

AMERICAS

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	218
RCMs distributed	162
Phone calls facilitated between family members	771,998
Tracing cases closed positively (subject located or fate established)	467
People reunited with their families	6
<i>of whom unaccompanied minors/separated children</i>	6
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	118
Detainees in places of detention visited	198,689
<i>of whom visited and monitored individually</i>	1,266
Visits carried out	290
Restoring family links	
RCMs collected	799
RCMs distributed	333
Phone calls made to families to inform them of the whereabouts of a detained relative	18

EXPENDITURE IN KCHF	
Protection	44,430
Assistance	41,178
Prevention	23,105
Cooperation with National Societies	7,182
General	1,641
Total	117,536
<i>Of which: Overheads</i>	<i>7,137</i>

IMPLEMENTATION RATE	
Expenditure/yearly budget	97%
PERSONNEL	
Mobile staff	190
Resident staff (daily workers not included)	862

ASSISTANCE		2019 Targets (up to)	Achieved
CIVILIANS			
Economic security			
Food consumption	Beneficiaries	59,460	79,608
Food production	Beneficiaries	2,000	4,453
Income support	Beneficiaries	4,900	22,842
Living conditions	Beneficiaries	56,080	69,865
Capacity-building	Beneficiaries	7,000	
Water and habitat			
Water and habitat activities	Beneficiaries	861,230	959,657
Health			
Health centres supported	Structures	10	24
PEOPLE DEPRIVED OF THEIR FREEDOM			
Economic security			
Living conditions	Beneficiaries		7,312
Water and habitat			
Water and habitat activities	Beneficiaries	23,010	23,713
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	30	35
Physical rehabilitation			
Projects supported	Projects	25	29
Water and habitat			
Water and habitat activities	Beds (capacity)	5,000	5,109

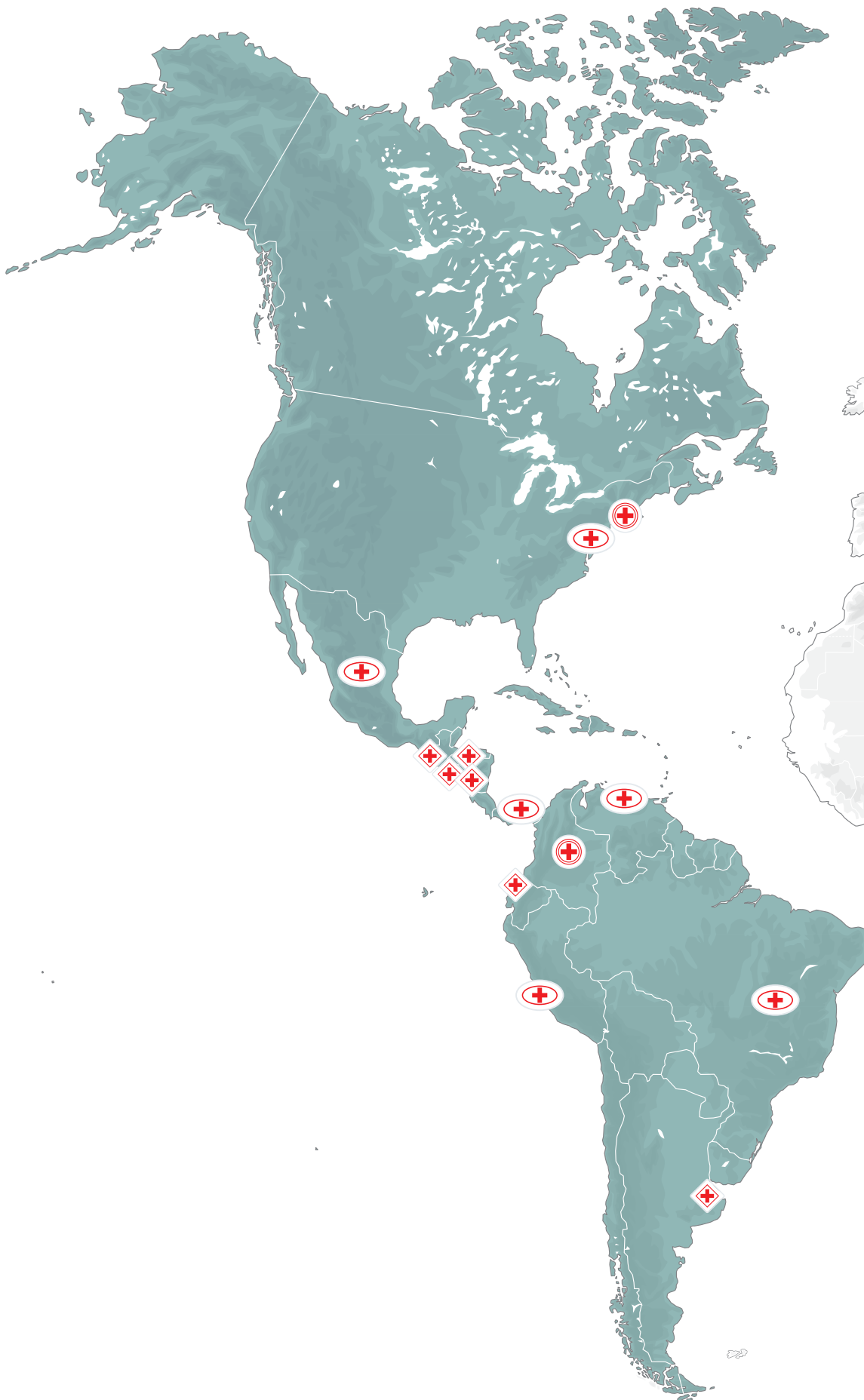
DELEGATIONS

- Brasilia (regional)
- Caracas (regional)
- Colombia
- Lima (regional)
- Mexico City (regional)
- New York
- Panama City (regional)
- Washington (regional)

 ICRC delegation

 ICRC regional delegation

 ICRC mission



BRASILIA (regional)

COVERING: Argentina, Brazil, Chile, Paraguay, Uruguay

The ICRC has been present in the region since 1975. It responds to the needs of people affected by violence in Brazil and elsewhere in the region, and those of vulnerable migrants. It works with the region’s National Societies, supporting them in developing their capacities. It helps the authorities identify human remains to enable them to provide families with information on missing relatives, and visits detainees to monitor their treatment and living conditions. The ICRC promotes the integration of international human rights law into national legislation and the doctrine, training and operations of military and police forces.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action **HIGH**

KEY RESULTS/CONSTRAINTS IN 2019

- The ICRC discussed the concerns of violence-affected people, including migrants, with Brazilian authorities and armed or security forces, to support their efforts to protect and assist these people, in line with applicable laws.
- Municipal authorities in Brazil implemented measures to ensure the safety of people providing and receiving basic services in violence-prone areas. In Fortaleza, Ceará State, ICRC-trained government staff gave their colleagues psychosocial care.
- Migrants from the Bolivarian Republic of Venezuela in the region used the Movement’s family-links services to contact relatives. In Brazil, the ICRC was able to make clean water and sanitation available to some of them.
- The ICRC continued to seek the authorities’ permission to visit detainees in Fortaleza, Brazil. In Paraguay, female detainees, who had completed a weaving course through an ICRC project, were certified as national artisans.
- Chilean Red Cross teams adopted measures, with the ICRC’s financial and technical support, to reduce their safety risks while providing first aid and psychosocial care to people wounded during protests.

EXPENDITURE IN KCHF

Protection	3,804
Assistance	2,051
Prevention	2,661
Cooperation with National Societies	815
General	55
Total	9,386
<i>Of which: Overheads</i>	<i>573</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	94%
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PERSONNEL

Mobile staff	12
Resident staff (daily workers not included)	80



⊕ ICRC regional delegation ⊕ ICRC sub-delegation ◆ ICRC mission + ICRC office/presence

PROTECTION CIVILIANS

	Total
Restoring family links	
RCMs collected	20
RCMs distributed	13
Phone calls facilitated between family members	281,857
Tracing cases closed positively (subject located or fate established)	39
People reunited with their families	4
<i>of whom unaccompanied minors/separated children</i>	<i>4</i>
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	10
Detainees in places of detention visited	11,373
<i>of whom visited and monitored individually</i>	<i>43</i>
Visits carried out	15
Restoring family links	
RCMs collected	1
RCMs distributed	1

ASSISTANCE CIVILIANS

	2019 Targets (up to)	Achieved
Water and habitat		
Water and habitat activities	Beneficiaries	2,500 / 3,175
PEOPLE DEPRIVED OF THEIR FREEDOM		
Economic security		
Living conditions	Beneficiaries	50

CONTEXT

Migrants from the Bolivarian Republic of Venezuela (hereafter Venezuela; see *Caracas*) poured into Roraima State, Brazil, and stayed there. Under a Brazilian government programme, thousands of migrants were resettled elsewhere in Brazil. During their journey, migrants lost contact with their relatives, had difficulty obtaining basic services, and suffered abuse of various kinds. Unaccompanied children, especially, continued to be at risk of abuse. Despite the authorities' various efforts, resources in Roraima were overstretched. Other Venezuelans moved on to Argentina, Chile and Uruguay.

In January and September, armed groups carried out attacks on private and public facilities around Ceará State, Brazil; government troops were sent in to quell the violence in January. In Rio de Janeiro and other towns and cities, armed groups fought each other and security forces personnel. Protests over political or socio-economic issues took place in Brazil, Chile and Paraguay; some – the October protests in Chile, for instance – turned violent. Communal tensions persisted in southern Chile. All these incidents reportedly led to arrests.

In July, riots broke out at certain prisons in Paraguay.

The armed violence mentioned above disrupted basic services and traumatized people, in addition to causing injuries and deaths, displacing people and/or dispersing families.

Natural disasters dispersed families as well.

Families in the region continued to wait for news of relatives missing in connection with past conflict or military rule, or more recent circumstances. In March, the Brazilian government passed a law aimed at improving the process of searching for missing people.

ICRC ACTION AND RESULTS

The ICRC's regional delegation in Brasilia helped the authorities and armed or security forces in Brazil to protect people affected by armed violence, and to facilitate their access to essential services and humanitarian aid, in accordance with applicable laws. It monitored the concerns of vulnerable people – such as Venezuelan migrants including refugees – and discussed them, whenever possible, with the Brazilian authorities and others. Municipal authorities reinforced the implementation of ICRC-supported measures to reduce safety risks for people providing or obtaining basic services in violence-prone areas.

The ICRC continued to monitor the humanitarian situation in northern Paraguay.

Members of families dispersed by migration, natural disasters, protests or other circumstances in Argentina, Brazil, Chile and Uruguay reconnected through the Movement's family-links services. In Roraima, the ICRC expanded these services for Venezuelan migrants and renovated water and sanitation facilities for them. It arranged a family visit for an ex-detainee from the US detention facility at the Guantanamo Bay Naval Station in Cuba who had been resettled in Uruguay.

The ICRC continued to support the Brazilian authorities in clarifying the fate of people reportedly missing in connection with past military rule or more recent circumstances, and in responding to the needs of the families concerned. Missing people's families participated in ICRC initiatives to broaden awareness of their needs. The ICRC conducted capacity-building workshops for professionals involved in managing human remains.

People who visited the graves containing the recently identified remains of their relatives buried in the Falkland Islands/Islas Malvinas¹ (hereafter Falklands/Malvinas) were accompanied by the ICRC. The process of exhuming and identifying these remains was mandated by the governments of Argentina and the United Kingdom of Great Britain and Northern Ireland in 2016.

The ICRC visited detainees in Chile and Paraguay, in accordance with its standard procedures, and communicated its findings and recommendations confidentially to the authorities. As planned, it informed the detainees of the conclusion of its prison visits and, in Paraguay, its support for family visits as well. It began transforming a livelihood project for female detainees at one prison in Paraguay into a social enterprise, to ensure its sustainability; some who had completed a weaving course were certified as national artisans. The ICRC continued to seek the Brazilian authorities' permission to visit detainees in Fortaleza, Ceará State. Penitentiary authorities in the region developed their capacities in prison management and design at ICRC workshops.

In Brazil, Chile and Paraguay, military or police officials assigned to violence-prone areas continued to receive ICRC support for integrating international policing standards and pertinent international norms more fully in their training and doctrine. The ICRC guided members of national IHL committees and other government officials in all five countries covered in advancing domestic IHL implementation. The government of Paraguay ratified the headquarters agreement with the ICRC; afterwards, the ICRC converted its mission in Asunción into a presence. The ICRC's public-communication initiatives and events helped to broaden support for its neutral, impartial and independent humanitarian action, and for Movement initiatives, among authorities and influential members of civil society.

National Societies received support from the International Federation and the ICRC for developing their emergency response capacities. Chilean Red Cross teams adopted safety measures while providing first aid and psychosocial care to people wounded during protests. However, various internal constraints made it difficult for some National Societies to strengthen their organizational capacities.

1. The designations employed in this document do not imply official endorsement or the expression of any opinion whatsoever on the part of the ICRC concerning the legal status of any territory, or concerning the delimitation of its frontiers or boundaries. Whenever a disputed territory is given different names by the parties concerned, the ICRC uses those names together, in alphabetical order.

CIVILIANS

Authorities and State weapon bearers work to protect vulnerable people

The ICRC worked with the Brazilian authorities and armed or security forces, notably in the states of Ceará, Rio de Janeiro and Roraima, on ensuring respect for the rights of people affected by armed violence and facilitating their access to essential services and humanitarian aid, in accordance with applicable laws. It monitored the concerns of violence-affected people, including refugees and other Venezuelan migrants in Roraima. Where possible, it discussed these concerns with the authorities, armed or security forces, and others, and reminded them to uphold the principle of *non-refoulement*, and to address the specific needs of unaccompanied migrant children and IDPs.

Police officers in Fortaleza, Ceará State, aided by ICRC expertise, worked on measures to ensure the safety of health and educational facilities; those in Rio de Janeiro could not get started on such measures, owing to administrative constraints. In Brazil, Chile and Paraguay, military or police officials assigned to violence-prone areas continued to brief their personnel on international law enforcement standards (see *Actors of influence*), with the ICRC's help. The ICRC shared a report on the availability of psychosocial services for police officers with authorities in Brazil, Chile and Paraguay. It continued to monitor the humanitarian consequences of armed violence in northern Paraguay.

Violence-affected people in Brazil, including migrants, learnt about the humanitarian services available to them and the Movement's activities, through ICRC dissemination sessions and informational materials in digital and printed form.

In Brazil, providers of basic services in violence-prone areas reduce their safety risks

Municipal authorities in Brazil, with technical support and training from the ICRC, bolstered the implementation of measures to ensure the safety of people providing or receiving health care, education and other basic services in violence-prone areas. They sought to gather support for expanding and institutionalizing these efforts, at meetings with state and federal authorities organized by the ICRC. Thousands of people providing basic services were trained in risk reduction and stress management: for instance, in Fortaleza, 59 personnel from the education, health, social-assistance and youth secretariats provided basic psychosocial support to their colleagues.

As part of the measures mentioned above, municipal authorities and their partner institutions implemented protocols for managing crises and maintained a system for recording data on incidents of violence. They began using a digital platform, developed by the ICRC, to facilitate the collection and analysis of such data and improve coordination among themselves. Through this platform, the ICRC sought to help the authorities assess the impact of violence on public-service delivery and make use of this information in developing public policy accordingly. Municipal educational officials, universities and the ICRC undertook projects to evaluate the accessibility of health care and education in Fortaleza and Rio de Janeiro, respectively.

Migrants reconnect with their families and gain access to clean water

Members of families, particularly in Brazil, Argentina and Uruguay, who had been dispersed by migration, natural disasters, protests or other circumstances, reconnected through the Movement's family-links services. National Society personnel from the region strengthened their family-links and emergency response capacities at various workshops, including one in Argentina organized by the Argentine Red Cross and the ICRC.

The ICRC expanded its provision of family-links services for Venezuelan migrants in Roraima: they made over 200,000 calls including by accessing the internet, and charged their mobile devices at family-links posts set up in migrant reception centres, a bus station and other places. At their request, the ICRC reunited four unaccompanied children with their families. Several more children reunited with their families on their own or were reunited by the Brazilian authorities, who were aided by the ICRC's tracing services. A total of 39 tracing cases were resolved. A few migrants obtained identification documents to regularize their status in Brazil, thanks to the ICRC. The ICRC gave families of several dead migrants cash to help them cover repatriation and funeral expenses in Venezuela (see *Caracas*).

In Roraima, roughly 3,000 people – most of them Venezuelan migrants – also had access to clean water and sanitation after the ICRC made renovations at health facilities and community centres. These renovations included additional projects carried out by the ICRC to assist people affected by violence along Brazil's border with Venezuela (see *Caracas*); thus, more people than envisioned, benefited from them.

The ICRC monitored the situation of people formerly held at the Guantanamo Bay detention facility and resettled in Uruguay; it arranged a family visit for one former detainee.

Missing people's families in Brazil draw attention to their plight

The federal authorities and state officials in Ceará and São Paulo continued to search for people reportedly missing in connection with past military rule or more recent circumstances, and to respond to the needs of the families concerned. Their working groups in charge of evaluating and implementing standard procedures for the search process, which included the management of human remains, benefited from the ICRC's expertise. Nine government officials attended workshops abroad (see *Balkans* and *Paris*), where they learnt more about search mechanisms and supporting missing people's families, with ICRC financial support.

The ICRC guided associations of missing people's families in their engagement with the authorities. The ICRC, working through an accompaniment programme, checked on missing people's families and gave them psychosocial support either directly or by training local health workers. Missing people's families also took part in an ICRC-organized round-table discussion on their needs. It drew attention to their plight through workshops with local service providers, public-communication initiatives, exhibits and other events. It also helped them follow up the cases of their missing relatives.

Forensic professionals and others involved in managing human remains developed their capacities at ICRC workshops. Cemetery personnel, assisted by the ICRC, began working on standard procedures for handling unidentified remains.

People who visited the graves containing the recently identified remains of their relatives buried in the Falklands/Malvinas were accompanied by the ICRC. Although the ICRC-supported humanitarian forensic project ended in 2018, exhumed remains continued to be identified in 2019; eight more sets of remains were identified, bringing the total number since 2017 to 115.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC concludes its prison visits in Chile and Paraguay

The ICRC visited detainees in Chile and Paraguay in accordance with its standard procedures and assessed their treatment and living conditions. It monitored 43 people individually, including alleged members of armed groups and people held in connection with land-tenure or political issues in Paraguay. Findings and recommendations from these visits were communicated confidentially to the authorities. The ICRC also told these detainees that, as planned, it would be concluding its prison visits and, in Paraguay, its support for family visits as well.

In the last year of its family-visits programme in Paraguay, the ICRC enabled 29 detainees to be visited by their families.

In Brazil, the ICRC continued to seek permission from the state authorities to begin visiting detainees in Fortaleza. At meetings with penitentiary and judicial authorities and others, the ICRC endeavoured to reach a fuller understanding of Fortaleza's penitentiary system and to explain the objectives of its prison visits and its standard procedures for them. In Roraima, after discussions with the penitentiary authorities, the ICRC was able to provide one migrant in juvenile detention with ad hoc family-links services.

Penitentiary authorities from the five countries covered developed their capacities, and shared experiences in prison management and design with their peers at workshops organized by the ICRC in the wider region (see *Colombia* and *Lima*).

In Paraguay, several female detainees are certified as national artisans

Female detainees at the Buen Pastor prison in Paraguay continued to benefit from an ICRC-supported livelihood project to ease their social reintegration after their release. The ICRC continued to encourage the authorities to take over the project, and began transforming it into a social enterprise to ensure its sustainability. It gave dozens of detainees reference materials and tools for making handicrafts. Notably, 29 detainees completed a training course in artisanal weaving techniques; afterwards, nine of them were certified as national artisans.

ACTORS OF INFLUENCE

State weapon bearers strengthen their grasp of applicable norms

The armed or security forces in Brazil, Chile and Paraguay were given expert guidance, training and material support by the ICRC for integrating international law enforcement

standards and applicable norms more fully into their training, doctrine and operations (see *Civilians*). The national police force – the *carabineros* – in Chile, and the national police in Paraguay continued to train their personnel and human-rights instructors in international policing standards. Guided by the ICRC, they also reviewed or developed reference materials on the use of force in public-order operations, including during crises. In Brazil, the ICRC lent its expertise in IHL to a course for future peacekeepers.

Senior officers from the armed or security forces strengthened their grasp of IHL and/or other applicable norms with ICRC support. Police officials from Brazil and Paraguay participated in a conference in Guatemala (see *Mexico City*) on migration-related issues in law enforcement. Brazilian military officials attended advanced courses or workshops on IHL (see, for example, *International law and policy*).

Authorities work towards implementing IHL

At regional platforms (see *Washington*) or through discussions with the ICRC, the authorities in the five countries covered, representatives of regional organizations, and influential members of civil society learnt more about the ICRC's neutral, impartial and independent humanitarian action, and about the Movement's activities in the region. Diplomats from 12 countries, and representatives of international organizations, attended a meeting in Brasilia on the ICRC's work in Brazil.

Members of national IHL committees and other government officials, with technical support from the ICRC, worked on implementing IHL-related treaties and legislation in their respective countries. Legal advisers from four countries discussed IHL implementation at an ICRC-supported round table in Buenos Aires, Argentina. In Argentina and Brazil, government officials and the ICRC discussed draft legislation on the emblems protected under IHL, and in Brazil, legislation on missing people and implementation of the Rome Statute as well.

The government of Paraguay ratified the headquarters agreement with the ICRC, which formalized the organization's presence and status in the country.

Journalists and universities broaden public awareness of IHL and humanitarian issues

Universities, particularly in Brazil and Argentina, continued to join the ICRC in broadening awareness of IHL and drew on its expertise for incorporating IHL in its curriculum. Students from Argentina and Brazil learnt about the application of IHL in different contexts at a regional contest in Buenos Aires organized by the "IHL observatory" of the University of Buenos Aires and the ICRC. Sponsored by the ICRC, one university professor attended an advanced IHL seminar for academics abroad. The "IHL observatory" published newsletters that featured IHL-related topics. Diplomats in training from four countries attended an IHL conference hosted by the ICRC in Buenos Aires.

Exhibits and other events organized by the ICRC, and its public-communication initiatives, kept journalists and other members of civil society up to date on the situation of migrants

and missing people's families and on the ICRC's activities for them. In Brazil, journalists participated in an annual competition on humanitarian reporting organized by the ICRC. The results of the ICRC's forensic work in the Falklands/Malvinas continued to receive broad media coverage.

RED CROSS AND RED CRESCENT MOVEMENT

The ICRC provided the National Societies in the countries covered with training, and technical and financial assistance to strengthen their ability to tackle the needs arising from violence (see *Civilians*). However, various internal constraints – particularly for the Brazilian, Chilean and Paraguayan National Societies – made it difficult for them to bolster their organizational capacities and assume certain responsibilities, such as taking the lead in restoring family links.

The Argentine Red Cross continued to provide first-aid training for hundreds of people living in violence-prone areas. With the ICRC's help, it held train-the-trainer sessions in first aid for staff and volunteers from other National Societies in the region. The ICRC assisted National Society personnel in the region in understanding more fully the importance of working in accordance with the Safer Access Framework. With ICRC financial and technical assistance, the Chilean Red Cross adopted safety measures for teams providing first aid and/or psychosocial care for people injured during protests in Chile; it also received support for improving its public-communication efforts.

Movement components coordinated their emergency activities for migrants and other vulnerable people.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	20			
RCMs distributed	13			
Phone calls facilitated between family members	281,857			
Reunifications, transfers and repatriations				
People reunited with their families	4			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	194	61	43	12
<i>including people for whom tracing requests were registered by another delegation</i>	1			
Tracing cases closed positively (subject located or fate established)	39			
Tracing cases still being handled at the end of the reporting period (people)	220	54	40	14
<i>including people for whom tracing requests were registered by another delegation</i>	1			
Unaccompanied minors (UAMs)/separated children (SC), including demobilized child soldiers		Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society	88	38		
UAMs/SC reunited with their families by the ICRC/National Society	4	2		
UAM/SC cases still being handled by the ICRC/National Society at the end of the reporting period	73	29		
Documents				
People to whom official documents were delivered across borders/front lines	2			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	10			
Detainees in places of detention visited	11,373	726		
Visits carried out	15			
		Women	Girls	Boys
Detainees visited and monitored individually	43	4		
RCMs and other means of family contact				
RCMs collected	1			
RCMs distributed	1			
Detainees visited by their relatives with ICRC/National Society support	29			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Water and habitat				
Water and habitat activities	Beneficiaries	3,175	953	953
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	50	50	

CARACAS (regional)

COVERING: Bolivarian Republic of Venezuela, Trinidad and Tobago, Aruba, Bonaire, Curaçao

The ICRC has been active in Venezuela since 1966; it established a regional delegation in Caracas in 1971. It helps people living in violence-prone areas in the Bolivarian Republic of Venezuela, including those along the borders with Brazil and Colombia. It responds to the needs of people in transit in the region. It visits people held in Venezuela and engages the pertinent authorities in Trinidad and Tobago, and Aruba and Curaçao, in dialogue on issues linked to immigration detention. It reinforces National Society capacities and supports the integration of IHL and international human rights law in military and police procedures, respectively.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- Thirty-three Venezuelan hospitals were given medical supplies, equipment and/or staff support by the ICRC. The ICRC conducted courses in wound surgery and emergency-room trauma management for Venezuelan health workers.
- The Venezuelan Red Cross and the ICRC carried out various projects in Venezuelan communities affected by malaria outbreaks to mitigate public-health risks and broaden access to appropriate treatment.
- People in transit used family-links services – made available at 18 sites set up by the Venezuelan Red Cross and the ICRC along the migration route in Venezuela – to restore or maintain contact with their families.
- Nine Venezuelan prisons became accessible to the ICRC, which also visited detained migrants in Aruba, Curaçao and Trinidad and Tobago. Venezuelan prison officials learnt about international standards for detention from the ICRC.
- Violence-affected people learnt first aid and methods of self-protection from the Venezuelan Red Cross and the ICRC.
- Throughout the Bolivarian Republic of Venezuela, ICRC training sessions and workshops helped military and police personnel strengthen their grasp of IHL and/or international standards for the use of force.

EXPENDITURE IN KCHF

Protection	5,571
Assistance	14,361
Prevention	2,088
Cooperation with National Societies	1,738
General	32
Total	23,790
<i>Of which: Overheads</i>	<i>1,415</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	96%
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PERSONNEL

Mobile staff	34
Resident staff (daily workers not included)	104



The boundaries, names and designations used in this report do not imply official endorsement nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	103
RCMs distributed	93
Phone calls facilitated between family members	9,883
Tracing cases closed positively (subject located or fate established)	65
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	12
Detainees in places of detention visited	8,791
<i>of whom visited and monitored individually</i>	263
Visits carried out	54
Restoring family links	
RCMs collected	370
RCMs distributed	71
Phone calls made to families to inform them of the whereabouts of a detained relative	2

ASSISTANCE	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Income support	Beneficiaries	13
Living conditions	Beneficiaries	600
Water and habitat		
Water and habitat activities	Beneficiaries	525,500
		544,681
Health		
Health centres supported	Structures	8
		12
PEOPLE DEPRIVED OF THEIR FREEDOM		
Economic security		
Living conditions	Beneficiaries	7,250
Water and habitat		
Water and habitat activities	Beneficiaries	5,000
		5,250
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	28
		33
Water and habitat		
Water and habitat activities	Beds (capacity)	5,000
		4,844

CONTEXT

In the Bolivarian Republic of Venezuela (hereafter Venezuela), violent protests arising from political tensions led to arrests, injuries and deaths. The socio-economic situation continued to be precarious. There were shortages of medicines and other essential goods, and power outages throughout the country. Health facilities struggled to cope with the lack of supplies, maintenance and qualified personnel. There was no abatement in the armed violence and crime in cities and border areas.

Many Venezuelans left for neighbouring countries, such as Brazil and Colombia, or for nearby Caribbean islands in search of better economic opportunities and safety. People in transit had little or no access to basic services and risked falling out of contact with their families; when they arrived in other countries, some of them were detained and/or deported. Vulnerable relatives of people who had left Venezuela – young mothers, their children and elderly people – were often without the means to sustain themselves.

ICRC ACTION AND RESULTS

With the help of the pertinent National Societies and their branches in the region, and in line with the Fundamental Principles and the Safer Access Framework, the ICRC bolstered its response to the needs of people affected by violence and/or in transit. It launched a budget extension appeal in April in this regard (see also *Colombia*). The ICRC continued to provide support for the Venezuelan Red Cross to build its capacities in emergency preparedness and response, restoring family links, and broadening acceptance for the Movement's activities. Close coordination among Movement partners in the region helped ensure effective implementation of projects.

The ICRC increased its material and infrastructural support, and stepped up training, for first responders – including Venezuelan Red Cross staff and medical professionals – to expand their emergency response capacities. People living in or passing through areas vulnerable to violence and/or disease obtained suitable care at ICRC-supported facilities, from ICRC-trained community members, or during activities organized by the ICRC. These facilities included primary-health-care centres, malaria diagnosis and treatment centres, and mobile clinics. More hospitals than in previous years were given wound-surgery kits and other supplies. The ICRC organized workshops on wound surgery and emergency-room trauma management for personnel at public and military hospitals. The ICRC also sponsored some public-health professionals to go abroad for a course on health emergencies in large populations. In coordination with the authorities, the ICRC began projects to restore water systems that were damaged or out of service and renovate other critical public infrastructure in urban areas.

With the ICRC's assistance, the Venezuelan Red Cross set up or maintained sites at bus terminals along the migration route; the Movement's tracing and other family-links services were provided at these spots. The ICRC provided ad hoc financial assistance for vulnerable migrants, such as unaccompanied or

separated minors stranded at bus terminals. It continued to help National Societies in the region strengthen their capacities in restoring family links.

In Venezuela, the ICRC supported or carried out projects to help vulnerable people build their resilience to the consequences of violence. Together with the Venezuelan Red Cross, it instructed teachers, NGO staff and community members in protecting themselves against violence; with local partners, it provided vocational training to some vulnerable young people.

After several years without access, the ICRC was finally permitted to visit detainees at several places of detention in Venezuela. It also visited immigration detention centres in Aruba, Curaçao and Trinidad and Tobago. It monitored detainees' treatment and living conditions, and communicated its findings and recommendations for improvement, confidentially to the pertinent authorities. Venezuelan prison staff learnt about international standards for detention at ICRC workshops. The ICRC provided support for the clinics at selected prisons in Venezuela, which helped improve health care for detainees there.

The ICRC continued to promote respect for international policing standards and IHL in Venezuela. Venezuelan military officials and instructors attended ICRC training sessions and workshops on IHL in Venezuela and elsewhere.

CIVILIANS

The ICRC stepped up its response to the needs created by the ongoing situation in Venezuela, after securing the authorities' approval; to this end, it launched a budget extension appeal¹ (see also *Colombia*) in April. It opened sub-delegations in: Puerto Ordaz and San Cristobal, increasing its presence in Venezuelan provinces bordering Brazil and Colombia, respectively; and in Caracas, reinforcing its capacity to operate in the most disadvantaged areas in the capital. Whenever possible, it worked with Movement partners in the region and emphasized among them the importance of abiding by the Movement's Fundamental Principles.

The ICRC fosters acceptance for humanitarian action and respect for applicable law

The ICRC sought to expand its dialogue with the pertinent authorities and other stakeholders, through high-level meetings, round tables and other means, to foster acceptance for its principled humanitarian action and discuss topics of common concern (e.g. protection for violence-affected people and people in transit, and for the unaccompanied minors or separated children among them). Military and police officers, including instructors, attended ICRC training sessions on international standards for the use of force; at these sessions, they were also reminded of basic principles of IHL. The ICRC provided ad hoc financial assistance – for instance, coverage of transport or medical expenses – for eight people with particular needs.

1. For more details on the budget extension appeal, see [https://xnet.ext.icrc.org/applic/extranet/rexdonors.nsf/0/F677979C969B263BC12583DF002401A3/\\$File/BEA_VenezuelaColombia_Final.pdf](https://xnet.ext.icrc.org/applic/extranet/rexdonors.nsf/0/F677979C969B263BC12583DF002401A3/$File/BEA_VenezuelaColombia_Final.pdf)

The ICRC distributed leaflets and other informational materials – together with the Venezuelan Red Cross and the International Federation – and conducted workshops on safe practices and the humanitarian services available to them in communities affected by high levels of violence or migration. Teachers, NGO staff and others working or living in areas prone to armed violence learnt safe practices and first aid, and how to instruct others in these matters, at workshops conducted by the Venezuelan Red Cross and the ICRC (see *Wounded and sick*). The ICRC expanded the scope of this activity to cover more areas. Some 67 young people affected by armed violence in urban areas completed vocational training, such as in bakery and hairdressing, conducted by the ICRC with local partners; this aimed to help expand their professional opportunities.

Vulnerable people in Venezuela have access to basic health care

People living in or passing through areas vulnerable to violence and/or disease obtained suitable care at ICRC-supported facilities, from ICRC-trained community members or during activities organized by the ICRC. People in critical condition were referred by the ICRC to secondary facilities. Nine primary-health-care centres were given medical supplies and other material support and/or expert guidance; three mobile health units were deployed to provide services in Caracas, Petare and Zulia. In Bolivar State, five malaria diagnosis and treatment centres and 14 mobile facilities for treating malaria were reinforced or opened. Cleaning materials were also distributed to the supported centres to help with disease control. The ICRC helped the authorities respond to malaria outbreaks in El Callao municipality: it provided logistical and material support to health ministry specialists for conducting an entomological study on malaria; and distributed 50,000 mosquito nets to the communities affected. The ICRC also helped build community members' capacities to respond adequately: 150 people were trained to promote good health practices, to help prevent the spread of malaria; 50 were instructed in administering rapid diagnostic tests and treatment; 20 were given microscopes and training in malaria microscopy; and 38 medical staff, including personnel from ICRC-supported mobile facilities, were trained to manage malaria cases.

Key public infrastructure and services in Venezuela are reinforced

In coordination with the authorities, the ICRC began projects to restore water systems that were damaged or out of service and renovate other critical public infrastructure in urban areas. It completed the restoration of water mains in Bolivar, benefiting about 515,000 people. It also renovated sanitation facilities at a bus terminal in Táchira that served 30,000 people daily; logistical challenges prevented the ICRC from implementing its plan to build a back-up water-storage system to help ensure uninterrupted functioning of these newly renovated facilities, so it trucked in water instead.

People in transit, and their vulnerable families who had stayed in Venezuela, obtained essential commodities and services from ICRC-supported facilities. Canteens were given cooking utensils and cleaning materials for preparing meals in sanitary conditions for about 3,400 people. Shelters housing some 30 children were provided with essential household items.

People in transit and other vulnerable people reconnect with their families

People in transit and their relatives, and people affected by power outages, availed themselves of connectivity services (e.g. phone calls, charging stations, internet access) at 18 sites and several mobile kiosks set up by the Venezuelan Red Cross and the ICRC at bus terminals and other commonly frequented places in Venezuela. These sites also provided first aid and resting areas. Information on safe practices while traveling was widely disseminated, including through a national communication campaign by the National Society and the ICRC. The ICRC helped to deliver personal identification documents, for administrative purposes, to seven Venezuelans who had settled abroad. Movement family-links services were also made available in Aruba, Bonaire, Curaçao, and Trinidad and Tobago. The ICRC registered unaccompanied children, with a view to reuniting them with their families.

People in Venezuela, Trinidad and Tobago, and Curaçao lodged requests to trace missing relatives. The fate and whereabouts of 65 people were ascertained and relayed to their families, through the concerted efforts of Movement components. Training, and material and technical support, from the ICRC enabled the Venezuelan Red Cross – and National Society branches in some Caribbean islands – to strengthen their capacity to provide family-links services. In Curaçao, the ICRC organized a regional workshop on migration and the restoration of family links for National Societies in the Caribbean.

Venezuelan forensic services are strengthened

At ICRC training sessions, more than 250 forensic professionals, including from the National Service of Medicine and Forensic Sciences, learnt about best practices in the management and identification of human remains, and the provision of assistance to families affected; they were also given supplies and equipment. Sponsored by the ICRC, officials from the national civil protection agency and National Society staff attended a regional workshop on the management of human remains after disasters. Following power outages, the ICRC helped morgues to continue functioning. It donated body bags, protective gear and other emergency supplies, and repaired their equipment (e.g. refrigeration units and X-ray machines).

The ICRC financially supported five families in Venezuela to cover the costs of transferring and burying their relatives' remains.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees receive ICRC visits and contact their families

The ICRC continued to explain its detention-related activities to the Venezuelan authorities; this led to its being given permission to visit nine places of detention under the authority of the defence and penitentiary affairs ministries. It also had access to three immigration detention centres in Aruba, Curaçao, and Trinidad and Tobago. The ICRC visited these places in accordance with its standard procedures and monitored detainees' treatment and living conditions. Findings and recommendations for improvement were communicated confidentially to the pertinent authorities. It discussed a number of issues with them, such as ensuring respect for migrants' rights and judicial guarantees, and meeting internationally recognized standards for detention.

Detainees reconnected with their relatives using the ICRC's family-links services (e.g. RCMs, phone calls and family visits). The ICRC helped foreign detainees in Venezuela notify their consular representatives of their detention. Financial assistance from the ICRC enabled families to visit some 160 detained relatives in Venezuela. The ICRC paid for the funerals of detainees who had passed: eleven families were helped in this way.

Authorities are supported in improving detention conditions

About 520 Venezuelan prison guards attended ICRC training sessions where they learnt about international rules for the treatment of detainees. At a workshop organized by the Venezuelan Red Cross, prison officials learnt about international standards for the use of force in detention. The ICRC sponsored some senior government officials to participate in a regional seminar on prison infrastructure.

The ICRC helped the Venezuelan authorities to improve detainees' living conditions and access to health services. ICRC health staff visited and/or provided consultations at seven places of detention; clinics at five of these facilities were given medicines and supplies. During a disease outbreak at two of the prisons, about 4,800 detainees were medically screened, diagnosed and, when necessary, treated; detainees were given medicines for deworming and multivitamin tablets. The ICRC also distributed hygiene kits, mattresses, mats and other items to 7,250 detainees and 600 prison personnel. Ad hoc support to repair and maintain key infrastructure in prisons benefited 5,050 detainees, while the distribution of water-purification tablets and other disinfection materials benefited 200 detainees.

WOUNDED AND SICK

People injured during emergencies obtain urgent treatment

In Venezuela, the ICRC continued to expand its efforts to help ensure good-quality care amid shortages of supplies and staff in the country. First responders supported and/or trained by the ICRC provided emergency care for several thousands of injured or wounded people. The ICRC trained over 300 first responders in first aid and gave them medical kits and stretchers. It also supported the Venezuelan Red Cross, disaster-management authorities and others providing emergency medical services; they were given equipment and donations of medical supplies. The ICRC repaired 15 ambulances belonging to the Venezuelan Red Cross. Critical cases were referred to secondary facilities.

The ICRC made roughly one hundred donations of medicines, supplies and equipment to 33 hospitals struggling to cope with shortages of supplies and influxes of patients during emergencies. ICRC staff, including emergency teams and a biomedical engineer, provided direct assistance at four of these hospitals.

Health services strengthen their capacities

Health professionals from public hospitals expanded their capacities in emergency care through courses organized or supported by the ICRC. About 950 medical professionals

advanced their skills in emergency-room trauma care and some 130 others in wound surgery, at ICRC training sessions. Aided by the ICRC, the Central University of Venezuela worked to incorporate emergency-room trauma care in its curriculum for medical students. Ten health professionals, sponsored by the ICRC, went abroad for a course in responding to large-scale disasters.

Eighteen hospital facilities (3,075 beds) were given tools and spare parts for maintaining or repairing electricity, water and sanitation systems; electrical generators to ensure a reliable supply of power were donated to eight others (1,769 beds).

Whenever possible, the ICRC drew attention to the issue of violence against medical personnel and facilities, and to the rights and duties of health authorities and personnel.

ACTORS OF INFLUENCE

The ICRC discussed its humanitarian activities with senior officials in Venezuela, Aruba, Curaçao, and Trinidad and Tobago. This aimed to broaden support for its work in the region and enable it to expand its activities.

Venezuelan police and military personnel learn about international policing standards and IHL

ICRC workshops enabled weapon bearers in Venezuela to strengthen their grasp of international norms applicable to their work. Around 2,600 military and police officers attended courses in IHL and international standards for the use of force during law enforcement operations; some of these courses were organized jointly by the Venezuelan armed forces and the ICRC. Subsequently, these officers conducted similar courses for personnel in the field. The Bolivarian Military University, with ICRC technical support, worked towards integrating IHL and other applicable law in their curricula.

The ICRC continued to give the national IHL committee in Venezuela expert advice for drafting a plan of action; a member of the committee attended a training session on IHL organized by the ICRC and the foreign ministry. The ICRC engaged the National Constituent Assembly in dialogue to gather support for its activities.

Venezuelan civil society familiarizes itself with the Fundamental Principles

The ICRC and the Venezuelan Red Cross expanded their public communication – through online and print materials – to broaden awareness among members of civil society and the general public of the Movement's Fundamental Principles and its humanitarian activities. The ICRC used the same means to inform people in transit – and others affected by the situation in Venezuela – of ICRC activities in their behalf. National Society staff and volunteers throughout the region were trained to explain or describe the Movement's neutral, impartial and independent humanitarian approach accurately in all their public communication.

RED CROSS AND RED CRESCENT MOVEMENT

The ICRC and other Movement partners continued to provide the pertinent National Societies in the region with financial, material and technical support to improve their organizational set-up and strengthen their capacity to respond to emergencies, the consequences of violence, and the needs of people in transit and detained migrants (see *Civilians, People deprived of their freedom and Wounded and sick*). As in the past, ICRC support for the Venezuelan Red Cross included workshops to draft guidelines for safety and security, and material aid to its relief departments.

Around 400 Venezuelan Red Cross staff were trained in operational risk management at ICRC workshops. Generators, emergency food stocks, vehicles, telecommunication

equipment and other items were donated to the Venezuelan Red Cross. ICRC training helped National Society staff and volunteers – including in Caribbean islands – to develop their capacities in restoring family links (see *Civilians*) and explaining the Movement's activities to the general public (see *Actors of influence*).

Movement partners throughout the region shared experiences and explored possibilities for cooperation during meetings and peer-to-peer sessions facilitated by the ICRC. Partnership agreements between the ICRC, the Venezuelan Red Cross and the International Federation, on dealing with the consequences of violence and responding to emergencies, were adapted in step with developments in the crisis.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	103	3		
RCMs distributed	93	5		
Phone calls facilitated between family members	9,883			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	168	63	15	29
<i>including people for whom tracing requests were registered by another delegation</i>	59			
Tracing cases closed positively (subject located or fate established)	65			
<i>including people for whom tracing requests were registered by another delegation</i>	26			
Tracing cases still being handled at the end of the reporting period (people)	120	45	9	15
<i>including people for whom tracing requests were registered by another delegation</i>	41			
Unaccompanied minors (UAMs)/separated children (SC), including de-mobilized child soldiers		Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society	4	1		
Documents				
People to whom official documents were delivered across borders/front lines	7			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	12			
Detainees in places of detention visited	8,791	1,510		
Visits carried out	54			
		Women	Girls	Boys
Detainees visited and monitored individually	263	39		
<i>of whom newly registered</i>	253	38		
RCMs and other means of family contact				
RCMs collected	370			
RCMs distributed	71			
Phone calls made to families to inform them of the whereabouts of a detained relative	2			
Detainees visited by their relatives with ICRC/National Society support	164			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Income support	Beneficiaries	13	5	
Living conditions	Beneficiaries	600	81	
Water and habitat				
Water and habitat activities	Beneficiaries	544,681	190,638	163,404
Health				
Health centres supported	Structures	12		
Average catchment population		120,384		
Consultations		51,002		
	<i>of which curative</i>	50,053	18,012	15,934
	<i>of which antenatal</i>	949		
Immunizations	Doses	10,518		
	<i>of which polio vaccines for children aged 5 or under</i>	5,149		
Referrals to a second level of care	Patients	441		
	<i>of whom gynaecological/obstetric cases</i>	111		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	7,250	1,481	
Water and habitat				
Water and habitat activities	Beneficiaries	5,250	788	
Health				
Places of detention visited by health staff	Structures	7		
Health facilities supported in places of detention visited by health staff	Structures	5		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	33		
	<i>including hospitals reinforced with or monitored by ICRC staff</i>	4		
Services at hospitals reinforced with or monitored by ICRC staff				
Consultations		73,837		
Services at hospitals not monitored directly by ICRC staff				
Surgical admissions (weapon-wound and non-weapon-wound admissions)		1,887		
Weapon-wound admissions (surgical and non-surgical admissions)		1,463	1	
Weapon-wound surgeries performed		932		
Patients whose hospital treatment was paid for by the ICRC		14,290		
First aid				
First-aid training				
	Sessions	20		
	Participants (aggregated monthly data)	334		
Water and habitat				
Water and habitat activities	Beds (capacity)	4,844		

COLOMBIA

In Colombia since 1969, the ICRC strives to protect and assist victims of armed conflicts and other situations of violence, and promote compliance with IHL and other pertinent norms among weapon bearers. It visits detainees and assists the authorities in addressing systemic issues affecting the penitentiary system. It supports efforts to address the needs of families of missing persons, provides aid to violence-affected people and migrants, and helps ensure their access to health care. It runs a comprehensive mine-action programme and works closely with the Colombian Red Cross.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action **HIGH**

KEY RESULTS/CONSTRAINTS IN 2019

- The ICRC scaled up its assistance for violence-affected communities hosting migrants from the Bolivarian Republic of Venezuela. Owing to the large influx of migrants, more people than planned received food and other aid.
- ICRC-supported local organizations, including the Colombian Red Cross, provided phone calls and internet services that enabled migrants to restore or maintain contact with their relatives.
- Victims/survivors of sexual violence received psychological care, and cash assistance for travelling to health centres or to government offices.
- Missing people’s families and violence-affected households benefited from the ICRC’s livelihood assistance – cash, vocational training and salary subsidies – which helped them restore their self-sufficiency.
- Women detained in one prison had their cases reviewed to identify those who qualified for alternative sentences or post-trial benefits, under a pilot project carried out by the ICRC and penitentiary and judicial authorities.
- Physically disabled people and victims of violence were treated at ICRC-supported hospitals, counselling centres and other facilities.

EXPENDITURE IN KCHF

Protection	15,265
Assistance	15,327
Prevention	3,263
Cooperation with National Societies	1,890
General	1,220
Total	36,965
<i>Of which: Overheads</i>	<i>2,256</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	91%
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PERSONNEL

Mobile staff	72
Resident staff (daily workers not included)	354



⊕ ICRC delegation ⊕ ICRC sub-delegation ⊕ ICRC office/presence

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	47
RCMs distributed	22
Phone calls facilitated between family members	248,203
Tracing cases closed positively (subject located or fate established)	117
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	20
Detainees in places of detention visited	58,628
<i>of whom visited and monitored individually</i>	9
Visits carried out	58
Restoring family links	
RCMs collected	3

ASSISTANCE	2019 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Food consumption	Beneficiaries	58,360	79,608
Food production	Beneficiaries	2,000	4,453
Income support	Beneficiaries	3,800	21,284
Living conditions	Beneficiaries	56,080	68,832
Capacity-building ¹	Beneficiaries	7,000	
Water and habitat			
Water and habitat activities	Beneficiaries	261,480	349,309
PEOPLE DEPRIVED OF THEIR FREEDOM			
Water and habitat			
Water and habitat activities	Beneficiaries	4,160	130
WOUNDED AND SICK			
Physical rehabilitation			
Projects supported	Projects	18	20

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

CONTEXT

Violent confrontations between government forces and armed groups – and clashes among armed groups – intensified and became more frequent in rural areas. Armed groups and organized crime syndicates were active in rural and urban areas. The protests that began in November led to instances of violence.

People continued to suffer the consequences of past and ongoing hostilities, such as the presence of mines and explosive remnants of war (ERW). Reportedly, in violence-affected areas, civilians were subjected to abuse or killed and medical personnel and facilities threatened or attacked.

The influx of people, including Colombian returnees, from the Bolivarian Republic of Venezuela (hereafter Venezuela) placed additional pressure on Colombian residents, whose limited resources were already strained due to the consequences of armed conflict and other violence. Migrants entering the country had little or no access to basic services and were at risk of destitution or exploitation.

The Colombian government and the Fuerza Alternativa Revolucionaria del Común (Common Alternative Revolutionary Force or FARC, the political successor to the Revolutionary Armed Forces of Colombia – People’s Army or FARC-EP), faced some delays in implementing the terms of their 2016 peace agreement.

State authorities worked towards criminal justice reform, following the Constitutional Court’s 2015 declaration that the conditions in detention facilities were unconstitutional. In November 2018, lawmakers reached a consensus on the necessity of expediting reform.

ICRC ACTION AND RESULTS

The ICRC stepped up its response to humanitarian needs arising from armed conflict and other violence in the country. It launched a budget extension appeal² in April, and opened an office in Cúcuta along the Colombia–Venezuela border to assist migrants and resident communities in conflict-affected regions bordering Venezuela. The ICRC worked in tandem with the Colombian Red Cross, which was also given technical and financial support for its activities.

Migrants and victims of violence – including victims of mines/ERW – were made aware of the State services available to them. The ICRC provided logistical and other support for the State’s victim assistance unit and other bodies, but also intervened directly, whenever necessary, to address the immediate needs of Venezuelan migrants and of residents affected by conflict and other violence. The ICRC discussed the protection-related concerns of violence-affected people with the authorities and armed groups, and reminded them of their obligations under IHL and other pertinent norms.

Owing to the large influx of migrants, more people than planned received ICRC assistance. Migrants, IDPs and others were given food, hygiene items and other essentials – or cash for buying them. Cash assistance also helped victims/survivors of sexual violence to travel to health centres or government offices. ICRC water-and-habitat projects – renovating water and sanitation facilities, community infrastructure, and migrant shelters; and distributing bottled water – helped ease the situation of migrants and residents in violence-affected communities. Missing people’s families and violence-affected households benefited from livelihood assistance – cash, vocational training and salary subsidies – which helped them regain a measure of self-sufficiency.

Migrants restored contact with their relatives through free phone calls and other services provided by the National Society and other local partners, with comprehensive ICRC support.

The ICRC continued to remind the authorities and others of the necessity of ascertaining the fate of missing people, particularly for the families concerned. It provided technical support for the Missing Persons Search Unit (UBPD), and urged the authorities, forensic experts and others to adopt forensic best practices in order to prevent disappearances.

ICRC training in first aid and surgical care, for a broad range of medical professionals and volunteers, increased the likelihood of people receiving suitable care during emergencies. ICRC-supported hospitals, counselling centres and other facilities provided migrants, disabled people and victims of sexual and other violence with health services, including psychological care.

The ICRC visited detainees in accordance with its standard procedures, and provided authorities with technical support for addressing systemic issues in prisons. It carried out a pilot project at one women’s prison, which helped identify people who qualified for alternative sentences or post-trial benefits. Local and regional workshops enabled Colombian authorities and their peers to discuss best practices in designing and maintaining prisons.

Military and police forces were enabled to strengthen their grasp of IHL and other applicable norms. Academics, journalists and members of the general public learnt more about IHL and humanitarian issues in Colombia through various ICRC initiatives.

The ICRC, the National Society and the International Federation worked together to assist migrants and people affected by violence, particularly in urban areas. The National Society received support for boosting its operational capacities in line with the Safer Access Framework.

CIVILIANS

The ICRC engaged the authorities and armed groups in dialogue on their obligations under IHL – more specifically, on such topics as the protection of civilians, allegations of sexual violence, and the safe delivery of health care. It also discussed with authorities the legal framework applicable to

2. For more information on the budget extension appeal, please see: [https://xnet.ext.icrc.org/applic/extranet/trexdonors.nsf/0/F677979C969B263BC12583DF002401A3/\\$File/BEA_VenezuelaColombia_Final.pdf](https://xnet.ext.icrc.org/applic/extranet/trexdonors.nsf/0/F677979C969B263BC12583DF002401A3/$File/BEA_VenezuelaColombia_Final.pdf).

migrants, including refugees, with a view to ensuring that their rights – particularly in connection with the principle of *non-refoulement* – are respected. ICRC briefings and round tables enabled military and police personnel to learn more about IHL provisions and international policing standards regulating the use of force.

In weapon-contaminated areas, around 29,400 people learnt how to reduce their exposure to risks arising from mines/ERW. Contingency plans were drafted with the ICRC's assistance for schools in rural areas, to protect students during periods of intensified violence. Students in schools near the Colombia–Venezuela border received 4,000 school kits, and teachers were given school supplies.

The ICRC used social and traditional media to broaden awareness of IHL, humanitarian issues, and its activities among the general public.

Migrants, IDPs and victims/survivors of sexual violence meet some of their most urgent needs

The ICRC, often with the Colombian Red Cross, directly intervened to supplement strained State services, where necessary. It scaled up its activities in violence-affected communities hosting migrants; owing to the large influx of migrants, food and other aid was given to more people than planned.

Some 79,600 people (22,300 households) had food to eat with ICRC assistance, which included 2,970 schoolchildren who received hot meals. Some of them – IDPs, migrants, victims of sexual and other violence, and missing people's families – were given cash to buy food or to pay for temporary lodgings.

Material assistance from the ICRC enabled 68,832 people (18,984 households) to improve their living conditions: 37,060 migrants and 2,760 IDPs among them received hygiene kits, raincoats and/or other items; and roughly 4,900 others, including missing people's families and victims of sexual or other violence, were given cash to buy these items and cover transportation costs.

The ICRC provided logistical, material and financial support for municipal authorities, the National Society and institutions such as the State's victim assistance unit. Because the ICRC helped build other actors' capacities, roughly 31,000 people were able to obtain legal, economic and mental-health assistance from the State or others.

Migrants, missing people's families, victims of violence and others were told about the State services available to them; 38 victims of mines/ERW were given cash to help them obtain these services. The ICRC guided community leaders and representatives of migrants' associations in obtaining services from local institutions.

Violence-affected people work towards self-sufficiency

The ICRC provided livelihood support for 1,286 households (5,324 people), including missing people's families. Roughly 500 people became more employable after completing vocational training. Some 300 breadwinners found employment;

the ICRC covered 30% of their wages for six months. The ICRC gave about 620 families cash or training to start or strengthen their small businesses. Some 5,500 other households (roughly 16,000 people) – including migrants and victims of violence – were given cash for covering transportation costs and other needs, such as paying for a relative's funeral.

About 25 households (100 people) with missing family members boosted their self-sufficiency, for example, by renovating their shops with construction materials from the ICRC.

Roughly 800 households (3,300 people) in rural areas grew more food with assistance from the ICRC and local organizations (e.g. seed and tools for cultivating crops, and training for managing chicken coops). Some 1,100 people assembled fish tanks and chicken coops with ICRC support.

Communities benefit from ICRC support for health-care services

The ICRC urged health authorities to expand services in rural areas. It provided signboards and flags bearing the protective emblem of the country's medical services – for identifying medical personnel and buildings – for ten health facilities and medical vehicles. Roughly 1,100 health workers and government officials were briefed about the protection afforded to health workers by IHL and other applicable law; 167 local officials attended train-the-trainer sessions on the Health Care in Danger initiative.

The ICRC referred around 390 relatives of missing people, and 330 victims of sexual and other violence, for psychological care. It provided technical and financial support for 12 counselling centres. Volunteers at these centres were trained in psychological self-care and basic counselling, which they provided for roughly 7,700 people, including migrants. Victims/survivors of sexual violence were also given cash assistance to travel to health centres or government offices. The ICRC began to provide expert guidance to psychologists at four clinics serving disabled people.

The ICRC donated medical supplies to 14 hospitals dealing with influxes of migrants. These facilities provided about 30,000 consultations; the ICRC covered treatment costs for 1,119 people, including 402 pregnant women needing ante-natal care.

Migrants and underserved communities have access to water and other basic services

Some 300,600 migrants had better access to water and other basic services through ICRC activities, such as renovations to boreholes, shelters, schools and facilities used by providers of food and health care. More than 19,800 of these migrants were assisted – for instance, with distributions of bottled water – as part of the emergency response of the National Society and the ICRC.

Around 48,100 residents of rural and urban areas affected by conflict and other violence benefited from: repairs to water and sanitation facilities and street lights; upgrades to National Society premises; and the construction of schools and

other community infrastructure. Improvements were made to the facilities of five counselling centres (total capacity: 650 people).

Efforts to clarify the fate of missing people continue

The ICRC's dialogue with the authorities and armed groups – on the necessity of informing families of the fate of their missing relatives – continued. The recovered remains of 60 people were forwarded to the authorities for identification, and nine were subsequently handed over to their families. The ICRC continued to urge the authorities to make State services more readily available to missing people's families in remote areas; some families received ICRC assistance and psychosocial support (see above).

The UBPD – the national body in charge of ascertaining the fate of missing people – was given technical support to expand its capacities: sponsored by the ICRC, two experts went abroad to attend events on subjects of pertinence to them (see *Balkans*, for example). The ICRC met with the UBPD and other institutions to explore possibilities for working together to ascertain the fate of missing people and assist their families.

The ICRC sought to ensure that recovered human remains could eventually be identified: it provided expert advice, whenever necessary, for authorities, forensic experts and others, and urged them to develop professional standards for forensic work. It also sponsored their participation in workshops and seminars. Three morgues and three cemeteries were renovated with the ICRC's support.

Venezuelan migrants restore contact with their families

Migrants restored contact with their families through services, such as free phone calls or internet connections, offered by the National Society and other local organizations along the migration route. The ICRC boosted its financial, material and technical support for the providers of these services; as a result, 248,203 phone calls were facilitated between family members, a significant increase over the previous year.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited, in accordance with its standard procedures, 20 places of detention collectively holding roughly 58,600 detainees. Its discussions with national authorities – concerning systemic issues that had to be tackled (see below) – were based on findings and recommendations from these visits.

Authorities take steps to address issues affecting the entire penitentiary system

The authorities continued to draw on ICRC expertise to reform the criminal justice system. The ICRC's discussions with judicial and penitentiary authorities focused on addressing overcrowding in prisons; implementing alternatives to incarceration, particularly for women and minors; promoting respect for existing procedural safeguards; and facilitating access to health care – for physically disabled detainees as well as others – in line with national policies concerning public health in prisons. After assessing health-related needs at 12 prisons, the ICRC briefed authorities on its findings; prison staff were given informational materials on basic health care.

The ICRC, and penitentiary and judicial authorities, carried out a pilot project – to implement alternatives to incarceration – at one women's prison. Law students reviewed detainees' cases as part of the project, and identified 147 women who qualified for conditional release, 54 for home arrest and 150 for some post-trial benefits.

ICRC-supported training helped some 360 people, including prison guards and trainers from the National Penitentiary School, to strengthen their grasp of the various norms and international policing standards regulating the use of force.

At local and regional workshops (see *Panama*, for example), Colombian authorities and their counterparts from other countries discussed best practices in designing and maintaining prisons; local workshops focused on improving kitchens and clinics in prisons. Renovations at one prison made facilities – sanitation and health, for instance – more accessible to 130 physically disabled detainees. Discussions with penitentiary authorities on other ICRC water-and-habitat projects were ongoing at year's end.

WOUNDED AND SICK

The ICRC covered transportation expenses for around 420 people – including people from rural areas and victims of violence – enabling them to obtain urgently needed medical care at State-run facilities. It also facilitated the medical evacuation of three civilians. First-aid kits from the ICRC enabled 47 health facilities and emergency responders to deal with mass-casualty situations.

To help ensure that people receive life-saving care during emergencies, the Colombian Red Cross and the ICRC provided first-aid training for health workers, National Society volunteers, community members, and weapon bearers.

The ICRC gave 115 medical professionals, and National Society volunteers from violence-affected areas, training in weapon-wound management. It also sought to develop local capacities in emergency care: for instance, 176 university students attended ICRC seminars on war surgery.

Physically disabled people receive rehabilitative care and other assistance

Disabled people – including migrants, residents of rural areas, and people injured by mines/ERW – obtained State services with the help of the ICRC and the Colombian Red Cross: some 200 people received ICRC assistance to cover transport or accommodation costs. Financial assistance from the ICRC enabled over 1,000 patients³ – including 197 migrants – to obtain rehabilitative care at eight centres receiving regular ICRC support (e.g. training, supplies). Prosthetists/orthotists from ICRC-supported centres tended to the needs of 85 disabled detainees at four prisons.

3. Based on aggregated monthly data, which include repeat beneficiaries.

Material and technical support, and training, from the ICRC helped seven professional associations, universities and other institutions to develop their capacities in various aspects of rehabilitative care – such as wheelchair provision and stock management – or in training professionals in these areas. An ICRC-trained physiotherapist guided personnel at local organizations in caring for children with cerebral palsy. Five physiotherapists working in prisons attended an ICRC-supported training session on amputee care, and around 100 other staff learnt about accessibility engineering at regional workshops (see *People deprived of their freedom*).

The National Training Service (SENA) met with government officials and physical rehabilitation professionals to discuss the inclusion of wheelchair provision in the national health plan. The ICRC sponsored two physical rehabilitation professionals to pursue advanced studies, and provided technical support for orthopaedic technicians seeking professional certification.

The ICRC promoted the social inclusion of disabled people, for instance, by supporting sports and other activities of five institutions. Six wheelchair basketball teams (87 people, including detainees) received training and equipment. The ICRC covered transportation costs for some 40 people who were referred to the ICRC's livelihood-support projects. It installed ramps and widened doorways at homes and offices, benefiting 17 disabled people. Two disabled students were given financial support.

ACTORS OF INFLUENCE

Authorities and weapon bearers strengthen their grasp of IHL

The UBPD and the foreign ministry formally granted the ICRC testimonial immunity and a guarantee of confidentiality, tools which enable the ICRC to effectively carry out neutral, impartial and independent humanitarian action. The ICRC conducted IHL training for members of the Special Jurisdiction for Peace – a transitional justice mechanism established in accordance with the terms of the peace agreement between the Colombian government and the FARC-EP; these sessions also covered issues of humanitarian concern such as the use of anti-personnel landmines and sexual violence.

Military and police forces expanded their knowledge of IHL, international human rights law, and other norms through ICRC workshops, round tables and training sessions. The army integrated the ICRC's recommendations in four internal regulations on the use of force.

The ICRC helped the authorities, judicial and legal experts, and FARC defence lawyers to strengthen their grasp of IHL: for instance, it organized round tables and other events to discuss specific IHL provisions, such as those protecting health personnel and facilities. It also met regularly with authorities and NGOs to discuss the legal framework applicable to

migrants; during these meetings, it often reminded them to respect the principle of *non-refoulement*. The ICRC hosted a meeting for high-level experts on the legal and operational challenges in implementing IHL in Colombia; government officials, armed forces and national police personnel, members of civil society and the judiciary, legislators and academics attended the meeting.

The general public learn more about humanitarian issues and ICRC activities

ICRC reports, news releases and interviews helped broaden public awareness of the ICRC's activities for migrants, conflict-affected rural communities, and urban communities enduring armed violence. Migrants were able to learn about the services available to them by contacting the ICRC through social media.

An online ICRC course enabled 400 journalists to learn about IHL and the protection it affords them during armed conflict. Other members of the media went on field trips organized by the ICRC to encourage more accurate coverage of humanitarian issues such as the plight of victims of mines/ERW.

Students and teachers attended conferences on IHL organized by the ICRC at two universities; sponsored by the ICRC, one professor attended an advanced IHL seminar abroad. The ICRC and a Colombian university organized an IHL moot court competition in Bogotá: 29 universities from the region took part.

RED CROSS AND RED CRESCENT MOVEMENT

The Colombian Red Cross remained the ICRC's main partner in responding to humanitarian needs in the country (see *Civilians and Wounded and sick*). Comprehensive support from the ICRC enabled the National Society to build up its capacities in restoring family links, broadening access to health services, implementing economic-security activities, and addressing the needs of missing people's families.

The ICRC maintained its support for the National Society's efforts to incorporate the Safer Access Framework in its activities, particularly in violence-prone areas. It advised the National Society in developing tools and guidelines for training personnel in the framework.

The National Society, the International Federation and the ICRC met regularly to ensure uniformity of views on key issues and coordinate assistance activities, particularly for migrants from Venezuela. The National Society and the ICRC strengthened their partnership by formulating strategies for joint activities, such as assisting people affected by violence in urban settings.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	47	19		
RCMs distributed	22	4		
Phone calls facilitated between family members	248,203			
Reunifications, transfers and repatriations				
People transferred or repatriated	3			
Human remains transferred or repatriated	60			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	467	69	65	81
<i>including people for whom tracing requests were registered by another delegation</i>	22			
Tracing cases closed positively (subject located or fate established)	117			
<i>including people for whom tracing requests were registered by another delegation</i>	1			
Tracing cases still being handled at the end of the reporting period (people)	2,296	223	231	463
<i>including people for whom tracing requests were registered by another delegation</i>	30			
Unaccompanied minors (UAMs)/separated children (SC), including demobilized child soldiers		Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society	19	8		
UAM/SC cases still being handled by the ICRC/National Society at the end of the reporting period	101	52		79
Documents				
People to whom official documents were delivered across borders/front lines	1			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	20			
Detainees in places of detention visited	58,628	5,298	119	
Visits carried out	58			
		Women	Girls	Boys
Detainees visited and monitored individually	9		1	
<i>of whom newly registered</i>	2		1	
RCMs and other means of family contact				
RCMs collected	3			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Food consumption	Beneficiaries	79,608	28,578	26,394
	<i>of whom IDPs</i>	3,455	970	1,688
Food production	Beneficiaries	4,453	1,128	2,376
	<i>of whom IDPs</i>	397		397
Income support	Beneficiaries	21,284	7,234	8,489
	<i>of whom IDPs</i>	16,551	5,497	6,610
Living conditions	Beneficiaries	68,832	25,139	21,133
	<i>of whom IDPs</i>	5,337	1,760	2,055
Capacity-building ⁴	Beneficiaries			
Water and habitat				
Water and habitat activities	Beneficiaries	349,309	105,351	100,904
	<i>of whom IDPs</i>	3,863	1,429	1,816
PEOPLE DEPRIVED OF THEIR FREEDOM				
Water and habitat				
Water and habitat activities	Beneficiaries	130		
Health				
Places of detention visited by health staff	Structures	12		
WOUNDED AND SICK				
First aid				
First-aid training				
	Sessions	12		
	Participants (aggregated monthly data)	383		
Physical rehabilitation				
Projects supported		20		
	<i>of which physical rehabilitation projects supported regularly</i>	8		
People benefiting from ICRC-supported projects	Aggregated monthly data	1,049	257	226
	<i>of whom victims of mines or explosive remnants of war</i>	37		
Referrals to social integration projects		129		
Prostheses delivered	Units	227		
Orthoses delivered	Units	544		
Physiotherapy sessions		14		
Walking aids delivered	Units	76		
Wheelchairs or postural support devices delivered	Units	146		

4. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

LIMA (regional)

COVERING: Plurinational State of Bolivia, Ecuador and Peru

The delegation in Lima opened in 1984, becoming a regional delegation in 2003. The ICRC visits detainees, addresses the issue of missing persons and monitors the humanitarian situation in violence-affected areas in Peru and along Ecuador's border with Colombia. It seeks to address the needs of people, including migrants, affected by violence; it helps the region's National Societies reinforce their capacities to do the same. It assists security forces in integrating human rights norms into their training and operations, and the armed forces in doing the same with IHL. It promotes the incorporation of IHL in national legislation.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- In Peru and Ecuador, the ICRC reminded the authorities and armed or security forces of the need to protect and assist violence-affected people, including migrants, in line with the applicable international law.
- Vulnerable people in Ecuador and Peru obtained clean water and other forms of humanitarian aid, through ICRC initiatives. Migrants throughout the region used the Movement's family-links services to reconnect with their relatives.
- Aided by the ICRC, Peruvian authorities improved various aspects of the process of searching for missing people. Missing people's families received psychosocial care and cash/logistical support for travelling to funeral ceremonies.
- Penitentiary authorities in the region strove to reduce the effects of overcrowding in prisons, with the ICRC's support. For instance, in Peru, the ICRC began a pilot project to aid the implementation of early-release measures for detainees.
- The Plurinational State of Bolivia (hereafter Bolivia) and Ecuador ratified the Treaty on the Prohibition of Nuclear Weapons.

EXPENDITURE IN KCHF

Protection	3,088
Assistance	823
Prevention	1,723
Cooperation with National Societies	628
General	44
Total	6,305
<i>Of which: Overheads</i>	<i>385</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	97%
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PERSONNEL

Mobile staff	4
Resident staff (daily workers not included)	48



PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	13
Phone calls facilitated between family members	81,766
Tracing cases closed positively (subject located or fate established)	249
People reunited with their families	2
<i>of whom unaccompanied minors/separated children</i>	2
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	32
Detainees in places of detention visited	55,839
<i>of whom visited and monitored individually</i>	316
Visits carried out	47
Restoring family links	
RCMs collected	12
RCMs distributed	3
Phone calls made to families to inform them of the whereabouts of a detained relative	10

ASSISTANCE	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Income support	Beneficiaries	721
Living conditions	Beneficiaries	68
Water and habitat		
Water and habitat activities	Beneficiaries	20,400
		18,470
PEOPLE DEPRIVED OF THEIR FREEDOM		
Economic security		
Living conditions	Beneficiaries	12
Water and habitat		
Water and habitat activities	Beneficiaries	42

CONTEXT

In Peru, government forces continued to carry out military operations against the Militarized Communist Party of Peru (PCP-M) in the Apurímac, Ene and Mantaro Valley (VRAEM); they also expanded operations against drug trafficking. In northern Ecuador, government forces strengthened their presence along the border with Colombia, in response to attacks by armed groups. In Ecuador and Bolivia, protests over the socio-economic and political situation turned violent in October and in November. The Peruvian Congress was dissolved in September and elections were scheduled for January 2020.

The violence mentioned above led to casualties and arrests, damaged infrastructure, and in some cases displaced a number of people. Moreover, basic goods and services became less accessible. In Ecuador, riots at certain prisons resulted in the deployment of security forces to restore order.

Migrants, including refugees, from the Bolivarian Republic of Venezuela (hereafter Venezuela; see *Caracas*) travelled to Ecuador, Peru and Bolivia, or passed through them on their way to other destinations; water and shelter were available only intermittently along the migration route and many migrants lost contact with their relatives. The Ecuadorean and Peruvian governments tightened control over their borders; some migrants were stranded in border areas.

The Peruvian government continued to implement a 2016 law, which was based on a humanitarian approach, on the search for people missing in connection with the 1980–2000 conflict.

Natural disasters in the region – landslides in Bolivia in May, for instance – dispersed families.

ICRC ACTION AND RESULTS

The ICRC's regional delegation based in Lima, Peru reminded Peruvian and Ecuadorean authorities to ensure safe access for vulnerable people to essential goods and services, including health care, and to means of contacting their families. Armed personnel deployed in violent areas furthered their understanding of IHL and/or international policing standards.

The ICRC maintained or sought to expand its efforts to protect and assist people affected by violence, particularly communities in the VRAEM in Peru and along the Ecuador–Colombia border. Its projects, carried out in coordination with the authorities, National Societies, community members, and others, made clean water, shelter and/or sanitation available to residents and/or migrants in violence-affected areas of Ecuador and Peru. The ICRC provided some of these people, and some of those injured during protests, with food, household essentials and cash on an ad hoc basis. Comprehensive support from the ICRC enabled the National Societies in the region to reinforce their emergency response, and their family-links services for families dispersed by migration, natural disasters and protests; the Bolivian Red Cross started providing family-links services to migrants.

In Peru, the ICRC continued to back the authorities' efforts to ascertain the fate of people missing in connection with the 1980–2000 conflict and to address their families' needs. It

helped government personnel involved in the search process to implement a new directive and improve processes for managing human remains and to provide families with psychosocial care. The ICRC enabled missing people's families to participate in the search for their relatives and helped organize events to raise awareness of their plight. It provided training in human-remains management throughout the region, for forensic experts, armed forces personnel and others.

The ICRC visited detainees in Bolivia, Ecuador and Peru in accordance with its standard procedures; they included people held on security-related charges. Findings and recommendations were communicated confidentially to the authorities, with a view to helping improve detainees' treatment and living conditions. The ICRC provided technical support for training prison staff and implementing training protocols. In Ecuador and Peru, family visits were arranged for detainees held far from their homes. Penitentiary and other officials in the region drew on ICRC expertise to address overcrowding and/or mitigate its effects: for instance, in Peru, the ICRC carried out a pilot project on early-release measures.

Together with the pertinent National Societies, the ICRC provided support for authorities and national IHL committees to implement and foster respect and support for IHL; Bolivia and Ecuador ratified the Treaty on the Prohibition of Nuclear Weapons. Students from the region tested their knowledge of IHL at various competitions organized by the ICRC or with its support. Public events and communication initiatives helped broaden support for the ICRC's mission and the Movement's activities, particularly in connection with migrants and missing people, among students, journalists and other members of civil society.

The ICRC strengthened its partnership with the Bolivian, Ecuadorean and Peruvian National Societies, and helped them reinforce their organizational capacities and learn how to work, especially in violence-prone areas, in accordance with the Safer Access Framework.

CIVILIANS

The authorities endeavour to protect and assist vulnerable people

In Ecuador and Peru, the ICRC maintained or sought to expand its dialogue with the armed and security forces and authorities on ensuring protection for vulnerable people and facilitating their safe access to basic goods and services, in accordance with applicable international law. Communities affected by violence in the VRAEM and along the Ecuador–Colombia border, people injured during protests in Ecuador and Bolivia, and Venezuelan migrants reported their concerns to ICRC delegates. ICRC training helped the Ecuadorean Red Cross become more capable of monitoring and following up the concerns of vulnerable migrants.

Senior military, police and other officials from Peru and Ecuador, and the ICRC, continued to discuss the applicability of IHL or international human rights law to their operations in the VRAEM or along the Ecuador–Colombia border. Aided by the ICRC, armed personnel deployed to these areas, and during protests in the region, strengthened their

grasp of international law enforcement standards (see *Actors of influence*). Health workers in the VRAEM learnt about the Health Care in Danger initiative at a workshop supported by the ICRC. The Peruvian health ministry continued to disseminate standardized guidelines, drafted with the ICRC's help, for working safely in dangerous or insecure environments.

Violence-affected communities, and journalists and other members of civil society, learnt about the ICRC's mission and the Movement's activities through information sessions and public-communication campaigns conducted by the National Societies and the ICRC. The Ecuadorean Red Cross, with technical support from the ICRC, disseminated information about its response to the protests. Migrants learnt from informational materials about the humanitarian services available to them and were given recommendations on self-protection measures, such as ways to help prevent loss of family contact.

Violence-affected people in Ecuador and Peru receive humanitarian aid

In Ecuador, some 1,050 people along the northern border – including some Colombians – and 16,000 Venezuelan migrants had access to clean water, shelter and sanitation at facilities renovated by local organizations, including the Ecuadorean Red Cross, and the ICRC. Water-supply systems installed by the authorities, community members and the ICRC provided clean water for around 1,420 people in the VRAEM, including students at school. Upgrades to water and sanitation infrastructure (meant to benefit 2,000 people) were not done, owing to various administrative constraints.

The ICRC made ad hoc distributions of food, household essentials and/or cash for roughly 70 violence-affected people, including those injured in the protests in Ecuador, or referred them to other organizations for further assistance.

Migrants stay in touch with relatives

The National Societies in the region made family-links services available to people separated by migration, natural disasters or protests; financial, material and technical support, and training from the International Federation and the ICRC, enabled them to do so.

Venezuelan migrants had access to family-links services in urban and border areas – Tumbes, Peru, for instance; the Bolivian Red Cross started offering these services for migrants. The Ecuadorean Red Cross maintained mobile family-links posts along the migration route and throughout Ecuador, and relocated them according to changes in migrants' routes. All these efforts helped people, mainly Venezuelan migrants, make at least 81,000 phone calls and access the internet, or charge their mobile phones for free. In Ecuador, two unaccompanied minors were reunited with their relatives; the ICRC delivered legal documents to two other migrants, to regularize their status and for other purposes.

Families in Peru learn the fate of missing relatives

The Peruvian authorities endeavoured to help families ascertain the fate of relatives missing in connection with the 1980–2000 conflict and to address their needs, as per a 2016 law. The government offices in charge of implementing

a search mechanism, aided by the ICRC, worked to improve their administrative processes and coordination; the result was a new directive clarifying the roles of public prosecutors and forensic officials in recovering human remains. Government officials familiarized themselves with the directive, and with such matters as transitional justice and best practices in searching for missing people, at ICRC workshops held locally and elsewhere. At a meeting of the Organization of American States (see *Washington*), the Peruvian vice-minister for justice and human rights reported on the progress made by his country in addressing the issue of missing people and their families' needs. Peruvian forensic officials maintained a bank of genetic samples, and expanded their capacities, with technical support and training from the ICRC; one official was certified with the ICRC's technical support.

The ICRC gave missing people's families cash or logistical support to enable them to participate in every stage of the search process: thus, over 700 people buried their relatives, met administrative requirements, or were present at the ceremonial handover of their relatives' remains. Financial and technical support from the ICRC enabled associations of missing people's families to strengthen their organizational structure and expand their dialogue with the authorities. A representative from one of these associations, together with a government official, attended a meeting in Sarajevo, Bosnia and Herzegovina on missing people's families (see *Balkans*).

The Peruvian authorities drew on the ICRC's technical advice for improving the procedures of an accompaniment programme, through which missing people's families were given psychosocial and other support to help them cope with emotional distress. Staff involved in the programme became more adept in providing psychosocial care through training organized by the ICRC; over 600 relatives of missing people benefited from such care. Dance performances and other ICRC-backed initiatives helped broaden public awareness of the importance of addressing these families' needs.

The authorities in the region bolster their capacities to manage human remains

Forensic experts, armed forces personnel and others involved in managing human remains during natural disasters or other circumstances throughout the region honed their skills at events held nationally or within the Americas by the ICRC (see *Colombia* and *Mexico City*).

In Ecuador, judicial and forensic officials met with the ICRC to discuss various aspects of human-remains management and how to address the needs of the families of people missing in connection with the situation at the Ecuador–Colombia border.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees in Bolivia, Ecuador and Peru in accordance with its standard procedures. It monitored 316 people individually: security detainees; people alleged to be members of armed groups; people held in connection with violence; and in Ecuador, people detained in connection with the situation in Colombia. Findings and recommendations from these visits were communicated confidentially to the

authorities, to help them improve the treatment and living conditions of detainees, particularly women, ailing detainees and the elderly.

Armed personnel maintaining order at one prison in Ecuador (see *Context*) and penitentiary officials in Peru learnt, through ICRC training, about internationally recognized standards for detention.

Some detainees in Peru and Bolivia cope with their situation

Financial assistance from the ICRC enabled 92 detainees in Ecuador and Peru to receive family visits.

In Peru, the ICRC facilitated access to mental-health care for security detainees who were serving long sentences. Several detainees received magazines, painting supplies and other support for coping with their situation. The ICRC continued to help monitor the enforcement of government regulations concerning the treatment for female detainees. Owing to the combined efforts of the national library, the penitentiary authorities and the ICRC, inmates in Peru could borrow books from mobile libraries. A few detainees were given support to return home after their release.

In Bolivia, penitentiary staff learnt how to implement protocols for ensuring detainees' access to basic services; an ICRC workshop aided health staff's efforts to draft a protocol on health-care provision. The Bolivian authorities received financial, material and technical support from the ICRC to address the needs of particularly vulnerable detainees: 42 female detainees benefited from the ICRC-supported construction of a prison block for treatment and recreational facilities.

Penitentiary authorities seek to address the effects of overcrowding

With a view to mitigating the effects of overcrowding, penitentiary authorities in the region expanded their knowledge of prison management and design at ICRC workshops in Lima and Bogotá, Colombia (see *Colombia*). Ecuadorean and Peruvian officials who had attended ICRC workshops in previous years sought to apply what they had learnt, for example, by drafting new workflows for prison staff.

In Peru, the ICRC initiated a pilot project that entailed improving coordination among the State authorities involved in implementing early-release measures for detainees, to help reduce overcrowding at six detention facilities; such measures included analyzing the readiness of files of eligible detainees. Senior judicial officials learnt the initial results of the project, and expressed their support for its continued implementation in 2020, at a round table organized by the judiciary and the ICRC.

ACTORS OF INFLUENCE

State weapon bearers in violent areas strengthen their grasp of international norms

State weapon bearers in Bolivia, Ecuador and Peru, including those conducting joint operations in violent areas, worked on integrating IHL and/or international standards for law enforcement into their doctrine, training and operations; the ICRC gave them financial, material and technical support, and training. Hundreds of armed forces personnel in Bolivia, and police instructors in Peru, were trained to teach others these norms and standards at ICRC workshops. Senior officers from Ecuador and Peru attended an advanced IHL course and a conference on best practices in policing organized by the ICRC in Italy and Guatemala, respectively (see *International law and policy* and *Mexico City*).

In Bolivia, the ICRC organized workshops for police officers on the use of a manual on the proper use of force during operations to restore public order; the ICRC also provided expert advice for drafting operational protocols on the same subject. Military legal advisers from Ecuador and judicial officials from Bolivia and Peru strengthened their grasp of IHL and international human rights law at ICRC-supported courses or seminars. At an international workshop organized by the ICRC in Lima, senior Peruvian police officers heard their Brazilian, Chilean and Ecuadorean counterparts' experiences in enforcing human rights law.

Bolivia and Ecuador ratify the treaty banning nuclear weapons

National IHL committees and the authorities, together with National Societies, drew on the ICRC's expertise to advance implementation of IHL-related treaties or legislation. These treaties or legislation covered protection of cultural property in Bolivia; protection for the red cross emblem in Ecuador; and in Ecuador and Peru, incorporation of penalties for war crimes in domestic criminal codes, and the use of force in police or military operations. Bolivia and Ecuador ratified the Treaty on the Prohibition of Nuclear Weapons. Guided by the ICRC, the Ecuadorean Red Cross discussed the relevance of Additional Protocol III with lawmakers.

State weapon bearers, government officials and the National Societies in the region developed their understanding of IHL at courses organized by the ICRC; in Ecuador and Peru, these courses focused on the use of force in armed conflicts or other situations of violence. Sponsored by the ICRC, Bolivian and Peruvian parliamentarians participated in a regional workshop on international criminal law in Uruguay.

Students from Peru win an IHL competition abroad

Academics and students in Bolivia, Ecuador and Peru added to their knowledge of IHL and humanitarian issues at workshops and seminars organized or supported by the ICRC, which helped them to shape public discussions, for example, by publishing articles on IHL, and cultivate support for IHL and the Movement's activities. At a seminar sponsored by the ICRC in a Peruvian university, students of anthropology and archaeology learnt about the forensic work involved in searching for missing people; this university and the ICRC organized three online IHL courses for government officials, military and police officers, and university students.

Students also tested their knowledge of IHL and other norms, as well as of humanitarian issues linked to migration and the use of force, at local and international competitions organized by the ICRC or with its support. Students from 11 universities in Ecuador, Colombia and Peru attended an IHL competition in Ecuador. A team of Peruvian students, sponsored by the ICRC, won an IHL competition organized by a university in Colombia (see *Colombia*).

RED CROSS AND RED CRESCENT MOVEMENT National Societies strengthen their ability to assist vulnerable people

The Bolivian, Ecuadorean and Peruvian National Societies worked to strengthen their organizational and operational capacities, with financial and technical support from the International Federation and the ICRC. They signed cooperation agreements with the ICRC, on capacity-building for personnel and on joint emergency response and family-links services for migrants and other violence-affected people; in Ecuador, these agreements also covered the activities of the Ecuadorean Red Cross's branches in Esmeraldas and other areas near the northern border (see *Civilians*). The Peruvian Red Cross and the ICRC also signed a memorandum of understanding on expanding activities for migrants.

At ICRC workshops on the Safer Access Framework, staff and volunteers from the National Societies in the region learnt how to work in safety, or to instruct others in doing so. National Societies in the region carried out activities with the ICRC to foster support for the Movement (see *Civilians*) and promote IHL implementation (see *Actors of influence*).

Movement components in the region met regularly to coordinate their activities – particularly for migrants, and in the event of natural disasters.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		13			
Phone calls facilitated between family members		81,766			
Reunifications, transfers and repatriations					
People reunited with their families		2			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		99	21	9	6
<i>including people for whom tracing requests were registered by another delegation</i>		4			
Tracing cases closed positively (subject located or fate established)		249			
<i>including people for whom tracing requests were registered by another delegation</i>		2			
Tracing cases still being handled at the end of the reporting period (people)		1,141	245	67	9
<i>including people for whom tracing requests were registered by another delegation</i>		4			
Unaccompanied minors (UAMs)/separated children (SC), including demobilized child soldiers			Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society		13	3		
UAMs/SC reunited with their families by the ICRC/National Society		2	1		
UAM/SC cases still being handled by the ICRC/National Society at the end of the reporting period		10	2		
Documents					
People to whom official documents were delivered across borders/front lines		2			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		32			
Detainees in places of detention visited		55,839	6,709		
Visits carried out		47			
			Women	Girls	Boys
Detainees visited and monitored individually		316	33		
<i>of whom newly registered</i>		103	10		
RCMs and other means of family contact					
RCMs collected		12			
RCMs distributed		3			
Phone calls made to families to inform them of the whereabouts of a detained relative		10			
Detainees visited by their relatives with ICRC/National Society support		92			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS			Total	Women	Children
Economic security					
Income support	Beneficiaries		721	385	7
Living conditions	Beneficiaries		68	19	34
	<i>of whom IDPs</i>		58	15	31
Water and habitat					
Water and habitat activities	Beneficiaries		18,470	6,465	6,465
PEOPLE DEPRIVED OF THEIR FREEDOM					
Economic security					
Living conditions	Beneficiaries		12		
Water and habitat					
Water and habitat activities	Beneficiaries		42	42	

MEXICO CITY (regional)

COVERING: Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico, Nicaragua

The Mexico delegation opened in 1998, becoming a regional delegation in 2002. It helps the region's National Societies strengthen their capacities and works with them to address the most urgent humanitarian needs of vulnerable migrants and of persons affected by organized violence; endeavours to clarify the fate of missing persons; and monitors detainees' conditions. It encourages the integration of IHL into armed forces' doctrine and into universities' curricula, and human rights norms applicable to the use of force into the doctrine, training and operations of security forces. The delegation hosts the regional advisory service on IHL.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- National Societies and other local partners supported by the ICRC provided migrants with health care and other assistance, and helped them reduce their exposure to risk along migration routes and upon their return.
- Authorities, National Societies and the ICRC worked with people in violence-affected communities to help them, through various means, minimize the risk of young people being drawn into or otherwise affected by violence.
- The Mexican government drew on the ICRC's help to implement a law, adopted in 2017, that aimed to address disappearances and the needs of missing people's families. In Guatemala, the ICRC helped such families financially.
- People affected by violence, including sexual violence, received psychosocial support, physical rehabilitation and other services from ICRC-supported providers. The ICRC built a triage building for a hospital in Honduras.
- In Nicaragua, the ICRC visited detainees held in relation to political protests in 2018 – its first visits in the country since the 1980s. In Guatemala, it organized a regional workshop to help detaining authorities improve health services.
- At ICRC events, military and police forces from across the region continued to discuss international norms and standards applicable to the use of force – in enforcing migration policy, for example – by law enforcement authorities.

EXPENDITURE IN KCHF

Protection	12,972
Assistance	7,535
Prevention	3,855
Cooperation with National Societies	1,324
General	182
Total	25,868
<i>Of which: Overheads</i>	<i>1,579</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	107%
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PERSONNEL

Mobile staff	43
Resident staff (daily workers not included)	212



⊕ ICRC regional delegation
 ⊕ ICRC sub-delegation
 ⊕ ICRC mission
 + ICRC office/presence

The boundaries, names and designations used in this report do not imply official endorsement nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	16
RCMs distributed	11
Phone calls facilitated between family members	150,054
Tracing cases closed positively (subject located or fate established)	19
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	38
Detainees in places of detention visited	55,360
<i>of whom visited and monitored individually</i>	608
Visits carried out	103
Restoring family links	
RCMs collected	32
RCMs distributed	14
Phone calls made to families to inform them of the whereabouts of a detained relative	6

ASSISTANCE	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Food consumption	Beneficiaries	1,100
Income support	Beneficiaries	824
Living conditions	Beneficiaries	365
Water and habitat		
Water and habitat activities	Beneficiaries	51,350
		44,022
Health		
Health centres supported	Structures	10
		12
PEOPLE DEPRIVED OF THEIR FREEDOM		
Water and habitat		
Water and habitat activities	Beneficiaries	6,850
		11,601
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	2
		2
Physical rehabilitation		
Projects supported	Projects	7
		9
Water and habitat		
Water and habitat activities	Beds (capacity)	
		265

CONTEXT

Armed violence continued throughout the region, particularly in El Salvador, Guatemala, Honduras and Mexico; military troops usually participated in law enforcement operations. People in violence-affected areas were at risk of displacement, abduction, injury and death; health care, education and other basic services were not readily accessible. Young people were especially vulnerable to recruitment by non-State armed actors.

People continued to seek safety and better opportunities elsewhere. Migrants heading to or deported from Mexico and the United States of America (hereafter US) faced many of the same risks along their route as people living in violence-affected areas. Strict migration policies in transit and destination countries increased deportations and complicated or ended migrants' journeys. Under agreements between the concerned States, asylum seekers in the US were made to wait in Mexico while their applications were processed, or deported to Guatemala to seek asylum there instead.

Throughout the region, people were detained in connection with organized armed violence and drug-related offences. In Mexico, arrests and detention linked to migration increased in 2019. Despite the authorities' efforts, overcrowding in places of detention remained a pressing issue throughout the region.

People continued to seek information about relatives missing in connection with migration, past armed conflict, and ongoing violence.

In Honduras and Nicaragua, political and economic tensions led to protests that sometimes resulted in violence.

ICRC ACTION AND RESULTS

The ICRC's regional delegation in Mexico City continued to focus on protecting and/or assisting migrants, IDPs, missing people's families, and other violence-affected people, and detainees; and on promoting respect for international laws and norms and humanitarian principles. It continued to work closely with National Societies and helped them strengthen their ability to safely aid violence-affected people.

The ICRC sought to reinforce dialogue with the authorities, including military and security forces, on the necessity of respecting international laws and standards, and humanitarian principles applicable to their duties – in enforcing migration policy, for example. Military and security forces personnel learnt more about these topics at ICRC events.

National Societies and other local partners supported by the ICRC assisted migrants travelling through El Salvador, Guatemala, Honduras and Mexico. They provided family-links and health services, temporary shelter, and water; and informed migrants, through various channels, of measures for self-protection and where to go for assistance.

Vulnerable IDPs, deported migrants, residents and other violence-affected people in El Salvador, Guatemala and Honduras received ad hoc assistance, such as cash for food or shelter. In these three countries, and in Mexico, the ICRC worked with authorities and National Societies to help minimize the risk of young people being drawn into or otherwise affected by armed violence, and to improve their access to education; it did so by, for example, renovating schools and other community infrastructure.

To help ensure the availability of health services, the ICRC supported primary-health-care facilities in Guatemala, Honduras and Mexico; two hospitals in El Salvador and Honduras; physical rehabilitation centres in Guatemala, Honduras and Mexico; and a prosthetic/orthotic training institute in El Salvador. It provided these facilities with equipment, supplies, training and/or financial support, and renovated or constructed infrastructure at the two hospitals. Medical personnel, and teachers and other community members – many of them potential first responders – were trained in first aid and/or psychosocial support and self-care. The ICRC increased the availability of specialized care, including psychosocial support, for victims/survivors of sexual violence.

The ICRC continued to support local efforts by authorities, NGOs and associations of missing people's families to locate missing people and help their families. For instance, it provided training and material support for forensic services to better manage and identify human remains. Mexican authorities drew on the ICRC's expert advice to implement – as per a law on missing people adopted in 2017 – a new protocol for forensic searches. In Guatemala, the ICRC provided financial assistance for the education of children whose parents were missing.

The ICRC visited detainees in El Salvador, Guatemala, Honduras, Mexico and Nicaragua; among them were migrants in Mexican detention facilities and Nicaraguans held in relation to political protests in 2018. It checked on their treatment and living conditions, and discussed its findings with the pertinent authorities. With training and expert guidance from the ICRC, the authorities worked to address systemic issues such as overcrowding; various types of ICRC support also helped improve detainees' health care and living spaces at select facilities.

The ICRC promoted international laws and standards protecting vulnerable people, and humanitarian principles, throughout the region. It maintained dialogue with and/or organized events for government officials, representatives of international organizations, and academics; it also had discussions with them at various multilateral forums and gatherings. Together with National Societies, it broadened awareness of humanitarian issues, and the Movement's response to them, among these parties and the general public. Governments in the region drew on the ICRC's expertise to implement IHL-related treaties, such as the Treaty on the Prohibition of Nuclear Weapons.

CIVILIANS

The ICRC maintained dialogue with the authorities, including armed and security forces, on the necessity of respecting international laws and norms, and humanitarian principles, applicable to their duties. Key topics included: the rights of displaced people, migrants and deportees; the principle of *non-refoulement*; the use of force by law enforcement authorities; safe access to health care, education and other basic services; and the prevention of sexual violence. The ICRC also documented allegations of unlawful conduct and passed them on confidentially to the authorities concerned, with a view to ending or preventing such misconduct.

The ICRC sought to ensure closer coordination of humanitarian assistance. It discussed how this could be done – for example, by establishing referral mechanisms and promoting existing ones – with the authorities, civil-society organizations and UN agencies.

Migrants contact their families and obtain health care

In El Salvador, Guatemala, Honduras and Mexico, the ICRC supported efforts by National Societies and other local partners to help migrants meet their basic needs and maintain their safety.

Migrants received medical advice, information on safety risks and the location of assistance points, through various National Society and ICRC channels, which included a mobile messaging application popular among migrants. They contacted their relatives through the Movement's family-links services at dozens of phone/internet stations, where they were also able sometimes to charge their mobile phones.

People obtained free medical treatment at 12 fixed or mobile health facilities – 2 in Guatemala, 2 in Honduras and 8 in Mexico – run by the pertinent National Societies with ICRC support; roughly 33,000 consultations were given. The ICRC also provided financial or material support for the treatment of some 440 people who required additional care. The ICRC gave Honduran and Mexican health authorities expert advice to improve services for migrants and returnees.

Despite facing some logistical constraints, the ICRC renovated water points and distributed drinking water along migration routes, benefiting some 11,000 migrants. It renovated shelters – or provided material support for doing so – in Guatemala, Honduras and Mexico; and together with UNHCR, it constructed a shelter in Mexico; these shelters provided some 28,000 migrants with free, temporary accommodations.

In Guatemala, the ICRC provided 215 vulnerable migrants with food, transportation and/or lodgings.

IDPs and deportees receive assistance in meeting their essential needs

In El Salvador, Guatemala and Honduras, the ICRC helped meet the urgent needs of vulnerable IDPs, including deported migrants. In El Salvador and Honduras, some 800 IDPs were given ad hoc assistance, such as cash for food or housing, and transport to safe areas; costs for emergency medical

consultations and treatment were covered for 24 IDPs in El Salvador, Guatemala and Honduras. The ICRC provided grants and other support to start small businesses for 46 displaced households (237 people) in El Salvador and Honduras; the result was an average increase of 70% over their pre-displacement household income. The ICRC renovated bathrooms and other basic facilities at a shelter in El Salvador; 500 IDPs benefited.

Plans to distribute food to displaced people in Mexico and Guatemala were cancelled; the needs of some were already covered by authorities, and a number of families opted not to receive aid and to instead continue their journeys.

Violence-affected communities reduce their exposure to risk and have access to safer public spaces

In El Salvador, Guatemala, Honduras and Mexico, the ICRC worked with the authorities and/or the National Societies concerned to help people in communities affected by violence to protect themselves against it and cope with its effects. Many of its activities focused on young people, aiming to ensure their access to education and minimize the risk of their being drawn into the violence; of note, the ICRC helped renovate schools and other community infrastructure serving roughly 4,300 people. Students, teachers and other members of these communities attended ICRC-organized workshops and training on such topics as risk mitigation and humanitarian principles. The ICRC provided financial support to some Honduran students and tutors in a government-run alternative education programme for students that could not access regular schools.

The ICRC trained medical personnel, teachers and other community members in El Salvador, Honduras and Mexico in self-care and/or basic psychosocial support; in turn, they helped hundreds of IDPs, victims/survivors of sexual violence and others deal with traumatic experiences. People with more specialized needs were referred to other service providers.

In Guatemala, victims/survivors of sexual assault obtained specialized care at ICRC-supported health facilities. Guatemalan health ministry personnel attended ICRC workshops to learn how to provide such specialized care; the Salvadoran health ministry adopted a new protocol, developed with ICRC input, on doing the same.

States work on implementing mechanisms to search for missing people and assist their families

In El Salvador, Guatemala, Honduras and Mexico, government bodies, NGOs and associations of missing people's families searched for missing people and endeavoured to assist their families and prevent further disappearances.

The ICRC supported these efforts by, for example: donating body bags, equipment and specialized software; and organizing workshops and training for forensic and other professionals, and sponsoring some to attend similar events abroad. It also gave States expert advice to carry out related initiatives: for instance, in Mexico, it assisted in the implementation, as per a law on missing people adopted in 2017, of a new protocol

for forensic searches. In El Salvador, Honduras and Mexico, it renovated morgues and other facilities; one renovation in Honduras benefited a partner NGO that helped vulnerable families (about 300 people), including some with missing relatives, continue their children's education. Through public communication initiatives, the ICRC worked to broaden awareness of the plight of missing people's families.

Missing people's relatives processed their distress with the help of psychologists and members of associations of missing people's families trained by the ICRC. In Guatemala, the ICRC provided financial assistance for the education of 70 children whose parents were missing. A study on the needs of missing people's families had to be cancelled because of administrative obstacles.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited, in accordance with its standard procedures, people in 38 places of detention (housing around 55,400 detainees) in El Salvador, Guatemala, Honduras, Mexico and – for the first time since the 1980s – in Nicaragua. Around 600 particularly vulnerable detainees were monitored individually, among them were migrants in Mexico and women and minors in El Salvador, Guatemala, Honduras and Mexico. Findings from these visits were discussed with the authorities concerned. Subjects of discussion included alternatives to detention for migrants; judicial guarantees; and the specific concerns of minors, women and those with minority gender identities.

Detainees reconnected with their relatives through the ICRC's family-links services; the ICRC arranged for 221 detainees to be visited by relatives. Some of these visits were facilitated in coordination with an association of detainees' families in Honduras, which the ICRC began supporting in July.

In Nicaragua, the ICRC, acting as a neutral intermediary, helped some detainees – who had been held in relation to political protests in 2018 – to travel home after their release.

Inmates have access to improved health services

Detaining authorities in the countries named above, and in Costa Rica, drew on ICRC expertise to address systemic issues, such as overcrowding, at a national level. At ICRC workshops and round tables, judicial and penitentiary officials learnt of ways to improve respect for detainees' judicial guarantees. Officials from the six countries took part in a workshop in El Salvador on women in detention, and in a regional workshop in Colombia on prison management and infrastructure.

Health workers at 22 places of detention in El Salvador, Guatemala, Honduras and Mexico maintained or improved their services with the ICRC's guidance, such as, in Mexico, the findings of the organization's mental-health needs assessment conducted at one prison. The ICRC also provided some of these facilities with medical supplies and equipment. This support helped the authorities to, for example, restrict the spread of TB and implement new measures to treat or prevent malnutrition.

Health and detention authorities drew on the ICRC's expertise to revise policies concerning health care in places of detention. Officials from several countries, including Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua, exchanged experiences on administering health care for detainees at a regional workshop in Guatemala, organized by the ICRC in August; the ICRC organized other workshops and round tables on related topics, for both authorities and health workers.

Some 11,600 detainees in El Salvador and Honduras benefited from renovations to water, sanitation and other infrastructure carried out or supported by the ICRC. In Guatemala, projects like these were impeded by administrative obstacles.

The ICRC helped limit the spread of disease in Honduran prisons by providing mosquito nets and hygiene items for detainees; it also gave detainees art supplies and recreational items. Some 170 juvenile detainees in Guatemala acquired vocational skills through ICRC training.

WOUNDED AND SICK

To help improve the chances of wounded people getting life-saving care, the National Societies and the ICRC trained hundreds of potential first responders (teachers and other community members, paramedics, etc.) in El Salvador, Honduras and Mexico in first aid or gave them material support.

Critically wounded people obtained treatment at one hospital in El Salvador and another in Honduras; the ICRC provided support such as expert guidance, supplies, equipment and staff training for both. At both hospitals (total capacity: 265 beds), the ICRC also built or upgraded facilities: it constructed a new triage building for the Honduran hospital, and helped to renovate a room at the Salvadoran hospital for treating victims/survivors of sexual violence. To help ensure the continuum of care in the Honduran hospital's catchment area, the ICRC also provided support for the polyclinic attached to the hospital.

Rehabilitative care was provided for about 2,400 people¹ with physical disabilities at six centres – two each in Guatemala, Honduras and Mexico – and at a prosthetic/orthotic training institute in El Salvador. The ICRC funded these facilities, gave them equipment and supplies, and guided and trained their staff. It also helped ensure the availability of psychosocial support at the Guatemalan and Honduran centres – for instance, by training staff in it. It financially supported the treatment of 196 people at these facilities, many of them migrants, and covered transport and/or accommodation costs for 166 of them.

The ICRC supported a government agency in Honduras and a sports association in Guatemala that organized sporting events for physically disabled people, aiming to advance their social inclusion.

1. Based on aggregated monthly data, which include repeat beneficiaries.

ACTORS OF INFLUENCE

Security forces discuss migration-related issues in law enforcement

The ICRC provided military and security forces in the region with expert advice and other support to ensure that their doctrine, training and operations complied with international human rights law – and, where applicable, IHL – and met international standards for law enforcement. In El Salvador, Guatemala, Honduras, Mexico and Nicaragua, the ICRC organized workshops, training sessions and other events on these topics for police officers, military personnel involved in law enforcement and troops bound for peacekeeping missions abroad. Senior officers from 12 countries discussed these subjects – in connection with migration – at an international conference in Guatemala that the ICRC hosted in October.

States take steps to advance the implementation of IHL-related treaties

Governments, including their national IHL committees, took steps to advance the implementation of IHL-related treaties, such as the Treaty on the Prohibition of Nuclear Weapons, and adopt domestic legislation on humanitarian issues such as the plight of violence-affected people, particularly missing people's families. The ICRC supported these efforts by giving authorities expert advice and briefing government officials on various pertinent topics at a workshop and other events. In Honduras, the congress drafted a new criminal code – seeking to have it adopted by 2020 – that incorporated recommendations from the ICRC. The ICRC continued to draw attention to humanitarian issues at multilateral forums and processes, such as the Organization of American States (see *Washington*); for staff at the Inter-American Court of Human Rights, it organized training to help them address systemic issues related to detention, such as overcrowding, throughout the region.

Members of the public keep abreast of humanitarian issues and Movement activities

The National Societies and the ICRC kept the general public up to date on humanitarian issues and the Movement's activities by conducting media briefings and information sessions, taking part in cultural events and producing content for the internet and radio. Workshops were organized for journalists covering humanitarian affairs. Humanitarian issues and the Movement's activities were also discussed with government officials and diplomats in the region.

University professors in El Salvador, Guatemala, Honduras and Mexico kept in touch with developments in IHL through ICRC seminars and courses, or organized IHL events for government officials with ICRC support. University students sharpened their understanding of IHL at moot court competitions held locally and abroad; the ICRC provided support for one competition and sponsored a team to go abroad for another.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies in the region responded to emergencies and assisted migrants and other vulnerable people. They supported activities conducted by the ICRC and other Movement partners, and received support from them as well. For example, ICRC train-the-trainer sessions helped Mexican Red Cross volunteers and staff learn about psychological self-care. The ICRC also gave the Belize Red Cross Society support for training teachers and police officers in ways of reducing young people's exposure to violence.

Staff and volunteers at the Honduran, Mexican, Nicaraguan and Salvadoran National Societies were given training and guidance to improve their coordination with other Movement components and/or to apply the Safer Access Framework more fully. Aided by the ICRC, the Mexican National Society also improved its security management by revising pertinent policies.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		16			
RCMs distributed		11			
Phone calls facilitated between family members		150,054			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		131	42	14	1
<i>including people for whom tracing requests were registered by another delegation</i>		1			
Tracing cases closed positively (subject located or fate established)		19			
Tracing cases still being handled at the end of the reporting period (people)		511	116	71	6
<i>including people for whom tracing requests were registered by another delegation</i>		1			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		38			
Detainees in places of detention visited		55,360	5,252	2,110	
Visits carried out		103			
			Women	Girls	Boys
Detainees visited and monitored individually		608	72	22	6
<i>of whom newly registered</i>		608	72	22	6
RCMs and other means of family contact					
RCMs collected		32			
RCMs distributed		14			
Phone calls made to families to inform them of the whereabouts of a detained relative		6			
Detainees visited by their relatives with ICRC/National Society support		244			
People to whom a detention attestation was issued		2			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Income support	Beneficiaries	824	275	284
	<i>of whom IDPs</i>	499	182	130
Living conditions	Beneficiaries	365	115	69
	<i>of whom IDPs</i>	365	115	69
Water and habitat				
Water and habitat activities	Beneficiaries	44,022	7,043	5,232
	<i>of whom IDPs</i>	39,391	5,959	4,139
Health				
Health centres supported	Structures	12		
Average catchment population		8,749		
Consultations		33,215		
	<i>of which curative</i>	33,137	4,742	1,879
	<i>of which antenatal</i>	78		
Referrals to a second level of care	Patients	250		
	<i>of whom gynaecological/obstetric cases</i>	73		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Water and habitat				
Water and habitat activities	Beneficiaries	11,601	1,741	1,741
Health				
Places of detention visited by health staff	Structures	22		
Health facilities supported in places of detention visited by health staff	Structures	5		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	2		
	<i>including hospitals reinforced with or monitored by ICRC staff</i>	2		
Services at hospitals reinforced with or monitored by ICRC staff				
Consultations		171,583		
First aid				
First-aid training				
	Sessions	52		
	Participants (aggregated monthly data)	1,568		
Water and habitat				
Water and habitat activities	Beds (capacity)	265		
Physical rehabilitation				
Projects supported		9		
	<i>of which physical rehabilitation projects supported regularly</i>	6		
People benefiting from ICRC-supported projects	Aggregated monthly data	2,440	523	1,080
	<i>of whom victims of mines or explosive remnants of war</i>	1		
Prostheses delivered	Units	247		
Orthoses delivered	Units	2,669		
Physiotherapy sessions		972		
Walking aids delivered	Units	34		

NEW YORK

New York is a centre of global diplomacy, being home to the UN headquarters, Security Council and General Assembly – all of whose work affect humanitarian operations and related legal developments. Operating since 1983 and granted observer status by the General Assembly in 1990, the ICRC delegation to the UN elevates the concerns of people affected by armed conflict to governments and other policy-makers, promotes IHL, and develops relationships that are important for the ICRC's credibility with parties to conflict. The delegation enhances the ICRC's ability to influence those who can facilitate access to vulnerable communities or determine how conflicts are fought.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

EXPENDITURE IN KCHF

Protection	-
Assistance	-
Prevention	3,986
Cooperation with National Societies	-
General	15
Total	4,001
<i>Of which: Overheads</i>	<i>244</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	109%
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PERSONNEL

Mobile staff	4
Resident staff (daily workers not included)	14

CONTEXT

The UN formulated and implemented policies and decisions that had a bearing on humanitarian affairs around the world. Amid shifting global power dynamics and growing challenges to consensual decision-making, the UN committed itself to intensifying its efforts to assert the role of international cooperation in tackling global issues. Challenges related to armed conflict, “terrorism”, weapons, climate change, the digital revolution, and the implementation of the Sustainable Development Goals featured prominently in world leaders’ discussions and negotiations, during the high-level week of the General Assembly, for instance.

Think-tanks, the media, academic institutions and NGOs in New York influenced opinion and policy-making on humanitarian issues, and were able to mobilize UN Member States and the UN Secretariat to address these issues.

ICRC ACTION AND RESULTS

The humanitarian perspective is given due regard at the UN

The ICRC engaged in humanitarian diplomacy with the UN’s principal organs and Member States, to ensure that the humanitarian perspective was given proper consideration in their discussions and decision-making. It followed international debates and shifts in policy on issues of relevance to its work, for instance: the protection of civilians; counter-terrorism and sanctions regimes; arms control; new means and methods of warfare; climate change; displacement; and sexual violence. The ICRC attended, in its capacity as a Permanent Observer, various UN forums on these issues, drawing on its long-standing presence in volatile contexts, its legal expertise in IHL and other related bodies of law, and its own published work – with a view to ensuring that policies, resolutions and other outcomes of UN processes were consistent with IHL and other relevant norms, and safeguarded the space for principled humanitarian action. In addition to the invitation of the Security Council to serve as an expert briefer at its annual debate on the protection of civilians, the ICRC president was also invited to several other occasions to talk about various issues, such as missing persons and the needs of their families, and to mark the 70th anniversary of the Geneva Conventions.

The ICRC sought direct engagement with UN officials and representatives of Member States – for instance, through monthly meetings with the presidents of the Security Council, visits by the ICRC president, and briefings by heads of ICRC delegations. The ICRC’s neutral, impartial and independent humanitarian perspective on the situation in conflict areas where it operates was sought by States, such as during deliberations of the Security Council. Whenever possible, the ICRC appealed to States – including those who were party to armed conflicts or could influence warring parties – to better comply with IHL and to support humanitarian action. Notably, at the

sidelines of the 74th session of the UN General Assembly, the ICRC co-hosted – with China, South Africa and Switzerland – a high-level event to commemorate the 70th anniversary of the Geneva Conventions, drawing together leaders from across the globe. The ICRC reminded States to meet their obligations under that body of law and to increase compliance with it. The ICRC made a presentation on IHL and humanitarian action in the context of counter-terrorism to the Security Council’s Counter-Terrorism Committee.

Diplomats strengthened their grasp of IHL at the annual seminar – the largest held yet – organized by the New York University School of Law and the ICRC, which focused on the 70th anniversary of the Geneva Conventions.

UN resolutions make emphatic references to IHL

The ICRC was consulted regularly by Member States for legal guidance. The inclusion of stronger language on IHL in several Security Council and General Assembly statements and resolutions, including in matters relating to counter-terrorism, signalled continued recognition of that law and of humanitarian considerations. For example, the Security Council adopted paragraphs urging all States to take into account the potential effect of counter-terrorism measures on exclusively humanitarian activities carried out by impartial humanitarian actors in a manner consistent with IHL. A Security Council resolution on missing persons in armed conflict, the first of its kind, called on parties to take all appropriate measures to actively search for people reported missing.

The DPO and the OLA discuss peacekeeping and IHL with the ICRC

The ICRC maintained its dynamic dialogue with the Department of Peace Operations (DPO, formerly known as the “Department of Peacekeeping Operations”) and with the Office of Legal Affairs (OLA). The ICRC provided them with observations and recommendations on IHL-related matters within the context of peacekeeping operations.

Future decision makers and the general public learn about IHL

The ICRC organized – jointly with think-tanks or universities – and/or spoke at events on humanitarian affairs for decision makers and members of the academic community. UN-accredited media and others used the ICRC’s press releases, and presentations by its senior staff on key issues, to report on the organization’s activities worldwide. By strengthening its presence on social media, the ICRC was able to reach a much broader audience.

The ICRC maintained regular contact with Movement partners, and other organizations and NGOs in the humanitarian and development field, and promoted coherent and well-coordinated responses to humanitarian issues.

PANAMA CITY (regional)

COVERING: Antigua and Barbuda, Bahamas, Barbados, Cuba, Dominica, Dominican Republic, Grenada, Guyana, Haiti, Jamaica, Panama, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname

Having worked intermittently in Panama since 1989, the ICRC has had a stable presence in the country since 2010. In 2019, it opened a regional delegation in Panama City. The delegation aims to raise awareness of and mobilize support for humanitarian principles, IHL and the ICRC’s activities through regular contact with representatives of multilateral and international organizations, governments and the military and police forces. The ICRC helps build the capacities of the region’s National Societies in responding to humanitarian concerns of vulnerable migrants and violence-affected people. It monitors the treatment and living conditions of detainees.



ICRC regional delegation

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YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action **HIGH**

KEY RESULTS/CONSTRAINTS IN 2019

- Through detainee-organized recycling and planting projects backed by the ICRC, inmates at a Panamanian prison acquired life skills and accessed early-release schemes. The authorities replicated these projects at other prisons.
- Over 6,600 inmates in three prisons in Panama benefited from upgraded facilities and common areas thanks to infrastructural projects, some of which were implemented by penitentiary staff and detainees with ICRC support.
- Panama adopted a law on the management of migrant shelters that included ICRC input on the provision of family-links and health services. Some of the ICRC’s activities in Panama were delayed by the elections and transition period.
- Aided by the ICRC, National Society personnel treated people injured during protests in Haiti, and provided family-links services to migrants arriving in Panama and to hurricane victims in the Bahamas.
- Over 30 health staff from across the region participated in a course on health emergencies in large populations, organized by the Cuban health ministry, the Cuban Red Cross and the ICRC.

PROTECTION	Total
CIVILIANS	
Restoring family links	
Tracing cases closed positively (subject located or fate established)	1
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	4
Detainees in places of detention visited	8,558
Visits carried out	8

ASSISTANCE	2019 Targets (up to)	Achieved
PEOPLE DEPRIVED OF THEIR FREEDOM		
Water and habitat		
Water and habitat activities	Beneficiaries	7,000
		6,690

EXPENDITURE IN KCHF	
Protection	1,094
Assistance	405
Prevention	813
Cooperation with National Societies	422
General	13
Total	2,746
<i>Of which: Overheads</i>	168
IMPLEMENTATION RATE	
Expenditure/yearly budget	96%
PERSONNEL	
Mobile staff	12
Resident staff (daily workers not included)	15

CONTEXT

Panama remained a regional hub for policy-making on humanitarian issues and international affairs. It hosted numerous multilateral and international organizations, donor and cooperation agencies, and diplomatic missions from dozens of countries. A new president took office in July following general elections in May.

Migrants continued to use Panama and certain States of the Caribbean Community (CARICOM) as transit or destination countries. During their journey, they faced risks of death, kidnapping, family separation and sexual violence and had limited access to basic services such as health care. Stricter migration policies in some of the transit or destination countries resulted in migrants being detained or deported. Panamanian authorities estimated that nearly 24,000 irregular migrants, including pregnant women and unaccompanied children, crossed Panama's Darién region in 2019 – more than twice as many in 2018; temporary shelters set up by the government housed some of the new arrivals.

Armed violence in urban settings persisted in a number of the countries covered. The detainee population in the region consisted mainly of people held in connection with the violence or for drug-related offences.

Violent protests arising from political, economic and social discontent took place in Haiti from February to November. These protests led to injuries and deaths; roadblocks paralyzed daily life and made it difficult for people to obtain basic services.

A hurricane that hit the Bahamas in September – the most powerful in the country's history – resulted in deaths and severe damages to shelters and public infrastructure.

People throughout the region continued to seek information about relatives missing in connection with migration, natural disasters and other circumstances.

ICRC ACTION AND RESULTS

The ICRC's regional delegation in Panama City pursued humanitarian diplomacy efforts to gather support for humanitarian principles and the ICRC's activities around the world. It also strove to protect and assist migrants, people deprived of their freedom and other vulnerable populations in the countries covered.

By taking part in various regional events attended by representatives of multilateral and international organizations, the authorities and civil society, the ICRC highlighted its role as a key source of reference in such areas as detention, migration, the issue of missing people and their families, international policing standards and IHL.

The ICRC and the authorities in Panama and some CARICOM States discussed humanitarian concerns arising from migration and the authorities' obligation to protect migrants throughout their journey. Panamanian officials adopted a

law systematizing the management of temporary shelters for migrants; they incorporated ICRC recommendations concerning family-links and health services. The ICRC faced delays in carrying out some of its other planned activities in Panama owing to the elections and the changes that followed.

In accordance with its standard procedures, the ICRC visited places of detention in Panama to assess the treatment and living conditions of detainees; afterwards, it communicated its findings and any recommendations confidentially to the authorities concerned. With the Bahamas Red Cross Society, it visited a migrant detention facility in the Bahamas. The ICRC enabled selected officials from the region to refine their understanding of prison management and health care in detention through workshops. It continued to work with and support the Panamanian authorities in addressing the causes and consequences of overcrowding and in implementing projects for the socio-economic reintegration of detainees. For example, penitentiary staff and detainees at selected prisons renovated facilities, living spaces and common areas, including one for people with limited mobility. Recycling and planting projects organized by inmates at one prison helped participants acquire life skills and facilitated their early release based on the number of days they invested in the project; the authorities replicated these projects at other places of detention in the country.

Movement components provided comprehensive support for National Societies in the region to expand their operational and public-communication capacities. The pertinent National Societies assisted – mainly through family-links services – migrants who arrived in Panama and hurricane victims in the Bahamas. In Haiti, the ICRC adapted its activities in light of the demonstrations in the country: it conducted field trips to monitor the situation and supported the Haitian National Red Cross Society's emergency response, particularly life-saving care for people injured during the protests. The ICRC worked with the Cuban Red Cross and the Cuban health ministry to organize a health-in-emergencies course for health staff across the region and with the Jamaica Red Cross to provide educational opportunities for young people affected by violence.

The ICRC supported officials in the region to develop their ability to manage and identify human remains, and assist in ascertaining the fate and whereabouts of persons missing in connection with migration, natural disasters – particularly following the hurricane in the Bahamas – and other circumstances.

CIVILIANS

The ICRC discussed the humanitarian issues arising from migration with the pertinent authorities in the Bahamas, the Dominican Republic and Panama. It also reminded them of their obligation to protect migrants during detention, deportation and repatriation and to respect the principle of *non-refoulement*.

National Societies provide family-links services during emergencies

National Societies in the region bolstered their family-links services with technical and financial support from the ICRC. Staff from the Bahamian and Jamaican National Societies participated in a regional workshop on migration and restoring family links in Curaçao (see *Caracas*).

The Red Cross Society of Panama expanded its family-links and health services in response to the increased number of migrants in the country. Guided by the International Federation and the ICRC, it drafted its migration strategy and related action plan, ensuring that its activities took into account the protection-related concerns of migrants. Movement components in Panama produced leaflets and posters describing the Movement's family-links services and listing safety tips for migrants. With ICRC financial and logistical support, a family of migrants returned the remains of their toddler to their country of origin.

Aided by an ICRC team deployed to the islands, the Bahamas Red Cross Society strengthened its ability to provide family-links services and manage human remains following the hurricane.

Forensic specialists in the region bolster their capacities to identify human remains

The ICRC and the pertinent officials discussed the steps that had to be taken to clarify the fate of people who went missing in connection with the hurricane in the Bahamas and with past military rule, the 1989 United States of America intervention and ongoing migration in Panama. It also offered these officials technical support for managing human remains and related data.

Sponsored by the ICRC, forensic specialists from Cuba and Panama attended regional workshops on humanitarian forensics and forensic anthropology. At a seminar organized by the ICRC, members of a Panamanian commission on missing people learnt more about the psychological needs of missing people's families.

Young Jamaicans take steps to rebuild their lives

Young people affected by gang violence in Jamaica acquired life skills and obtained vocational training through the efforts of the Jamaica Red Cross, for which the ICRC provided technical and financial support.

ICRC workshops on wound management for hospital staff in Kingston, Jamaica, were scheduled for 2020.

PEOPLE DEPRIVED OF THEIR FREEDOM

In accordance with its standard procedures, the ICRC visited three prisons and immigration detention centres in Panama to check on detainees' treatment and living conditions. Afterwards, the ICRC communicated its findings and any recommendations confidentially to the authorities concerned (see also *Civilians*). Although the election and transition period in Panama delayed some of its planned activities there, the ICRC worked with pertinent officials to improve the treatment

and living conditions of detainees and to address the causes and consequences of overcrowding, for example, by using alternatives to detention and early-release schemes. In the Bahamas, the Bahamian Red Cross and the ICRC visited one migrant detention facility.

Penitentiary and judicial officials from the Dominican Republic and Panama discussed with their peers best practices in prison management and health care in prisons, at local or regional workshops organized by the ICRC (see *Colombia* and *Lima*). Using lessons learnt from these workshops, the Panamanian authorities developed a protocol for admitting detainees to prison; the protocol included ensuring better respect for detainees' rights and conducting health checks for newly arrived inmates.

Inmates in Panama benefit from improved living conditions

The ICRC monitored the availability of health services at selected prisons in Panama and urged penitentiary officials to ensure that detainees had unhindered access to health care. With the ICRC's guidance, these officials worked on including a module on health care in detention in the new penitentiary academy's curriculum.

With the ICRC's technical and material support, and together with the ICRC, the authorities in charge made improvements to basic facilities and common areas in three prisons. Dozens of inmates at two of these prisons – members of the prisons' maintenance brigades – assisted the authorities and acquired practical skills in the process. A total of 6,690 detainees thus benefited from upgraded ventilation and water-supply systems, and lighting. Some of them benefited from other infrastructural work as well: renovation of a section for people with limited mobility, and conversion of rooms into a library and an area for vocational training. An evaluation of a 2018 ICRC project, to renovate a cell for vulnerable detainees in one of these prisons, revealed that the upgrades improved detainees' mental and physical health, their mood, and their ability to live together.

Panamanian detainees prepare for their return to society

With a view to facilitating the socio-economic reintegration of detainees, the Panamanian authorities and the ICRC worked together to create educational, vocational and other opportunities for them, such as the above-mentioned maintenance brigades. Several detainees in one prison honed their masonry skills at courses offered by the national institute for vocational training.

The ICRC provided technical and material support for recycling and planting projects at one of the prisons mentioned above (benefiting 3,550 inmates). The detainee-organized projects included such activities as conducting hygiene-promotion sessions, producing compost to fertilize the prison's fruit and vegetable garden and making handicrafts for sale. Project participants acquired life skills and received reduced sentences based on the number of days they worked. Government officials assumed full responsibility for these projects and replicated them at other places of detention.

ACTORS OF INFLUENCE

Panama adopts a new migration law

The ICRC sought to raise understanding of and support for humanitarian principles and IHL throughout the region, particularly among multilateral and international organizations – including the CARICOM Implementing Agency for Crime and Security – the authorities, and influential members of civil society. It shared its expertise with these actors on matters relating to detention, migration, missing people and their families, international policing standards and IHL through bilateral dialogue and by participating in conferences and other events that tackled such subjects as the ratification of the Treaty on the Prohibition of Nuclear Weapons. In Cuba for instance, government officials and the ICRC discussed topics of common interest such as autonomous weapons systems and the applicability of IHL in outer space; the ICRC participated in an international seminar on international law and IHL organized by the Cuban union of jurists.

In March, Panama adopted a new migration law that systematized the management of temporary shelters for migrants (see *Context*), and recognized the specific needs of children, women and other vulnerable people. The law reflected ICRC recommendations to provide family-links and health services. Panama signed the Montreux Document in June. Owing to the elections and the changes that followed in Panama, the ICRC faced delays in carrying out some of its other planned activities there. In the Dominican Republic, the national IHL committee resumed its activities with technical support from the Dominican Red Cross and the ICRC.

In the Bahamas, Haiti, Jamaica, Panama and Saint Lucia, the police and/or military forces and the ICRC discussed international policing standards and IHL, and explored possibilities for partnerships to ensure greater respect for these standards and norms. With ICRC financial backing, officials of the Cuban military and the Panamanian police attended workshops abroad on rules governing military operations and law enforcement, respectively (see *International law and policy* and *Mexico City*).

The public learns more about the Movement and its activities

ICRC publications and video materials, channelled mainly through social media, helped inform the public about the ICRC's activities for detainees and migrants in Panama and for hurricane victims in the Bahamas.

Movement partners in the region coordinated their efforts to make the Movement and its activities more widely known among actors of influence and the public. The ICRC provided training and guidance for the Red Cross Society of Panama to develop its capacities in public communication.

RED CROSS AND RED CRESCENT MOVEMENT

Movement components in the countries covered met regularly to coordinate their humanitarian response – to the demonstrations in Haiti and the influx of migrants in Panama, for instance.

Support from Movement partners enabled the National Societies in the region to strengthen their emergency preparedness and response, such as their family-links services for migrants and victims of natural disasters (see *Civilians*). National Society staff attended workshops, in their own countries and elsewhere, on the Safer Access Framework, governance, and IHL.

The ICRC adapted its activities in Haiti in light of the demonstrations there (see *Context*). It conducted field visits to assess and monitor the situation and the related humanitarian consequences, with a view to reinforcing the Haitian National Society's emergency response. ICRC financial and technical assistance thus enabled the National Society to deploy volunteers and ambulances to treat injured people and to transport them to hospitals and to produce radio spots and other informational materials on the necessity of respecting the red cross emblem. The National Society developed an action plan in response to the situation, with input from other Movement components.

The Haitian Red Cross and the Jamaica Red Cross signed partnership agreements with the ICRC. The agreement between the Jamaica Red Cross and the ICRC formalized the gradual scaling down of ICRC support for the National Society's educational projects (see *Civilians*).

The Cuban health ministry, the Cuban Red Cross and the ICRC organized a course in Havana on health emergencies in large populations; 32 health staff throughout the region attended the course.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total	Women	Girls	Boys
Tracing requests, including cases of missing persons					
Tracing cases closed positively (subject located or fate established)		1			
Tracing cases still being handled at the end of the reporting period (people)		2	1		
Documents					
People to whom travel documents were issued		1			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits					
Places of detention visited		4			
Detainees in places of detention visited		8,558			
Visits carried out		8			

MAIN FIGURES AND INDICATORS: ASSISTANCE

PEOPLE DEPRIVED OF THEIR FREEDOM		Total	Women	Children
Water and habitat				
Water and habitat activities	Beneficiaries	6,690		
Health				
Places of detention visited by health staff	Structures	3		

WASHINGTON (regional)

COVERING: Canada, United States of America, Organization of American States (OAS)

Established in 1995, the Washington regional delegation regularly engages in dialogue on IHL and issues of humanitarian concern, including those linked to migration, with government officials and bodies, academic institutions and other interested groups in Canada and the United States of America. The delegation heightens awareness of the ICRC's mandate and priorities within the OAS. It mobilizes political and financial support for ICRC activities and secures support for IHL implementation. It visits people held at the US detention facility at the Guantanamo Bay Naval Station in Cuba. It works closely with the American Red Cross and the Canadian Red Cross Society.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF

Protection	2,637
Assistance	676
Prevention	4,715
Cooperation with National Societies	366
General	80
Total	8,474
<i>Of which: Overheads</i>	<i>517</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	100%
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PERSONNEL

Mobile staff	9
Resident staff (daily workers not included)	35

PROTECTION

	Total
CIVILIANS	
Restoring family links	
RCMs collected	19
RCMs distributed	23
Phone calls facilitated between family members ¹	235
Tracing cases closed positively (subject located or fate established)	6
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	2
Detainees in places of detention visited	140
<i>of whom visited and monitored individually</i>	27
Visits carried out	5
Restoring family links	
RCMs collected	381
RCMs distributed	244

1. Phone or video calls facilitated between people held at the Guantanamo Bay detention facility and their families abroad.

CONTEXT

The United States of America (hereafter US) remained influential in international affairs. Its involvement in military operations overseas – notably in the Middle East, Afghanistan and Africa – continued. It led an international military coalition that launched air strikes against remnants of the Islamic State group in Iraq and the Syrian Arab Republic (hereafter Syria). In October, it withdrew many of its troops from northern Syria; in November, it ordered its remaining troops to resume operations.

People were still being held at the US detention facility at the Guantanamo Bay Naval Station in Cuba.

Canada withdrew its soldiers from UN peacekeeping operations in Mali but deployed some police officers there; it provided logistical support for UN peace operations elsewhere in Africa. Canada headed a NATO training mission in Iraq, and trained military personnel in Ukraine. In September, it acceded to the Arms Trade Treaty.

Migrants – a large number, asylum seekers from Central America – tried to enter the US from Mexico (see *Mexico City*); many were apprehended at the border and later released to shelters. The US implemented policies including bilateral agreements with Mexico and some Central American countries, to reduce the number of asylum seekers. Migrants lost contact with their families and were detained, deported or injured; some migrants died.

ICRC ACTION AND RESULTS

Guantanamo Bay detainees cope with their situation

The ICRC visited people held at the Guantanamo Bay detention facility and monitored their treatment and living conditions. It communicated its findings and recommendations confidentially to the pertinent authorities on the importance of meeting internationally recognized standards for detention. During its discussions with the US authorities, the ICRC emphasized the necessity of upholding procedural safeguards – for instance, by facilitating the transfer or resettlement of eligible detainees. It also raised the humanitarian concerns of ex-Guantanamo detainees who had been resettled in other countries.

Detainees contacted their families through RCMs and phone or video calls (235 calls facilitated). The ICRC delivered food parcels and other items sent by detainees' families. Detainees had access to recreational spaces and a library for which the ICRC provided multimedia materials in various languages. The ICRC continued to monitor detainees' health needs, and communicated its findings on the provision of health care in line with medical ethics to the authorities.

The ICRC maintained its confidential dialogue with the US authorities on detainees within its purview who were being held in countries where the US was conducting military operations.

Migrants reconnect with their families

The ICRC continued to engage the US authorities in discussions on securing regular access to immigration detention facilities near or along the US' southern border.

Migrants at shelters near the southern border reconnected with their relatives using phone and internet services made available by the American Red Cross with the ICRC's technical support. The ICRC discussed – with the US border officials and others – the humanitarian consequences of certain migration policies.

The ICRC gave the US authorities expert advice on ascertaining the fate and whereabouts of missing migrants and began drafting guidelines for handling human remains. At an ICRC-organized meeting, US and Mexican authorities exchanged information on deceased migrants, enabling them to identify some of the bodies. To help ascertain missing migrants' fate, a university in the US managed – with the ICRC's material assistance – human remains recovered near the southern border.

Authorities and the ICRC discuss protection for conflict-affected civilians

The ICRC urged Canadian and US authorities to protect civilians and facilitate their safe access to basic goods and services in countries where their armed forces were operating; and to ensure that weapon bearers supported by their forces did the same. The ICRC arranged meetings with decision makers, and briefings and training exercises for military commanders and troops. On these occasions, it emphasized the importance of addressing humanitarian issues arising from overseas military operations, including the concerns of people alleged to have been involved in fighting abroad and those of their families; it sought to gather support for its neutral, impartial and independent humanitarian action. The US defence authorities and the ICRC discussed the need for US military forces in Afghanistan, Iraq and Syria to show due regard for IHL; the ICRC also submitted its recommendations to these authorities for a policy to mitigate civilian casualties.

Policy-makers reaffirm their support for humanitarian action

The ICRC reminded the Canadian and US governments, and the Organization of American States (OAS), to take IHL into account in their policy-making and activities. It reinforced its position as a key source of reference on IHL. It arranged or lent its expertise for workshops on IHL-related issues – for example, partnered operations and protection of medical services – for government officials, academics, journalists, and private or non-governmental organizations from the region and elsewhere. The ICRC maintained its interactions with inter-American institutions on humanitarian issues of common interest. Government officials from the Americas participated in meetings on missing people and autonomous weapon systems held by the OAS and the ICRC, in Washington D.C.; OAS resolutions incorporated various ICRC recommendations. The World Bank and the ICRC pursued a partnership for

the ICRC's health-related activities in South Sudan. The ICRC stepped up its public-communication initiatives and organized various events with the American and Canadian National Societies, which aimed to broaden awareness of certain issues associated with armed conflict: access to education and health care; sexual violence; and new weapons technologies.

The ICRC developed its relationship with the American and Canadian National Societies, and sought their cooperation in fundraising. During a visit to the US, the ICRC's president paved the way for working with the American Red Cross in

exploring partnerships among cities as part of the Health Care in Danger initiative. The American Red Cross and the ICRC further defined their areas of common interest and respective expertise and capacities to enhance coordination within the US and internationally. The Canadian Red Cross and the ICRC finalized a partnership for improving health-care provision in conflict-affected contexts; the National Society contributed staff to the ICRC's operations.

To promote disabled people's social inclusion, the ICRC held training in adaptive sports worldwide.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		19			
RCMs distributed		23			
Phone calls facilitated between family members ²		235			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		15	2	2	2
Tracing cases closed positively (subject located or fate established)		6			
Tracing cases still being handled at the end of the reporting period (people)		32	5	9	3
	<i>including people for whom tracing requests were registered by another delegation</i>	15			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		2			
Detainees in places of detention visited		140	50		
Visits carried out		5			
			Women	Girls	Boys
Detainees visited and monitored individually		27			
RCMs and other means of family contact					
RCMs collected		381			
RCMs distributed		244			
People to whom a detention attestation was issued		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

PEOPLE DEPRIVED OF THEIR FREEDOM		Total		
Health				
Places of detention visited by health staff	Structures	1		

2. Phone or video calls facilitated between people held at the Guantanamo Bay detention facility and their families abroad.