of 10,422 PSS services.

Guyana: The Guyana Red Cross Society (GRCS) provides PSS services to migrants and host community members through its staff and volunteers and makes referrals to mental health services. As part of the operation, a total of 349 people in Guyana have been reached through PSS actions thus far.

Panama: At the point of attention to the migrant population located in La Peñita, Darién PRCS provides the following services in psychosocial support: brief intervention, group intervention and psychoeducation through workshops addressing issues of stress management, emotions, coping

techniques and psychological first aid. It is worth mentioning that the interventions are aimed at the migrant population and the host community, and the main group of attention is adults. The targeted population is often on the move, and thus there is a limited amount of time to work with and little opportunity to follow up with individuals. PRCS reached a total of 150 people through PSS services.

Uruguay: URC provides PSS through intervention in child-friendly spaces, workshops, group meetings and individual attention in the form of interviews and psychosocial evaluations. The workshops are formative spaces aimed at the migrant population and volunteers, in which psychosocial and cultural issues are addressed. The group meetings, on the other hand, are made up of migrant families and involve recreational activities in a space provided for listening and sharing experiences (such as the space used for the meal service mentioned in Output 2.1. URC has reached a total of 68 people through PSS services thus far, including 27 through direct intervention and 41 through group sessions / workshops.

Challenges

Argentina: Promoting counselling for HIV and sexual health, as well as managing workshops about treatments for chronic and communicable diseases.

Ecuador: Providing PSS in a migration context. The targeted population is often on the move, and thus there is a limited amount of time to work with and little opportunity to follow up with individuals.

Guyana: Most of the persons requiring the PSS services are not native English speakers. In an effort to address this issue, GRCS trained community health workers who support migrants and have the required language skills.

Panama: A lack of volunteers in the Darién region. Though PRCS has volunteers based out of Metetí and El Real in Darién, La Peñita is in a far more remote location, at least 1.5 hours away from those communities by car.

Uruguay: Generating exposure for available health services. URC suggested the possibility of developing a digitized resource guide in the form of a phone application or website. URC also cited a need to improve PSS capacities in its branches.



Water, Sanitation and Hygiene

People targeted: 362,400 people

People reached: 415,315 people³³

³³ The total number of people reached in WASH, and the target of 362,400 people reached, is largely made up of the estimate for people reached by water distributed from hydration points. This figure is an estimate based on two elements: (1) the number of people crossing through border points at

People Targeted / Reached per Country in WASH										
	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	N/A ³⁴		1000	40000	500	20000	300000	500	400	362400
People Reached	N/A	21657	1195	41240	0	39572	311341	75	235	415315

Outcome 4: Vulnerable populations have increased access to appropriate and sustainable water, sanitation and hygiene services.

Indicators:	Target	Actual
Number of people that have access to safe water and minimum conditions for basic sanitation and hygiene.	362,400	415,315

Output 4.1: The National Societies provide migrants in border areas with increased access to safe water, sanitation and promote positive behavioural changes for improved hygiene practices in target population.

Indicators:	Target	Actual
Number of hydration points, showers and bathrooms established and maintained.	40	56
Number of litres of water distributed.	3,100,000	3,433,336
Number of personal hygiene kits provided according to age and gender.	12,650	946

Progress towards outcomes

Outcome 4:

415,315 people with access to safe water and minimum conditions for basic sanitation and hygiene.

Output 4.1:

56 hydration points, showers and bathrooms established and maintained.

BRA	ECU	PAN	PER	Total
18	3	29	6	56

Brazil: ICRC installed 8 toilets at the Alcides Lima School in Pacaraima reaching 922 people (approximately 1/3 of which were Venezuelan migrants), built 5 toilets and 2 showers at a Baptist Church community centre reaching 160 people (90 of which were children), donated a solar-powered water pump and built 2 toilets in the TarauParu indigenous community reaching 750 people and constructed a well, water pump and 4 handwashing stations at the Archdiocese of Roraima in Pacaraima reaching 1,000 migrants. In total, 18 hydration points, showers and bathrooms were established and 21,657 people were reached by the operation in Brazil through WASH activities.

Ecuador: ERC installed a 2500 litre water reserve tank (in coordination with CARE Ecuador) at a shelter in Imbabura. At CEBAF Huaquillas in El Oro province, ERC installed water storage systems parallel to the CEBAF system in showers and toilets and installed portable showers.

Panama: PRCS installed a Kit 5 water purification plant in La Peñita, Darién province on the 21 August 2019. The plant, which became operational after the 12-month period covered in this report, produces 15,000 litres of water per day. The water is distributed through 3 distribution ramps, two providing water to migrants at the shelter in La Peñita and another to the local community school. PRCS also established 19 latrines and 9 handwashing stations in La Peñita.



PRCS volunteers work on the water purification facility in Darien in November 2019.
Source: PRCS

which hydration stations are located and (2) the amount of water distributed at those locations. Migration trends are difficult to predict, however, and the number of people crossing through border points in Peru exceeded original projections. As a result, current estimates for people reached by water services in Peru far exceed the original target.

³⁴ See footnote 31.

PRCS also held two hygiene promotion sessions – one on proper hand washing and another on personal hygiene – attended by 28 students from the school in La Peñita. Moreover, the elimination of sewage water has been carried out at distribution points in the migrants' settlement, where the soil is very saturated by the amount of rain that falls in the area.

Peru: PRC established 6 hydration points at CEBAF in Tumbes.

3,433,336 litres of water distributed.

CHL	ECU	PAN	PER	Total
275.5	184708	2470000	778352	3433336

Chile: CRC distributed 551 500 ml bottles of water (totalling 275.5 litres) to a total of 473 people.

Ecuador: As of the end of March 2020, ERC registered a total of 184,708 litres of water distributed.

Guyana: GRCS has procured 500 water filters, but distribution is currently on hold due to the COVID-19 crisis.

Panama: PRCS distributed 2,470,000 litres of water in La Peñita, Darien.

Peru: PRC distributed 778,352 litres of water through 6 hydration points at CEBAF in Tumbes, reaching an estimated 311,341 people. PRC also distributed reusable canteens at hydration points.

921 personal hygiene kits provided.

CHL	PAN	TTO	URY	Total
361	250	75	235	921

Chile: CRC has distributed a total of 361 hygiene kits to the migrant population, including 66 kits for children below three years, in Santiago, Iquique, Antofagasta and Arica.

Guyana: GRCS has procured 100 family hygiene kits, but distribution is on hold during the COVID-19 crisis.

Panama: PRCS delivered 250 hygiene kits to migrants during an August 2019 visit to the La Peñita community in Darién. PRCS also distributed 661 buckets and drums, along with 300 packets of PUR purifiers.

Trinidad & Tobago: In March 2020, TTRCS was called upon to support the State with the COVID-19 response by providing hand sanitizer and hygiene kits to migrants at a government operated quarantine facility. 75 persons held in quarantine benefitted (60 females/ 15 males).

Uruguay: URC has distributed 235 hygiene kits to migrants at its Montevideo and Santa Rosa branches.

Challenges

Ecuador: ERC noted the need for funding to cover expenses related to periodic maintenance of equipment and replacement of treatment filters. These expenses will be covered during the second phase of implementation as required.

Panama: PRCS expressed a need to hire a WASH specialist to work on site in Darién, where there are technical challenges in managing the water purification plant and noted a lack of staff or volunteers to help with the distribution of WASH kits / materials in the region. A RIT WASH specialist will be deployed to the region shortly to oversee this process.

Uruguay: URC described logistical challenges associated with the distribution of humanitarian aid items and found that ensuring an impact through the distribution of hygiene items is more difficult with people without housing who have limited access to spaces where they can practice personal hygiene.



Protection, Gender and Inclusion

People targeted: 14,850 people

People reached: 25,090 people

People Targeted / Reached per Country in PGI

	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	100	N/A ³⁵	10000	3000	500	500	200	50	500	14850
People Reached	50	N/A	115	189	0	20,803	4030	0	18	25090

Outcome 5: National Societies, in coordination with communities, identify the and address the distinct needs of the most vulnerable and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other infringement of their human rights.

Indicators:	Target	Actual
Number of assessments of migrants needs that incorporate PGI to identify potential beneficiaries and define different approaches to the intervention	9	5

Output 5.1: National Society interventions improve equitable access to basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
Number of NS trained in Humanitarian Norms on Gender and Diversity.	9	4
Number of areas of focus in which differential actions are planned, implemented and reported.	7	3

Output 5.2: Programmes and operations prevent and respond to sexual and gender-based violence and other forms of violence, especially against children.

Indicators:	Target	Actual
Number of child-friendly spaces operated at assistance points or mobile assistance units that integrate child protection standards.	13	20
Number of activities implemented to help prevent SGBV.	35	5

Progress towards outcomes

Outcome 5:

Key PGI achievements from the Regional Appeal in the Americas include:

- Child Protection Rapid Assessment in Colombia and Ecuador: June and July 2019.
- Rapid Assessment of Protection, Gender and Inclusion with emphasis on Gender Violence and Forced Labor in Argentina: November 2019.
- Rapid Assessment of Protection, Gender and Inclusion in Panama: La Peñita and Lajas Blancas December 2019.
- Rapid Assessment of Protection, Gender and Inclusion in Health Services and Inclusion Programs in Peru: November and December 2019.
- Rapid Assessment of Protection, Gender and Inclusion in Shelter Programs in Chile: January 2020.
- Focus Group Discussions of Protection, Gender and Inclusion in services provided for migrants in Uruguay: since January 2020-ongoing.
- Planned: Survey on migrant needs with PGI questions and Focus Group Discussions of Protection, Gender and Inclusion: postponed due to COVID-19.

All of the rapid assessments are available for reference. Nevertheless, the general and common recommendations have been:

- Incorporation of a gender and diversity analysis that feeds the programmatic actions. This requires complementary assessments or to include PGI indicators into the current surveys to be implemented.
- Elaboration of protocols for safe referrals together with mapping of protection services in the territories.
- Key actions aimed at prevention and response to gender violence.

³⁵ See footnote 31.

- Design and elaboration of material specifically oriented to protection risks (culturally adapted).
- Strengthening of CEA actions that involve protection actions especially in the chapter of Child Protection.
- Delivery of NFIs not only differentiated by sex but informed by a gender and diversity analysis that addresses the protection needs of the migrant populations. For example: dignity kits, PSS kits for children with key messages of self-care.
- Development of key messages on key protection issues such as trafficking, sexual exploitation and forced labor.

Output 5.1:

5 NS trained in Humanitarian Norms on Gender and Diversity.

Ecuador: In 2019, a training on “Protection and Assistance to Child Migrants” was held with technical staff and volunteers at a national level; also, a PGI training on humanitarian norms in gender and diversity was implemented with ERC in Quito and at a border point under a pilot implementation of the PGI toolkit. In March 2020, 3 trainings on Protection, Gender and Inclusion were held (1 for managers and project coordinators of HQ, 1 for volunteers of Zones 1 and 3, 1 for volunteers of Zones 2 and 4)

Peru: In March 2020, one PGI briefing for IFRC staff of the Lima Cluster Office was implemented and one training on Gender and Diversity for artistic partners was delivered in order to incorporate the PGI approach into their actions with migrant populations.

Argentina and Uruguay: Binational PGI Training postponed due to COVID-19.

3 areas of focus in which differential actions are planned, implemented and reported.

We are trying to implement as part of the core sector in terms of Shelter (Rent guidelines assistance), Livelihoods and basic needs (Multi-propose cash), health and PSS (teleservices). This is report in each of the areas of focus.

Output 5.2:

20 child-friendly spaces operated at assistance points or mobile assistance units that integrate child protection standards.

ARG	CHL	ECU	PAN	Total
6	3	10	1	20

Argentina: With support from IFRC, ARC is developing a PGI approach involving child and adolescent friendly spaces and the delivery of recreational kits. A total of 74 children/adolescents have been reached through the program thus far at 6 child friendly spaces.



ERC volunteers at a child-friendly space for migrants.
Source: ERC

Chile: CRC established 3 child friendly spaces in Independencia and Puente Alto branches in Santiago and in the local office of an implementing partner in Arica. They have received recreational kits. A total of 115 children have benefitted of the spaces so far.

Ecuador: ERC established 10 child-friendly spaces in Imbabura, Santo Domingo, Tungurahua, Carchi and Azuay provinces. The spaces are used for PSS services directed towards children under 16 years of age, primarily through the delivery of recreational kits.

Panama: PRCS established a child-friendly space in La Peñita during a PSS exercise in July 2019.

5 activities implemented to help prevent SGBV.³⁶

³⁶ This indicator refers to the number of activities in each NS's plan of action that specifically address SGBV.

Argentina: All the branches involved in the operation work in coordination with government authorities to identify possible cases of SGBV and refer them promptly through the [144 telephone line service](#), which provides 24-hour support for people who experience sex or gender-based violence. Thus far, 3 possible cases of human trafficking and 4 possible cases of SGBV have been identified and referred through the proper channels.

Uruguay: URC implemented awareness raising spaces with volunteers, designed to critically assess how the National Society works with migrants, through the lens of gender, diversity and inclusion. URC also distributed materials with information about available resources to the migrant community.

Challenges

Argentina: ARC experienced challenges planning and accounting for activities designed to address specific vulnerabilities related to gender and diversity. Though certain branches have established referral mechanisms with the state for cases of gender-based violence, there are challenges in recording the number of people reached by these services.



Migration

People targeted: 119,700 people

People reached: 272,485 people

People Targeted / Reached per Country in Migration

	ARG	BRA	CHL	ECU	GUY	PAN	PER	TTO	URU	TOTAL
People Targeted	1500	2000	500	100000	500	900	10000	300	4000	119700
People Reached	1372	109239	0	153908	0	170	6000	19	4446	272485

Outcome 6: The migrant population receives comprehensive assistance and protection according to the stage of their migratory journey through the National Societies' branch network.

Indicators:	Target	Actual
Number of services for migrants offered at integrated assistance points or mobile assistance units (by type of service).	104,400	272,485
Output 6.1: Assistance and protection services are provided and promoted to migrants and their families through collaboration with local and national authorities, as well as in collaboration with other relevant organizations.		
Indicators:	Target	Actual
Number of national referral systems established.	4	3
Number of cases referred to other stakeholders.	No target	TBD ³⁷
Output 6.2: Comprehensive care points in receiving areas and host communities are established through the branch network.		
Indicators:	Target	Actual
Number of assistance points and mobile assistance units for the migrant population staffed by volunteers during the action.	49	38
Number of services delivered to re-establish and maintain contact with family members.	106,000	146,526
Output 6.3: The target population receives services for the digitalization and protection of their documents and information.		
Indicators:	Target	Actual
Number of services provided for the digitalization and protection of people's documents and information.	501	TBD ³⁸

³⁷ Lack of NS capacity makes monitoring this indicator difficult. At the moment, there is not a means of tracking referrals in most countries.

³⁸ Lack of NS capacity makes monitoring this indicator difficult. At the moment, there is not a means of tracking data protection services provided in most countries.

Output 6.4: Migrants, transit and host communities access key information and are engaged in decision making processes that contribute to reducing their vulnerability and foster social inclusion.

Indicators:	Target	Actual
Number of people reached by information materials and information activities.	63,600	123,402
Number of interactions with affected population through digital channels for information provision and feedback collection. ³⁹	No target	142
Number of feedback surveys received.	1,500	2,415
Number of perception survey activities conducted with host communities to assess sentiment towards the migrant population.	6	3
# of activities implemented to help prevent or mitigate discrimination and xenophobia	25	15

Progress towards outcomes

Outcome 6:

272,485 services for migrants offered at integrated assistance points or mobile assistance units.

Output 6.1:

3 national referral systems established.

Argentina: ARC coordinates with the Argentine government to refer possible cases of SGBV and human trafficking (see Output 5.2).

Guyana: A migrant referral point was established at GRCS headquarters in Georgetown.

Uruguay: The Uruguayan Red Cross has developed a mapping of support services for different basic needs and as a result elaborated the Guidance “Resources for persons in migration processes” which includes health (physical and psychologic), legal, protection *and recreational services*.

Output 6.2:

38 assistance points and mobile assistance units for the migrant population staffed by volunteers during the action.

ARG	BRA	CHL	ECU	PAN	Total
18	6	2	11	1	38

Argentina: ARC has established 18 assistance points through its branches in Buenos Aires, La Plata, Santa Fé, Córdoba, Mendoza, Misiones and Jujuy. In addition, the ARC acquired two mobile humanitarian units to provide different services to vulnerable migrants, including legal and documentation advice, RCF services, and child protection services.

Brazil: ICRC, the implementing partner for the operation in Brazil, has established 6 total assistance points. The project currently operates out of two migrant attention centres in Boa Vista and one in Pacaraima, both in the northern state of Roraima and ICRC has installed three reception centres in Manaus.

Chile: The CRC provided 2 assistance points in Independencia and Pañalolen municipalities, in one case thanks to the referral of an implementing partner.

Ecuador: ERC established 11 assistance points, 7 of which are dedicated to RFL activities.

Panama: PRCS installed an assistance point in La Peñita, Darién province.

146,526 services delivered to re-establish and maintain contact with family members.

³⁹ Lack of NS capacity makes monitoring this indicator difficult. At the moment, there is not a means of tracking visits to Virtual Volunteer in most countries.

ARG	BRA	ECU	PAN	URY	Total
814	109239	35352	145	976	146526

Argentina: ARC has registered 814 RFL services since the start of the operation.

Brazil: In December 2019, ICRC began offering RFL services with funding from the Regional Appeal at migrant attention centres in Boa Vista and Pacaraima. A total of 109,239 RFL services were registered through March 2020.

Ecuador: ERC registered a total of 35,352 RFL services, according to the National Society's dashboard for the operation. This included 23,480 phone calls, 3,562 devices charged, and 8,310 people connected to Wi-Fi. The northern border points (Carchi and Sucumbíos) are the main points of land entry into Ecuador. Migrants use RFL services at these points to tell their relatives about their current location and/or their wellbeing, and to inform their companions of any issues encountered before or during their arrival in Ecuador. When approaching the southern border with Peru, migrants use RFL services in order to communicate with those who will receive them in their country of destination or to request financial support from friends or family members.

Panama: PRCS provided 145 RFL services in La Peñita.

Uruguay: URC has delivered 976 RCF services in total since the launch of the Appeal. Based on data collected between December 2018 and August 2019, 90 percent of the people receiving RCF services from URC were between 18 and 39 years of age, while the remaining 10 percent were between 40 and 70 years old. Of the migrants receiving RCF services in Uruguay, 47.3 percent were Venezuelan, 48.6 percent were Cuban, and 4.1 percent were from Argentina, Brazil or Colombia. Approximately 76 percent of connectivity services (phone calls, Wi-Fi, battery charging) were provided to males and 24 percent were provided to female migrants. Ninety-three percent of connectivity services were made to maintain contact with their families, while 7 percent were used to restore contact with their families. An estimated 12 percent of the calls made were unsuccessful.

Output 6.4:

123,402 people reached by information materials and information activities.

ARG	ECU	PER	Total
558	116844	6000	123402

Argentina: ARC provides consultancy on settlement procedures and aids migrants with the use of RADEX, a digital platform provided by Argentina's Ministry of the Interior that facilitates with obtaining identity documents and permanent residence status. ARC seeks to expand its RADEX services to achieve a greater impact on the target community. A total of 558 people have been reached with information activities in Argentina thus far.

Brazil: ICRC has developed and printed 70,000 leaflets containing a map of Boa Vista with key messages and services available to migrants. The leaflets have yet to be distributed due to the COVID-19 outbreak, but distribution will begin as soon as the Ministry of Health permits it.

Chile: In February the CRC piloted an evaluation to assess the needs of the migrants in Arica. The evaluation could not be completed due to the COVID-19 outbreak. CRC adjusted its communication strategy in response to the COVID 19 context and prepared key messages for migrant caregivers and children. 600 guides will be printed in the following weeks.



Information material developed by TTRCS to be distributed to migrants in Trinidad & Tobago. **Source:** TTRCS



A leaflet designed and printed by ICRC to be distributed to migrants in Brazil. **Source:** ICRC

Ecuador: ERC, as part of its Population Movement Communication Plan, has developed a series of activities aimed at reaching out to both migrants and host communities. So far, 6,800 [leaflets](#) have been produced and ERC plans to distribute a total of 40,000 in the 11 provinces where the Red Cross offers services for migrants. ERC also developed 9 informational videos, covering topics related to health and self-care, to be distributed in social networks.⁴⁰ Thus far has reached approximately 116,844 people with information services.

Peru: PRC distributed 6,000 protection messages along the migration route in Peru (especially in northern Peru).

Trinidad & Tobago: TTRCS designed and printed a number of informational materials (8) (Red Cross programmes, health, protection and safety, marketing for RFL services etc.) all of which have been translated to Spanish.

142 interactions with the affected population through digital channels for information provision and feedback collection.⁴¹

Peru: With technical support from IFRC, PRC established a [Whatsapp line](#) in March 2020 to enable remote assistance for migrants impacted by the COVID-19 crisis. A total of 142 interactions were registered through the platform as of 31 March 2020.

2,415 feedback surveys received.

PAN	ECU	PER	Total
25	1712	678	2415

Panama: PRCS surveyed 25 people about services provided during an August visit in La Peñita.

Ecuador: ERC received 1,712 surveys from the migrant population.

Peru: In order to improve the services provided, especially in the medical sessions, satisfaction surveys are carried out with migrants, as well as with PRC volunteers and personnel. PRC has surveyed a total of 678.

15 activities implemented to help prevent or mitigate discrimination and xenophobia.

Ecuador: In an effort to address concerns about xenophobia / discrimination towards migrants in host communities, ERC placed advertisements on public buses in 5 cities: Quito, Guayaquil, Manta, Esmeraldas and Santo Domingo de los Tsáchilas. The advertisements will run for 6 months.

⁴⁰ ERC's informational videos can be found using the following links: [1](#); [2](#); [3](#); [4](#); [5](#); [6](#); [7](#); [8](#); [9](#).

⁴¹ This indicator measures the number of times a digital platform (such as Whatsapp, Virtual Volunteer, etc.) is used to access information.



Examples of ERC messages on public buses. The messages are intended to reduce stigma against migrants. **Source:** ERC

ERC is also broadcasting a nationwide advertisement on national radio (JC Radio). The advertisement, which addresses xenophobia, will run 8 times per day for 5 months. In addition to these ad campaigns, the Red Cross in Ecuador developed a theater piece entitled "La Mochila Que Más Pesa" that tells the story of two Ecuadorians who were forced to migrate to other countries in search of a better future. The play has been presented in Ambato, Quito, Machala, Portoviejo, Ibarra, Santo Domingo, Guayaquil and Cuenca. During the month of September there will be a revised performance in the city of Ibarra.⁴² Finally, ERC designed and developed a hopscotch game to be used with children at the border points in Rumichaca and Huaquillas. Material for the game was also sent to Carchi and a canvas to Sucumbíos.

Challenges

Ecuador: Negative perception of migrants amongst the Ecuadorian public. There have been instances of violence in Ecuador that have increased levels of discrimination and xenophobia in general.

Panama: Limited human resources. PRCS cited the need for more volunteer / staff support for the operation in order to implement RFL activities not only in La Peñita but also eventually in Los Planes.

Uruguay: Capacity building and finding volunteers interested in migration-related activities.



Strengthen National Societies

Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform.

Indicators:	Target	Actual
Number of volunteers directly involved in the operation.	2,315	1,345

Output S1.1.4: National Societies have effective and motivated volunteers that are protected.

Indicators:	Target	Actual
Number of volunteers that receive training on their role and the risks faced	745	760
Number of volunteers that receive psychosocial support.	1,925	189
Number of new volunteers.	165	147

Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place.

Indicators:	Target	Actual
Number of migration response protocols and procedures established.	5	3

Progress towards outcomes

⁴² Media coverage regarding "La Mochila Que Más Pesa" can be found [here](#), [here](#), and [here](#).

Outcome S1.1:

1,345 volunteers directly involved in the operation.

See the table below for details:

National Society	Number of Volunteers Directly Involved
Argentine Red Cross	95
Chilean Red Cross	169
Ecuadorian Red Cross	766
Guyana Red Cross Society	40
Panama Red Cross Society	20
Peruvian Red Cross	70
Trinidad & Tobago Red Cross Society	30
Uruguayan Red Cross	155
Total	1,345

Output S1.1.4:

760 volunteers received training on their role and the risks faced.

See the table below for a detailed breakdown of the trainings performed by each National Society:

National Society	Type of Training	Number of Volunteers Trained
Argentine Red Cross	PSS	50
	Migration	16
	ENI Workshop	24
	Subtotal	90
Chilean Red Cross	PSS	106
	Migration	31
	RFL	17
	IM	15
	Subtotal	169
Ecuadorian Red Cross	Financial education and business management, Cash transfer	46
	Subtotal	46
Guyana Red Cross Society	PSS	14
	Subtotal	14
Panama Red Cross Society	PSS, RFL, Protection	113
	Subtotal	113
Peruvian Red Cross	PSS, First Aid	70
	Protection	30
	SGBV	30
	Subtotal	130
Trinidad & Tobago Red Cross Society	Migration, CEA, RFL	30
	Subtotal	30
	Migration	20
	Cash transfer	16

Uruguayan Red Cross	PSS and basic health	25
	RFL	57
	Humanitarian Aid Distribution	30
	ENI Workshop	20
	Subtotal	168
	Total	760

Argentina: ARC plans to carry out a recruitment campaign to strengthen the branches involved in the Appeal.

Chile: From 7 October to 27 February the CRCh held a training on information management 15 volunteers (representing the Santiago, Puente Alto, San Miguel, Villa Alemana, Valparaiso, and Arica branches) were in attendance. Seven training sessions on PSS were held targeting a total of 106 volunteers (representing volunteers from Arica, Antofagasta, Calama, Puente Alto and Independencia, Valparaiso branches). A total of 29 volunteers were trained on migration (representing the Puente Alto and Arica branches). 29 volunteers were trained on migration (representing Puente Alto y Arica branches). 17 volunteers were training on RCF from the Puente Alto branch. In addition, in 2019 a CRC staff member and a volunteer from Valparaiso branch attended a TOT on migration in Lima, Perú. In March 2020 a CRC staff member attended a course on CBI in Panama City, Panama. Both courses were organised by IFRC. Finally CRC trained 15 volunteers (from Puente alto y La Cisterna branches) to implement a project to give virtual PPSS in the context of the COVID-19.

Guyana: From 23 to 25 January 2020, GRCS implemented a workshop in PSS for GRCS volunteers and community health workers. A total of 14 volunteers were trained.

Ecuador: ERC—in coordination with the private company CRISFE and the German Red Cross—implemented a workshop on financial education and business management for 24 volunteers from the Morona Santiago, Cañar, Chimborazo, Tungurahua, Pichincha, Imbabura, Carchi, Guayas, Manabí, Esmeraldas, Santo Domingo and Bolivar branches. Before implementing a cash transfer program, ERC also trained 22 volunteers from Pichincha and Ibarra provinces in cash distribution.

Trinidad & Tobago: TTRCS conducted a national stakeholder meeting to mark the official launch of the project on 26 September 2019 with a total of 40 participants from 21 organizations (both Government and Non-Governmental entities working on migration). TTRCS also held workshops for volunteers in the areas of Migration, Community Engagement and Accountability, Team Building, Restoring Family Links in the last quarter of 2019. Approximately 30 persons were trained from north and south branches – Tobago outstanding.

Uruguay: URC held a national training workshop on working with migrants, which included basic training for three members per branch. 20 volunteers (representing the Montevideo, Santa Rosa, Rivera, Artigas, Cerro Largo and Colonia branches) were in attendance. Moreover, URC trained 16 volunteers in CVA, 32 volunteers from the Montevideo and Santa Rosa branches in PSS and basic health, and 57 volunteers in RFL.

147 volunteers received psychosocial support.

Panama: PRCS provided PSS to a total of 118 volunteers.

Uruguay: URC provided PSS to a total of 29 volunteers

Output S1.1.6:

3 migration response protocols and procedures established.

Argentina: ARC drafted a Migration Manual (including a Border Assistance Manual and an Urban Centre Assistance Manual) and is developing a longer-term strategy for Migration.

Chile: In 2019 the CRC created a manual on migration for volunteers with the objective to provide general knowledge on migrants' rights in Chile. Furthermore, the CRC is in the process of developing a long-term migration strategy.

Peru: PRC developed a National Human Mobility Plan, a guiding document for the development of RC/RC Movement migration-oriented projects in Peru. The plan delineates gaps in services and activities in which it is

possible to intervene according to the capacities of the National Society. It also outlines internal strengthening needs (managerial and voluntary). Similarly, the new strategic plan for the National Society incorporates the component of migration and social inclusion of migrant communities. Together with the National Plan for Human Mobility, PRC's strategic plan aims to ensure that projects currently implemented in Peru are sustainable in the medium to long term.

Trinidad & Tobago: TTRCS drafted a working migration policy document in September 2019 which must be updated and reviewed with the NS Board.



International Disaster Response

Outcome S2.1: Effective and coordinated national and international disaster response is ensured.

Indicators:	Target	Actual
Number of Regional Intervention Team (RIT) and IFRC staff mobilized to provide support.	13	13

Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained.

Indicators:	Target	Actual
Number of missions to support NS and/or CCST.	70	78

Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards.

Indicators:	Target	Actual
Number of new kits created for migration purposes and strategies for regional sourcing.	5	5

Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced.

Indicators:	Target	Actual
Number of coordination meetings carried out within the Movement and with key external stakeholders.	12	8
Number of reports on the participation of the humanitarian network and key partners.	12	8

Progress towards outcomes

Outcome S2.1

13 RIT and IFRC staff mobilized to provide support.

See the table below for details:

Surge Deployments: Americas Region Migration Appeal (09/2018 – 03/2020)

Deployment Type	National Society	Deployed To	Intervention Area	Deployment Date
FACT	Spanish RC	Panama (ARO)	CEA	17/06/2018
FACT	Canadian RC	Panama (ARO)	PMER	02/2019
FACT	British RC	Panama (ARO)	IM	02/2019
RIT	Mexico RC	Peru (CCST)	IM	04/2019
RIT	Brazilian RC	Panama (ARO)	IM	05/2019
RIT	Ecuadorian RC	Chile	General	05/2019
IFRC	IFRC CCST Central America	Chile	General	07/2019
RIT	Honduras RC	Panama	WASH	10/2019
Internship	N/A	Panama	CEA	08/2019
RIT	Mexican RC	Panama	General	01/2020
RIT	Colombian RC	Panama	PSS	01/2020
RIT	IFRC ARO	Ecuador	Finance	03/2020
RIT	IFRC ARO	Southern Cone	IM	03/2020

Output S2.1.1:

78 missions to support NSs and/or CCSTs.

See the table below for a detailed breakdown of IFRC staff missions in support of the operation:

	Argentina	Brazil	Chile	Ecuador	Guyana	Panama	Peru	Trinidad & Tobago	Uruguay	Other	Subtotal
Coord and Head of CCST	2	4	8	5	1	10	4	1	5	1	23
Migration	2		1	2		5	2	2	2	1	12
CEA				1		1	2	1		3	7
IM	2		3			3	2	1	2		7
PMER		1	1		1	1	1	2	1		8
Programme			2	1							2
PGI	1		2	2		1	3		2	3	13
Livelihoods	1		1	1		2	1		2		2
PSS			2			1			1		4
										Total	78

Output S2.1.4:

5 new kits created for migration purposes.

New kits have been developed at both the Regional and National levels. See the tables in the [annex](#) for a detailed description of the items included in the new kits developed as part of the operation.

Output S2.1.6:

8 coordination meetings carried out within the Movement and with key external stakeholders.

The coordination meetings carried out included:

- The Inter-American Conference in Buenos Aires (Inter-American Conference) in May 2019
 - Prior to the Inter-American Conference, a high-level meeting in conversation format was held to address the "Challenges and Commitments of the Red Cross Movement to Migration in the Americas" in the face of the regional context and current humanitarian challenges. Government representatives of the National Societies of the Americas, the President and Vice-President of the International Federation and its Secretary General, International Committee of the Red Cross,

representatives of Participating National Societies, representatives of Social Movements and representatives of the migrant population were in attendance.⁴³

- The Appeal Revision process with Movement Partners in April 2019
 - Focal points from the National Societies included in the appeal met with IFRC staff and representatives from Partner National Societies in Panama to work on a revision of the operation in April 2019. The revision extended the operation until February 2020 and included changes to the budget and planned activities of each National Society.
- A January 2019 meeting with Partner National Societies.
- Argentina Red Cross launched a Press Meeting in which the National Society shared information about the National Strategy and Communication campaign for migration with local journalists.

Members of the Migration Cell also participated in the 2019 Annual Meeting of the IFRC Global Migration Task Force in Bogota, Colombia from 11-13 September 2019. Though the meeting took place after the reporting period for this report, much of the planning for the event took place in the year after the launch of the Appeal. The global meeting was hosted by Colombian Red Cross and included more than 50 participants, with representatives from 20 National Societies, the IFRC and the ICRC. The discussions included an analysis and reflection on global and regional trends, a marketplace showcasing new National Society initiatives on migration and displacement, reflections on the strengths and strategic direction of the IFRC Migration Task Force and an analysis of the achievements to date in implementing the IFRC Global Migration Strategy. On the final day of the meeting, external partners from the Government of Colombia, UNHCR and other agencies joined the discussions centred on the strategic and operational approach of National Red Cross Societies from the Americas in addressing the humanitarian needs of migrants. Also, a marketplace of NSs involved in the operation showed the activities and lessons learned as part of the operation.

We have been coordinating field visits with several key partners such as DFID, ECHO, PRM and AECID in different countries so that they can visualize our operations on the field.



Influence others as leading strategic partner

Outcome S3.1: The IFRC secretariat, together with National Societies, uses its unique position to influence decisions at the local, national and international levels that affect the most vulnerable.

Output S3.1.1: The IFRC and the National Societies are visible, trusted and effective advocate on humanitarian issues.

Indicators:	Target	Actual
Number of newsletters, press releases and reports produced.	100	61

Output S3.1.2: The IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:	Target	Actual
Number of monitoring and evaluation reports produced.	8	0
Number of research lessons learned materials and evaluations produced.	1	Planned

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Indicators:	Target	Actual
Number of coordination spaces to exchange information to ensure optimal coordination in resource mobilization.	24	3

Output S3.2.1: Resource generation and related accountability models are developed and improved.

Indicators:	Target	Actual
Number of partnerships built with key actors from the migration response.	10	4
Number of proposals developed and presented to potential donors.	20	21

Progress towards outcomes

⁴³ An IFRC newsletter with more information about the Inter-American Conference can be found [here](#).

Output S3.1.1

61 newsletters, press releases and reports produced.

Social networking: (01.10 -31.03)

Twitter: 18 posts in Spanish, 8 posts in English 26 tweets from other SN or referring to the topic.

Migration content for Voices of the Americas and the Caribbean:

- October edition:
 - Peru: Cuerda Firme presentation video.
 - Peru: Empathy exercise (stories)
 - Peru: Days of solidarity
 - Ecuador: figures and testimony.
- December Edition:
 - Colombia: A day at La Hormiga
 - Peru: Cuerda Firme: transforming lives through art.
 - Panama: grateful to be alive.

Development of the following audio-visual products:

- Mini documentary "Andrés and Liz"- the follow-up to two Cuerda Firme students.
- 3 testimonials from Cuerda Firme participants.
- Video of the culmination of the Cuerda Firme Program.
- Video Somos Comunidad, using community cinema for social inclusion.
- Video Sin Fronteras, raising awareness through dance.
- Attention Post in Tumbes, Peru.

Output S3.1.2

Monitoring and evaluation reports produced.

A monitoring and evaluation (M&E) plan⁴⁴ has been developed for this operation in Spanish and English. This M&E plan provides a common framework for National Societies and the IFRC on indicators, definitions, data collection methods, frequency and responsible persons at different levels. The M&E plan was shared with National Societies during revision process in March to obtain feedback and adjust it as needed. The national-level Plans of Actions then follow the macro-structure laid out in the M&E Plan. Once the national Plans of Action are completed, the M&E plan will be updated to include the consolidated targets at country and regional levels. The M&E plan also specifies the evaluation process for this operation. A final evaluation is planned and aligned with the IFRC's Framework for Evaluation. Contingent upon funds, the evaluation will be tailored to the complexity of the operation (migration response, eight countries, and distinctive capacities and scope of activities per National Society).

To aid in the monitoring process for the operation, PMER and IM staff from the Migration Cell created a system of tables to track implementation in each National Society included in the operation. The tables include the activities from each country's plan of action, and are updated on a regular basis in order to keep the [regional dashboard](#) for the operation up to date. To date, information in the dashboard and in updates have been used in place of monitoring and evaluation reports.

Research lessons learned materials and evaluations produced.

Lessons learned activities will be carried out as the operation ends, to complement the evaluation process.

Outcome S3.2

3 coordination spaces to exchange information to ensure optimal coordination in resource mobilization.

⁴⁴ Available upon request.

The Partnerships and Resource Mobilization (PRD) department has organized two international teleconference calls with National Societies across the globe and the ICRC to discuss joint resource mobilization efforts for this response. Other coordination spaces have been organized in relation to specific funding applications. Additionally, several one-to-one meetings with members of the Movement took place to exchange information and coordinate donations to this operation, as well as other resource mobilization activities. Two donor meetings have taken place.

The Secretariat at the global, regional and local levels, undertook a series of resources mobilization activities including:

1. Engagement with donors and partners from different funding sources to present the details of the operation and possibilities of collaborations
2. Development and presentation of proposals and funding applications
3. Development and use of fundraising marketing materials including a fundraising toolkit
4. Organization of a “Donor Advisory Group” field visit in January in Colombia including representatives from governments and Partner National Societies to discuss and explain the regional humanitarian needs related to the population movement in the region.
5. Regular meetings with partners and donors to provide an update on the operation

The Inter-American Conference in Buenos Aires also served as a vital coordination space for resource mobilization, as several Partner National Societies involved with the Appeal were in attendance. See Output 2.1.6 for more information about the Inter-American Conference.

Output S3.2.1

21 proposals developed and presented to potential donors.

The IFRC, on behalf of National Societies, has presented 21 proposals to several partners and donors. Other donors and partners have kindly donated to the appeal based on the published EA document.

Effective, Credible and Accountable IFRC

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability.

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders.

Indicators:	Target	Actual
Number of financial reports published.	5	4

Progress towards outcomes

Output S4.1.3:

4 financial reports published.

As per the IFRC’s reporting guidelines for emergency operations, the IFRC will publish on its website financial reports with all its operations updates and final report for this emergency.

An ARO finance officer provided guidance to National Societies when developing their revised budgets and for financial reporting guidelines in March 2019 to ensure good reporting and accountability standards.

D. BUDGET

Click [here](#) to access the financial report.

Click here for:

- [Emergency Appeal and other documents related to this Appeal.](#)

Contact information

For further information, specifically related to this operation please contact:

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Emergency Appeal

OPERATION UPDATE 3 FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/6-2020/03	Operation	MDR42004
Budget Timeframe	2018-2020	Budget	APPROVED

Prepared on 24 Apr 2020

All figures are in Swiss Francs (CHF)

MDR42004 - Americas - Population Movement

Operating Timeframe: 03 Jun 2018 to 31 Dec 2020; appeal launch date: 06 Sep 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	440,000
AOF2 - Shelter	550,000
AOF3 - Livelihoods and basic needs	1,440,000
AOF4 - Health	2,180,000
AOF5 - Water, sanitation and hygiene	750,000
AOF6 - Protection, Gender & Inclusion	650,000
AOF7 - Migration	2,270,000
SFI1 - Strengthen National Societies	2,140,000
SFI2 - Effective international disaster management	1,720,000
SFI3 - Influence others as leading strategic partners	360,000
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	12,500,000
Donor Response* as per 24 Apr 2020	7,875,668
Appeal Coverage	63.01%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	254,014	167,784	86,231
AOF3 - Livelihoods and basic needs	474,302	334,686	139,616
AOF4 - Health	1,006,166	351,874	654,292
AOF5 - Water, sanitation and hygiene	346,837	153,054	193,783
AOF6 - Protection, Gender & Inclusion	270,391	68,151	202,239
AOF7 - Migration	1,113,908	759,498	354,410
SFI1 - Strengthen National Societies	1,508,931	931,548	577,382
SFI2 - Effective international disaster management	2,285,071	2,011,544	273,527
SFI3 - Influence others as leading strategic partners	66,324	28,522	37,802
SFI4 - Ensure a strong IFRC	0	3,094	-3,094
Grand Total	7,325,944	4,809,756	2,516,188

III. Operating Movement & Closing Balance per 2020/03

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	6,527,133
Expenditure	-4,809,756
Closing Balance	1,717,377
Deferred Income	1,061,740
Funds Available	2,779,118

IV. DREF Loan

* not included in Donor Response	Loan :	741,590	Reimbursed :	741,590	Outstanding :	0
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Emergency Appeal

OPERATION UPDATE 3 FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/6-2020/03	Operation	MDR42004
Budget Timeframe	2018-2020	Budget	APPROVED

Prepared on 24 Apr 2020

All figures are in Swiss Francs (CHF)

MDR42004 - Americas - Population Movement

Operating Timeframe: 03 Jun 2018 to 31 Dec 2020; appeal launch date: 06 Sep 2018

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	199,915				199,915		
British Red Cross	254,519				254,519		
British Red Cross (from British Government*)	2,423,964				2,423,964		
China Red Cross, Hong Kong branch	25,403				25,403		
European Commission - DG ECHO	1,285,892				1,285,892		
Italian Red Cross	75,415		149,769		225,184		
Japanese Red Cross Society	88,843				88,843		
On Line donations	1,698				1,698		
Red Cross of Monaco	34,336				34,336		
Spanish Government	264,670				264,670	17,421	
The Canadian Red Cross Society (from Canadian Gov	255,267				255,267		
The Netherlands Red Cross (from Netherlands Govern	1,021,682				1,021,682		
UNHCR - UN Refugee Agency	190,191				190,191	190,405	
UNICEF - United Nations Children's Fund	55,885				55,885	196,775	
United States Government - PRM	199,684				199,684	657,139	
Total Contributions and Other Income	6,377,364	0	149,769	0	6,527,133	1,061,740	
Total Income and Deferred Income					6,527,133	1,061,740	

Annex

Men's personal hygiene kit	
Description	Quantity
Razor	1
Toothpaste X 50 ml + adult toothbrush	1
Bath Soap X 250 g	1
Toilet paper X Roll	1
Hand towels 70X40 cm	1
deodorant in roll on X 50 ml	1
Shampoo in X envelope 10 ml	5
Small comb	1
Cloth fabric with Red Cross logo and phrase: "DONATION - FORBIDDEN TO SELL"	1

Women's personal hygiene kit	
Description	Quantity
Shaver	1
Toothpaste X 50 g + adult toothbrush	1
Bath Soap X 250 g	1
Toilet paper X Roll	1
Hand towels 70X40 cm	1
Sanitary towels X 10 units	1
Deodorant in roll on X 50 ml	1
Shampoo in X envelope 10 ml	5
Small comb	1
Cloth fabric with Red Cross logo and phrase: "DONATION - FORBIDDEN TO SELL"	1

Children's personal hygiene kit	
Description	Quantity
Toothpaste X 75 g + children's toothbrush	1
Bath Soap X 250 g	1
Wet Wipes X 50 units	1
Hand towels 70X40 cm	1
10 oz children's assorted colours plastic cup	1
Shampoo X 10 ml	5
Cloth fabric with Red Cross logo and phrase: "DONATION - FORBIDDEN TO SELL"	1

Babies' personal hygiene kit

Description	Quantity
Diaper cream No. 4 X 20 g	1
Baby bath soap X 250 g	1
Cloth diaper 70X50 cm X 2 units	1
Baby Wipes X 50 units	1
Disposable diaper stage No. 2 X 5 units	1
Shampoo X 100 ml	1
Cloth fabric with Red Cross logo and phrase: "DONATION FORBIDDEN TO SELL"	1

Personal hygiene promotion kit	
Description	Quantity
Hand washing information	1
Antibacterial gel 30 ml	1