



A review of the  
implementation of  
UNHCR's urban refugee  
policy in Ecuador

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## Introduction

1. UNHCR published its Policy on Refugee Protection and Solutions in Urban Areas in the year 2009. In 2012, UNHCR established an in-house Urban Refugee Steering Group (URSG), chaired by the Assistant High Commissioner (Operations) to ensure a strategic approach across the agency. Among other activities, the URSG deployed the first of several planned technical support missions to Ecuador from 2 to 12 September 2012.

2. UNHCR has operated in Ecuador since 2000. Ecuador hosts 56,000 registered refugees, the majority of which are Colombian (98%). Approximately 70% of the refugee population resides in urban areas. In 2009, UNHCR established a field unit in Quito to work directly with the approximately 21,000 refugees registered in the city. Guayaquil, the largest city in the country, is home to over 5,000 urban refugees and asylum-seekers, most of whom have not been registered by the authorities. The Refugee Directorate, the Ecuadorean authority in charge of refugee affairs, established an office in Guayaquil in July 2010. UNHCR opened a small office there in July 2011.

3. The Terms of Reference (ToR) for this technical support mission were developed jointly by the URSG, the UNHCR team in Ecuador and the Americas Bureau. The ToR focused on Quito and Guayaquil, and on four thematic priority areas, identified by UNHCR Ecuador: (1) Increased efficiency in reception, communication and attention to urban refugees, (2) Self-sufficiency, access to employment and livelihoods, (3) Addressing discrimination and xenophobic attitudes, and (4) Durable solutions. The technical support mission was comprised of UNHCR colleagues Renata Dubini (Team leader), Katharina Lumpp, Felipe Camargo and Inmaculada Serrano (PDES), as well as Duncan Breen (Human Rights First).

4. This summary report provides an overview of the mission, as well as of the 'Workshop on the situation of refugees in urban areas in Ecuador' (Taller sobre la situación de la población refugiada en contextos urbanos), which concluded the mission and took place on 10 September 2012 in Quito with the participation of relevant stakeholders, including government counterparts, NGOs, UN sister agencies and refugees. The report also summarizes the main observations and suggestions which emerged during the mission. These observations and suggestions take into account discussions at the final workshop and have benefited from the input of UNHCR Ecuador colleagues, with a view to their operationalization and use in the upcoming prioritization of the 2013 country operations plan and planning for 2014.



## Overview of the mission

5. The first six days of the mission (2 to 8 September 2012) were devoted to briefings and discussions with UNHCR Ecuador, visits to neighbourhoods where refugees live, and meetings with key stakeholders in Quito (2 and 5-8 September) and Guayaquil (3 and 4 September).

6. After being briefed by the Ecuador office on the particular contexts and circumstances of each field location within the operation, with a particular focus on Quito and Guayaquil, a series of meetings and focus group discussions with refugees and other persons of concern were organized, to learn their views on their situation and on the role played by UNHCR and its partners, as well as to discuss suggestions on how this role could be improved. The mission met with young and adult refugees, asylum-seekers and migrants, Colombians and Haitians. This included refugees in the resettlement process and beneficiaries of UNHCR supported projects in Guayaquil and Quito.

7. One objective of the mission was to help strengthening existing partnerships and engaging new ones in the effort to address the challenges of refugee protection and durable solutions in urban areas. This is also a priority clearly stated in the Urban Refugee Policy. The Government of Ecuador is ultimately the main provider of refugee protection, and thus the most important partner for UNHCR. The 2008 Ecuadorian Constitution envisions a generous approach to refugee protection. However, the refugee policy has become more restrictive in recent years and the adoption of the new Executive Decree No. 1182 of 30 May 2012 has made access to the asylum system more difficult. There is also a gap between the letter of the law and its daily application, which affects the possibilities of refugees to realize and enjoy their rights. This makes it particularly important to engage in dialogue and to advocate with the government and other state institutions to correct and reduce this gap, in order to render the refugee protection regime effective in practice. The mission members had working sessions with the authorities at the local, provincial and national level in both Guayaquil and Quito. Separate meetings were also held in Quito with the Refugee Directorate (from the Foreign Affairs Ministry); with municipality institutions directly involved with refugees, in particular the Casa de Movilidad Humana; and with the Ombudsman.

8. UN agencies in Ecuador have a history of engagement with refugee issues along the northern border, but not in urban environments. A meeting with UN agencies was held in Quito, where most UN agencies operating in Ecuador, including UNHCR, are based. Unfortunately, there were a number of salient absences, illustrating the challenges (not unique to Ecuador) to engage other agencies on refugee matters in an urban context. However, the active participation of UNDP, UN Women, OHCHR, WFP and the Pan-American Health Organization offered interesting insights and some opportunities to engage in more robust partnerships. The commitment expressed by the newly arrived UN Resident Coordinator to make the urban refugee issue an inter-agency endeavour was particularly encouraging and provides an opportunity to invest and engage further.

9. The meetings with NGO partners in Quito and Guayaquil confirmed that the civil society in Ecuador is strong and motivated. Most partners have a long-standing presence in Quito and Guayaquil, although some of them have only recently started working with

refugees. Most of them have clear views and well-developed methodologies, but all have expressed interest in working together. Initiatives such as the 'Convivir en Solidaridad' campaign are important examples of the intrinsic value of working together and of further boosting coordination.

10. The mission also met with actors from the private sector – namely a group of employers (both Colombian and Ecuadorian) – and with journalists. Both meetings were positive and, irrespective of the challenges expressed by the group of employers on bureaucratic obstacles of employing refugees, opened the door for potential further and closer cooperation. Particularly the private sector would be a (relatively) new actor for partnerships with UNHCR. Initial attempts to approach the Ecuadorian Chamber of Commerce and the Colombian Consulate (in its capacity of representation of the Colombian Chamber of Commerce) were also undertaken during the mission, which the team in Ecuador is planning to pursue.

11. Finally, the mission members had also the opportunity to interact with donor and resettlement countries in a more informal environment.

### **Workshop on the situation of refugees in urban areas in Ecuador**

12. The last days of the mission were dedicated to the preparation of a final workshop to which the authorities, civil society actors, UN agencies and refugee groups with whom the mission team met were invited to participate. During meetings, participants were asked to reflect on the challenges and opportunities concerning refugees in urban areas in Ecuador, and particularly to prepare proposals for joint and coordinated action, on the basis of the discussions held with the mission.

13. The one-day workshop brought together over 60 participants, including representatives of ministries, municipalities, the Civil Registry, NGO counterparts, academia, donors and refugees. During the first part of the workshop, the UN Resident Coordinator and the Director of Refugees (Ministry of Foreign Affairs) made introductions on the issue of urban refugees in Ecuador. These were followed by a presentation of the mission on the Urban Refugee Policy, focusing on the aspects of its implementation most relevant for Ecuador and on the main observations by the technical support mission. The participants were then divided into four working groups, each one focusing on one of the four main thematic areas identified by UNHCR Ecuador: (1) Community outreach; (2) Livelihoods and self-reliance; (3) Access to rights and services, and discrimination and xenophobia; (4) Durable solutions.

14. The working groups were tasked with making concrete proposals and identifying priorities for joint or coordinated action. All working groups were comprised of participants from the relevant authorities, UN agencies, NGO counterparts and representatives of the refugee community. The groups reached valuable conclusions in terms of identification of challenges, opportunities, proposals for joint action and prioritization, many of which were cross-cutting and emerged from the discussions in several groups.

15. The conclusions of the working groups were, in turn, presented and discussed in a concluding plenary session, where they were validated and resulted in a number of commitments by participants, including UNHCR. A concrete initiative to put in place or revive coordination mechanisms in the form of Mesas de Trabajo (Working Groups) was initiated by the municipality, inviting the Refugee Directorate, UNHCR, the Ombudsman

and other relevant institutions depending on the specific subject. Following the workshop, a first such meeting was held with the Civil Registry. The workshop and this meeting were seen as the starting point for a reinforced inter-institutional coordination process on aspects and actions identified during the workshop. These include documentation (technical discussions), information management for internal use among partners and for awareness-raising and sensitization, and strategic interventions and advocacy under the umbrella of the Law on Popular and 'Solidarity' Economy (Ley de Economía Popular y Solidaria). The conclusions of the workshops have further shaped the observations and suggestions of the technical support mission, which are outlined in the following part of this summary report.



## Observations and suggestions

16. The following observations and suggestions are structured around the themes identified by the Ecuador office as the areas of main challenges in the implementation of the Urban Refugee Policy. Each theme covers and refers to several of the implementation strategies outlined in the policy. All observations and suggestions have been discussed and reviewed jointly by the technical mission and the UNHCR team in Ecuador and they incorporate the main conclusions of the final workshop.

17. Rather than providing new ideas and approaches, the suggestions build on existing initiatives and projects. They aim to support UNHCR Ecuador in consolidating, harmonizing and prioritizing interventions and presenting a more coherent and coordinated approach, with adaptations in the diverse urban areas of Ecuador. Some general observations and suggestions by the technical mission, related to the presentation of a comprehensive country-wide strategy (in terms of prioritization, coordination and partnerships) are reflected in a short summary concluding this summary report.

18. While the thematic focus of the technical support mission was on aspects related to the situation of recognized refugees in urban areas of Ecuador, the mission learnt of many instances of asylum applications being determined inadmissible and of cases of 'revocation' of status under the new Executive Decree No. 1182, causing considerable concern among interlocutors. The technical mission felt that the distinction made by the team in Ecuador between aspects related to 'access to asylum' and 'rights in asylum' proved useful for the discussions, as well as for facilitating constructive engagement in interventions addressing the challenges faced by (recognized) refugees in urban areas. UNHCR Ecuador has the challenge to develop a strategic approach that builds on the synergies created when addressing these 'rights in asylum' and that leverages these interventions in a manner that can bring about improvements in the 'access to asylum'.

### **Community Outreach and Community Communication**

19. The following are the observations and suggestions by the technical support mission on the Urban Refugee Policy's implementation strategies 'Reaching out to the community' and 'Fostering constructive relations with refugees'. The observations were used to contribute to the discussions in the working group on Community Outreach in the final workshop of 10 September 2012. The discussions during the working group have further shaped these observations and suggestions (in the form of proposed practical interventions and responses that were proposed during the workshop).

#### *Identifying the refugee population*

20. In general, the refugee population appears to be widely dispersed and highly mobile in Quito and Guayaquil.

21. There is no regular mapping of where refugee communities are living and available data is not disaggregated by age, gender and diversity to provide a clear picture of the profile of the refugee population. At present, it is only the Refugee Directorate that has data

of this nature, but the data is neither being used for purposes other than refugee status determination, nor is it systematically updated, including with contact details such as mobile phone numbers, when refugee ID cards are renewed.

*Suggestions:*

22. It would be useful for UNHCR, in the context of developing (with partners, including possibly municipalities and prefecturas) a community outreach strategy, to agree with the Refugee Directorate to make available particular reports and information from ProGres (the registration system), either on a one-time or on a regular basis (for instance, in 6-month intervals). Features for addresses and mobile phone numbers of refugees and registered asylum-seekers that are contained in ProGres – and some new features in the upcoming version of ProGres-web, including more specific special needs categories – could be used for outreach purposes.

23. It will be important to broaden the use of ProGres-web in order to promote more efficient coordination and referrals between partners (including WFP) working on behalf of refugees.

*Community mobilization and participation*

24. In general, the Colombian refugee community is not organized, and refugees do not arrive in Ecuador with existing community structures, beyond family links. Some refugees and NGOs suggested that mistrust and fear within the refugee community, due to the presence of different actors of persecution from Colombia in Ecuador, are contributing to the lack of a significant level of community mobilization and participation. In addition, some suggested that there was little motivation for refugees to organize themselves in refugee community groups or engage in existing community structures, including churches and neighbourhoods (barrios), partly as a result of ‘organizing fatigue’ and disillusionment, and partly as a result of acute material needs.

25. There seem to be some informal networks among Colombians that serve as an important orientation point for newly-arrived refugees in some neighbourhoods of urban areas, where new arrivals may find advice on where to seek assistance. Some access such help through family linkages and others by approaching churches or ‘meeting points’ (such as cafés or bus stations) in areas known to house large numbers of Colombians. There are a number of localized initiatives by formal and informal community-based organizations. It is not clear, however, how many persons are or could potentially be reached through these initiatives and where gaps in ‘community outreach points’ are.

26. To strengthen the role and capacity of community-based initiatives, such groups need to have access to meeting spaces, which exist in the form of Community Development Centers (CDCs) in some barrios in Quito and would need to be identified in others, as well as in Guayaquil.

27. In addition, there are some good and interesting local community outreach and mobilization initiatives conducted by a number of different, largely Ecuadorian NGOs (including UNHCR implementing partners FAS and Misión Scalabriniana), institutions (such as the municipality’s Casa de Movilidad Humana in Quito). Developing a strategy to coordinate such initiatives could further strengthen their broader impact. These initiatives

also utilize different outreach methodologies and there is a useful opportunity to share examples of good practice. Most of these initiatives currently make use of Ecuadorian community workers, and there may be an opportunity to try to further include Colombian refugees, not as participants, but as actors in these interventions.

*Suggestions:*

28. *Coordination:* Building on the impetus provided by the working group on community outreach during the final workshop of 10 September 2012, and fostering efforts to coordinate interventions more closely in neighborhoods of Quito by UNHCR partners (FAS, Misión Scalabriniana, HIAS and Casa de Movilidad), the mission suggests to pursue cooperation in the area of community outreach through a thematic coordination mechanism, bringing together actors in community outreach on a regular basis. This thematic Working Group could, in the mission's view, be chaired and guided by UNHCR with a view to reduce the level of fragmentation, diverging methodologies and dispersion of existing community work, and to address challenges of duplication. To this effect and as far as UNHCR implementing partners are concerned, UNHCR Ecuador could consider incorporating (after reflection through the coordination mechanism) a clear delineation of geographic and thematic interventions in future sub-agreements.

29. *Joint strategy:* Ideally, and to the extent possible, it is suggested to develop a joint comprehensive strategy on community outreach and mobilization, building on a self-critical review of currently existing practices and successes, involving municipal stakeholders, UNHCR implementing partners and other civil society members.

30. *Mapping:* The mission suggests a critical joint review of the level of outreach currently achieved through the various existing but localized initiatives and projects. This would comprise: (1) the mapping of existing initiatives and projects, and (2) the broad identification of the populations (or estimations thereof) currently reached through these initiatives (both geographically, as well as in terms of 'services'). This 'internal' critical review could then be complemented by data made available by the Refugee Directorate on the population in order to assess outreach gaps. [Alternative methods for mapping of the population could be explored, if such data cannot be provided by the Refugee Directorate.]

31. *Building on existing structures:* Based on the mission's observations, as well as the input received from most of the mission's interlocutors, it is suggested that community outreach and mobilization is linked to or anchored in existing (often formal) structures in Ecuadorian cities at the neighbourhood level, such as CDCs, community organizations, local and central government structures and programs (including working with the *teniente político* and *asambleas de barrio*), rather than being pursued by investing in establishing 'refugee community structures' or 'refugee representatives'. In Quito, an important starting point is the Casa de Movilidad Humana, which is a centre where refugees and other migrants can receive counselling and use a number of services.

32. Promoting the integration of refugees as actors (and not only participants) in existing or new (but ideally mixed) community structures. Based on the mission's observations, as well as the input received, there is a significant lack of active refugee participation in existing community-based projects, structures and outreach initiatives. This is due to a number of issues (such as security and protection concerns, or prioritization of basic needs). A strategy could be developed to promote further engagement by refugees as actors, and one suggestion would be to consider promoting the engagement (through incentives or

employment) of refugee community workers (or focal-points) working alongside Ecuadorian community workers. Initiatives and Terms of Reference of the refugee women network in Quito and the community focal-points envisaged in Guayaquil will be reviewed in this regard. Such a system of community workers could either be linked to existing Ecuadorian NGO partners of UNHCR, or be supervised directly by a dedicated UNHCR community services staff. The mission considers that a consistent approach to community outreach and mobilization, particularly one that engages refugee community workers and anchors or links them to existing structures (or projects) in neighbourhoods, has a large potential for resource-mobilization. Details of such an approach will have to be worked out, taking into account its financial implications.

### *Community Communication*

33. There seems to be a significant lack of knowledge among refugees about their rights and obligations, about the general legal framework in Ecuador (particularly the new Executive Degree 1182), available legal remedies and existing resources to assist them.

34. At present, there is no coherent community information strategy or mechanisms in place (for instance through the use of SMS technology or a hotline to call for information or assistance) to inform refugees of their rights and how to access services, including those to which they are entitled

35. However, there are some interested and capable refugees with the potential capacity to provide information and reach out within refugee communities, if a system of community-based counsellors was considered a useful mechanism to strengthen community communication.

36. There are seven existing CDCs (Community Development Centers) in Quito, managed by the local administration in Quito. These could be further utilized as points of reference for community communication.

37. There are also radio broadcasting initiatives, both in Quito and Lago Agrio, whose replication in other urban areas could be explored, according to the team in Ecuador.

### *Suggestions:*

38. *Development of a community communication strategy:* The mission suggests that UNHCR and partners review existing information materials and tools in order to identify information gaps (e.g. who provides what services? How do I register my child in school? What legal remedies are available?). The group could also review existing initiatives (including counselling) and agree on a joint community communication strategy, both for general information on rights and services, as well as for individual orientation and counselling. In addition to a 'directory' of useful contacts and services, the format of Q&As (both generic and more specific) could be considered.

39. *Use of CDCs and Casas de Movilidad Humana in Quito, and identification of similar community structures (where existing in relevant barrios) in Guayaquil:* In order to increase the number of locations where refugees can obtain information and receive orientation (and counselling), the mission recommends the use and further support of existing CDCs and local community structures as information points. A regular presence of UNHCR or

community outreach workers can be ensured (for instance, once per week). Similarly, the establishment of a Casa de Movilidad Humana in the south of Quito, as well as possibly in other urban areas of Ecuador, could be supported by UNHCR for this purpose. For Guayaquil, the identification of existing community structures in relevant barrios should be further explored, or alternatively the establishment of community spaces (for Ecuadorians and Colombians alike) could be jointly explored with partners, including the local and municipal administrations.

40. *Information tools:* The mission suggests that UNHCR and partners in Ecuador explore the use of SMS and (toll-free) hotlines, as well as boost the use of radio programs and networking for information purposes, in order to complement written information and individual counselling, considering that most refugees seem to be equipped with mobile phones and radios. [Volunteers, for example, university students, could be used to 'staff' a hotline].

41. *Information and capacity-building:* Many interlocutors of the mission suggested that it would be important, particularly in order to reach refugees reluctant to avail themselves of spaces specific for refugees, to make use of service-providers such as health centers, schools, police stations, or the Refugee Directorate, as entry points for information. This would require an investment in developing information material, raising awareness and building capacity of such service providers.

### **Self-Reliance, Access to Employment and Self-Employment**

42. The following are the observations and suggestions by the technical support mission on the Urban Refugee Policy's implementation strategies related to 'Promoting livelihoods and self-reliance'. The observations were used to contribute to the discussions in the working group on 'Livelihoods and self-reliance' in the final workshop of 10 September. The discussions during the working group have further shaped these observations and suggestions (in the form of proposed practical interventions and responses, proposed during the workshop).

#### *Micro-finance methodologies and coordination*

43. At present, there is a diversity of efforts and methodologies to provide micro-credit to refugees in urban and rural areas, reflecting the diversity and long-time experience of organizations and initiatives present in Ecuador. There is a challenge to improve coordination within UNHCR offices and in the selection of implementing partners in this area.

#### *Suggestions:*

44. The creation of a Working Group for Self-reliance (Mesa de Medios de Vida) was suggested by the workshop participants. This Working Group could serve as a coordination mechanism and could be comprised of government, civil society, UN agencies and refugee groups.

45. Recognizing the benefits of different methodologies (e.g. individual vs. group lending), the office could benefit from improved coordination and exchange of experience. This would

also help focusing the selection of partners in different urban centres, improving the follow-up of the operational guidelines for micro-credit, including the provision of feedback on challenges and improving dialogue with implementing and operational partners.

46. While UNHCR field office Solanda in Quito is undertaking, jointly with its implementing partner, an assessment of the impact of the “Echa Pa’lante tu negocio” project in Quito and Santo Domingo (implemented during the last two years), a rapid assessment of all existing micro-credit schemes with support from the Department of Programme Support and Management (DPSM) could be considered.

#### *Legalizing small business*

47. In many areas, existing micro-credit schemes are contributing to income generation in the informal sector. However, in some locations it is illegal to engage in informal trading, and refugees noted that they struggle to access permits. Investment in micro-credit schemes and self-employment requires that refugees have assistance in meeting all legal requirements and that municipalities make trading permits accessible.

#### *Suggestions:*

48. A concerted effort by the Ombudsman Office, the municipalities, local police, the Offices of Human Mobility and the Superintendencia de Economía Popular y Solidaria could be undertaken to obtain a special concession for people of concern.

49. The Working Group on Self-reliance could seek to ensure compliance with the Law on Popular and ‘Solidarity’ Economy. The partners could commit to provide assistance to refugee and asylum-seekers in obtaining required documentation to operate their small business and provide follow-up when required.

#### *Access to banking and financial services*

50. Opening bank accounts, withdrawing cheques and other financial operations are not always accessible to refugees due to the lack of recognition of refugee documentation, since banks refuse to recognize the refugee visa (visa de refugio) and the asylum-seekers’ card (carnet de solicitante).

#### *Suggestions:*

51. The mission suggests a concerted effort by members of the Working Group on Self-reliance to obtain a mandatory resolution from the Bank Superintendent (Superintendencia Bancaria y Comercial) to ensure that banks recognize refugee documents.

52. The mission also suggests to work with banks that currently agree to accept refugees and to seek national-level agreements (for example, in the form of MoUs), and inform refugees about such agreements. In this context, the resolution by the Ombudsman (“resolución defensorial”) requesting banks to provide financial services to refugees could be used and widely disseminated.

### *Access to employment, and exploitation*

53. Refugees face a number of potential barriers to employment. The most important is the confusion amongst employers regarding the legality of employing refugees. Confusion is increased by the fact that employers are required to register employees in the social security system, but refugees' ID numbers (provided by the Foreign Affairs Ministry) are not compatible with the system (based on Civil Registry-provided ID numbers).

54. The registration requisite and the incompatibility problem can be at present circumvented by using a 'fake' social security number, but in such cases, refugees pay their contribution and yet do not have access to the social security benefits attached.

55. Legal confusion and incompatibility problems frequently lead to refugees having to accept exploitative labour conditions, lower wages or lack of payment. Some refugees reported that they were not paid for work that they performed or were paid below the minimum wage and were not aware of recourse mechanisms.

#### *Suggestions:*

56. Develop a campaign through the Working Group on Self-Reliance for employers, Chambers of Employment and Production, CAPEIPI (Cámara de Pequeña Empresa e Industria), CERES (Consortio Ecuatoriano para la Responsabilidad Social), and Chambers of Commerce Ecuador and Colombia with the aim to sensitize employers, public institutions and refugees, about rights and obligations with regards to access to employment.

57. Develop a web-portal to promote and facilitate employment, share good examples of Colombian workers, information and legislation on employment (not specific refugee information). Consider organizing employment fairs ("ferias de empleo"), as suggested by private sector interlocutors.

58. The Working Group on Self-reliance could work closely with the Ministry of Labour, Ministry of Social Inclusion and the Refugee Directorate to train labour inspectors and provide effective legal aid to refugees.

### *Qualifications and Vocational Training*

59. Refugees reported having several challenges in verifying their qualifications, skills and trades from Colombia in order for them to work in these professions in Ecuador.

#### *Suggestions:*

60. Seek to revive the agreement between SENA (Servicio Nacional de Aprendizaje) in Colombia and SECAP (Servicio Ecuatoriano de Capacitación Profesional) in Ecuador to recognize and validate degrees on vocational training.

61. The Working Group could advocate with SECAP and other private institutions involved in supporting vocational training to give priority to refugees and asylum-seekers.

62. Promote more programmes for training with Ministry of Labour, CONQUITO and other private institutions involved in vocational training in urban areas in Ecuador.

## **Access to Rights and Services, Discrimination and Xenophobia**

63. The following are the observations and suggestions by the technical support mission on the Urban Refugee Policy's implementation strategies related to 'Ensuring access to healthcare, education and other services'. These observations were used to contribute to the discussions in the working group on 'Access to rights and services, and discrimination and xenophobia' during the final workshop of 10 September 2012. The discussions during the working group have further shaped these observations and suggestions (in the form of proposed practical interventions and responses, proposed during the workshop).

### *Access to rights and services*

64. Ecuador has a good legal framework that seeks to provide access to rights, services and assistance for everyone, including refugees. Refugees and groups working with them report, nonetheless, that they often struggle to access these rights and services. Because of this, many refugees report needing individual support to access services. Some of the challenges with access to services that refugees report are:

- Access to and retention of education for their children
- Access to health care
- Access to banking services
- Access to employment
- Access to rental accommodation
- Issues regarding the compatibility of the refugee ID number
- Access to social security
- Obtaining drivers' licenses
- Registering cell phones
- Registering a complaint with the police
- Access to justice and effective remedies

65. Some of these are services provided by government institutions, such as health care and education, while others are services or opportunities provided by private companies or individuals, such as access to employment or rental accommodation, and efforts to improve access require different approaches. It is important to remember that implementation of the legal framework may vary between municipalities, in particular between Quito and Guayaquil, given different administrative systems, as well as healthcare systems (public or private).

66. Some problems with access are due to administrative or policy issues or secondary legislation that need to be resolved. Others are due to a lack of knowledge by service providers about the rights that refugees have and the documentation they carry. In some instances, there are also challenges in accessing services due to direct discrimination by individuals.

67. There is currently no consistent coordination among stakeholders on the issue of access to rights and services, although many NGO partners and some government counterparts, including in Guayaquil, have expressed a strong interest in improving this situation. A careful analysis of the specific obstacles limiting access to each service, as well as of where the problem is located, is required.

68. At present, there appears to be limited collection of case information for using them in broader advocacy efforts on access to services. It would also be important to ensure that refugees are well-informed about the services to which they are entitled and are provided with information on how to seek recourse should they be denied access.

*Suggestions:*

69. *Encourage coordination to address issues regarding compatibility of the refugee ID number:* Efforts towards solving the incompatibility of refugee ID numbers with systems requiring an Ecuadorian ID number would need to be undertaken. The Ministry of Foreign Affairs (Refugee Directorate), the Civil Registry and the Ministry of the Interior, as appropriate, and if necessary with support from UNHCR and the Ombudsman, are to propose and implement a technical and practical solution to resolve the issue of numbering and providing a compatible refugee ID, as well as an ID card with enhanced security features.

70. *Streamline the provision of legal services:* Streamline legal services so that some partners provide specific assistance on issues regarding access to asylum, and others provide assistance on access to rights and services and ensure that refugees are aware of where to go for which services.

71. *Strengthen coordination with government and NGO partners:* Strengthen coordination mechanisms at local, provincial and national levels among UNHCR, NGO and government partners, in particular with the Refugee Directorate and the Ombudsman's offices, to develop strategies addressing the challenges identified regarding access to services. Participants at the final workshop of 10 September recommended the creation of a Working Group (Mesa de Trabajo) in Quito – or the reactivation of the Working Group led by the Refugee Directorate or the Mesa de Movilidad Humana – as a coordination mechanism and suggested the replication of this model in other areas. UNHCR and its NGO partners would need to carefully assess what coordination mechanism is most likely to succeed based on previous experiences.

72. *Working groups on specific thematic areas:* The Mission suggests encouraging the Refugee Directorate to re-vitalize Working Groups on specific thematic areas, where applicable, with the participation of relevant stakeholders, both governmental and civil society actors. One of these thematic Working Groups could focus on education, involving the Ministry of Education and other key stakeholders in regions experiencing challenges with access to education. The education group could work with NGO partners and refugee volunteers to compile lists of children unable to access education and work with government counterparts to place these children in schools with availability, or otherwise address specific barriers encountered at identified schools.

73. *Documentation of cases on lack of access to services:* Work with NGO partners to develop systems to document information on specific cases where refugees struggled to access services, in order to provide specific case examples during advocacy with government counterparts. Such documentation of cases would usefully need to include information on cases of police harassment or extortion. In doing so, it would be important to ensure that there is a mechanism and capacity by UNHCR to compile, analyze and use such documentation for advocacy. Share this information with the Ombudsman's office to illustrate to government counterparts the specific patterns of lack of access to services and, in cases where legal interventions may be necessary, explore with the Ombudsman's office how these case examples may be best utilized.

74. *Enhance the knowledge of government officials:* Continue to work with government counterparts to strengthen government officials' knowledge of the services that refugees are entitled to. This could usefully be focused on the specific implications within each Ministry, Department or program, rather than providing an overview of the Constitutional rights that refugees are entitled to. Strategies to enhance knowledge include:

- *Information materials:* In addition to existing brochures and leaflets on the rights of refugees, develop and update more specific and detailed information on services, contacts and referrals, including (as possible) for specific government departments on the rights that refugees have to the services each Ministry provides. Include detailed information, such as the documents refugees need to provide in order to access these services and the procedures that need to be followed. This will help to prevent informal practices that result in lack of access to services, as is currently the case. Consider developing posters jointly with government departments. The Refugee Directorate's webpage could be further enhanced as a source of relevant information for other governmental counterparts (as well as refugees).
- *Training:* Continue to work with specific government departments, including the police, to provide training on the practical ways in which staff needs to include refugees in their work. The regularity of these trainings should take into account the frequency of rotations and promotions.

#### *Changing public perceptions to support the integration of refugees*

75. A study conducted by FLACSO showed high levels of negative sentiments towards foreign nationals. Negative perceptions of foreign nationals manifest themselves in the following ways:

- Discrimination in offering employment or renting accommodation;
- Bullying of foreign children in schools; and
- Other forms of negative behaviour, including Colombians being stereotyped as criminals or prostitutes.

76. UNHCR Ecuador has been active in working with partners to develop positive messaging and to hold events aimed at supporting the integration of refugees. The 'Convivir en Solidaridad' campaign appears to have had a lot of buy-in from various stakeholders, and partners suggested that it was critical to continue the joint activities under this campaign. The campaign appears to have presented opportunities to work jointly with government counterparts, and this is particularly valuable to help mainstream the needs of refugees.

77. At the same time, UNHCR and partners have been active with events in certain neighbourhoods to support the integration of refugees. As a number of partners emphasized, work in communities is a long-term process that is resource and labour intensive, and the sustainability of interventions needs to be considered before implementation. At least two NGO partners are currently doing extensive work in some barrios, and there may be opportunities to scale up this work and extend it into other areas – depending on resource availability and analysis of where such work could help to improve the integration of refugees.

78. NGO partners noted that refugees can face discrimination on multiple grounds, including their nationality, race, gender, sexual orientation or gender identity, whether they

have a disability, and other such characteristics. It is, thus, important to consider this when designing public messaging or other interventions.

79. At present, there are a number of factors that impact on public perceptions of refugees and foreign nationals. These include:

- Negative reports and stereotypes of refugees and other foreign nationals appearing in the media; and
- Negative statements being made by persons with public profiles, including some government officials and political actors.

80. Negative statements made by persons with public profiles may be far more powerful in influencing public opinions than positive statements made by UNHCR and NGO partners. For this reason, it is important to develop a strategy to engage with persons with public profiles to request their assistance in making positive statements to challenge negative perceptions and statements.

81. However, it is important to note that high levels of intolerance do not automatically result in negative behaviour and/or violence towards foreign nationals.

82. The process of changing public perceptions is a long-term project that requires careful strategic analysis and regular review. In addition, UNHCR and partners need to focus on the immediate manifestations of negative attitudes, including incidents of violence, as well as bullying in schools.

*Suggestions:*

83. Revitalize the “Convivir en Solidaridad” campaign: Use the campaign to provide a framework for joint activities aimed at: (1) Public messaging that promotes the integration of refugees and that challenges negative sentiments, including by providing information on how the presence of refugees has benefitted Ecuadorians; and (2) Work and activities that support the local integration of refugees into specific areas in a sustainable way.

84. As part of public messaging under Convivir en Solidaridad:

- Develop clear joint communication strategies and strengthen coordination with partners and stakeholders. Hold a workshop with key partners from Convivir en Solidaridad to jointly develop the short-, medium- and long-term strategy, improve the coordination of roles that different organizations will play, critically evaluate the impact of past activities, as well as get groups along with UNHCR, to take ownership of different elements of the campaign. It could be useful to have this strategy session facilitated by an external person.
- Partner with public figures. Develop a strategy to reach out to persons with a public profile who would be influential in making positive statements regarding refugees and other foreign nationals as well as challenge negative statements made by others. It is important to be strategic in determining who would be most influential in making positive statements, as well as effective in responding to negative statements – particularly given the profile of those who frequently make negative statements.
- Critically analyze the impact of public messaging. Consider requesting FLACSO to hold focus groups with a range of Ecuadorians to critically evaluate what type of

public messaging is most likely to be effective in helping change negative public perceptions of foreign nationals, including refugees, complementing the work undertaken in coordination with media observatories in Ibarra and Cuenca.

- Develop and revamp a joint media strategy (1) that includes which groups should speak out under specific circumstances, such as following negative statements regarding refugees by persons with a public profile, media reports stigmatizing refugees, or threats or incidents of xenophobic violence; (2) that strengthens existing relationships with journalists, including from community media, to encourage balanced reporting on issues regarding refugees and foreign nationals; (3) that considers the merit of a voluntary code of conduct for journalists similar to the Carta di Roma developed jointly by UNHCR and partners with the association of journalists and editors; and (4) that aims at placing more positive and success stories regarding refugees, such as how Ecuadorians have benefited in different areas due to the presence of refugees.

85. As part of work to support the local integration of refugees in specific areas:

- Advocate for a campaign to address bullying in schools: Work with government counterparts and UNICEF to assess opportunities for joint work by campaign members on bullying in schools, including of refugees;
- Evaluate the effectiveness of events and develop an events strategy: Critically evaluate what type of previous events have successfully contributed towards greater positive awareness of refugees in order to promote integration and use this evaluation as the basis for an events strategy;
- Be strategic in support for or engagement in community work: There are numerous opportunities to become involved in or support work in communities. Some UNHCR staff members indicated a particular interest in interventions targeting youths. In general, all such interventions should be critically assessed to determine the extent to which they create common spaces for both refugees and Ecuadorians in order to help address misperceptions of each other and support the development of positive relationships, what the impact of the intervention is likely to be, what its sustainability will be and whether this is the most strategic use of resources.

#### *Incidents of xenophobic violence*

86. In some parts of the country, such as Esmeraldas, incidents of xenophobic violence have taken place where Colombians, regardless of legal status, have been attacked and displaced. While UNHCR has recorded some incidents in the north of the country, some partners elsewhere noted cases of violence that they categorized as related to xenophobia, including SGBV cases.

87. In these cases, victims of xenophobic violence have struggled to access police assistance and justice. As a result, it has been necessary to relocate them but measures to protect relocated refugees still need to be strengthened.

88. At present, there is no consistent documentation of incidents of suspected xenophobic violence. It is important for UNHCR and partners to develop a consistent system to record incidents of xenophobic violence, since these can serve as an early warning mechanism for potential mob violence as has occurred in the north, to identify areas with higher number of

incidents of violence, and to support advocacy efforts to strengthen prevention and promote access to justice for victims.

*Suggestions:*

89. Encourage partners to document incidents of xenophobic violence: UNHCR could work with its partners to develop a consistent system to record and follow up on incidents of xenophobic violence, including (as appropriate) encouraging that victims bring such cases to justice. This information may be best housed with the Ombudsman's office.

90. Encourage condemnation of xenophobic violence: UNHCR and its partners in *Convivir en Solidaridad* could encourage government leaders and other people with public profiles to condemn incidents of xenophobic violence where they take place.

91. Build relationships with police officials: To strengthen preventive measures against xenophobic violence, UNHCR staff could invest further in building relationships with police officials at local, provincial and national levels that will be valuable in addressing concerns regarding harassment and extortion by some police officials in some locations, as well as responding to threats or incidents of violence when they occur.

92. Develop a protection strategy for victims of xenophobic violence: UNHCR could develop a comprehensive strategy to assist victims of xenophobic violence who may need to be placed in safe shelter or relocated to another part of the country. This strategy needs to ensure that persons relocated to other parts of the country are provided with follow up assistance either directly by UNHCR or a partner NGO.

*Additional Suggestions*

93. Encourage UN partners to strengthen access to justice: UNHCR could explore what strategic partnerships or what initiatives provide the best forum to mainstream the issue of access to justice for victims of xenophobic violence. The Ombudsman, OHCHR and the UN Working Group for the Northern Border may have roles to play.

94. Advocate for strengthened responses to displacement: In contexts where xenophobic violence results in displacement, UNHCR and partners could advocate with local authorities to strengthen measures to respond to all types of displacement, including due to social conflict. This may involve encouraging local authorities to develop contingency plans for the different types of displacement that could reasonably be expected to occur.

95. Encourage municipal interventions in areas characterized by social conflict: Where locations are identified with high levels of tensions likely to result in xenophobic violence, UNHCR and partners should advocate with local municipal authorities to intervene. Where possible, financial support for conflict resolution practitioners to intervene may be valuable. In situations characterized by ongoing tensions, UNHCR or partners should consider supporting training for local leaders in mediation and conflict resolution to support an ongoing role in addressing tensions.

## Comprehensive Solutions

96. The following are the observations and suggestions by the technical support mission on the implementation strategy 'Finding durable solutions' of the Urban Refugee Policy. These observations were used to contribute to the discussions in final workshop's working group on 'Durable solutions'. The discussions during the working group have further shaped these observations and suggestions (in the form of proposed practical interventions and responses, proposed during the workshop).

### *Local integration*

97. One of the major obstacles to local integration is the lack of knowledge of the rights attached to refugee documents (visa de refugio and carnet de solicitante) by concerned authorities, private sector and the refugees and asylum seekers themselves. The presence in these documents of the word 'refugio' also leads to discrimination issues.

98. Another major issue is the incompatibility of both documents with the ID numbers provided by the Civil Registry, which precludes or renders difficult access to the formal sector of the economy, the social security system and financial services, among others (see above). Moreover, the visa de refugio is a document without major security features and could be easily falsified.

99. There is not a permanent visa category that refugees can access that would grant them with protection against refoulement. The 'visa de amparo' is one option for those asylum-seekers and refugees who have family links in Ecuador (Ecuadorian spouses and/or children). But, while being a permanent visa, it can be revoked, albeit in more limited circumstances than the refugee or asylum-seeker visas at present, saliently in cases of criminal offences.

100. One potential option for local integration is that of naturalization of refugees. As of today, 25,638 refugees have been in the country for more than 3 years and could be eligible for naturalization. At present, few refugees have pursued this option. There are administrative, as well as financial, obstacles to the widespread use of naturalization as a durable solution option for refugees in Ecuador. In addition, it appears that refugees would have to renounce to their refugee status in order to apply for naturalization.

### *Suggestions:*

101. Avoid discrimination issues based on documentation. It is suggested to consider eliminating the term "refugio" from the identification document, issued to and carried by refugees, while ensuring that refugee status remains otherwise identifiable through a bar code or a specific numeric code. [An alternative would be to provide refugees with standard cédulas de identidad.]

102. Alternative solutions for permanent residence: Based on the conclusions of the working group on durable solutions, it is suggested to explore alternatives to the visa de amparo, so that this does not become the only option for permanent residence. Since no other permanent visas seem to be available for the refugees, and as long as a new more general Law on Human Mobility does not provide for such an alternative, the focus could be on naturalization. Visa de amparo could be considered as an option and supported in cases of refugees with an Ecuadorian spouse or child born in Ecuador, in circumstances in which

naturalization is not a feasible option (because the refugee does not meet requirements, is not admitted or is rejected). However, the latter requires facilitation by Colombian authorities in the provision of a number of documents (stamped in Colombia) needed to process the visa de amparo.

103. It is suggested to initiate negotiations on naturalization with the aim of reducing the costs of naturalization for refugees, which could be facilitated by the provision of a special UNHCR fund for the support of naturalization processes. A first step could be documenting the number of people wishing to naturalize. A pilot exercise with a limited number of applications could be put in place once funding is available.

#### *Voluntary repatriation*

104. At present, it appears that conditions in Colombia are not conducive for many to return. The Refugee Directorate informed that they receive approximately 1,000 asylum requests per month, while it has been reported that, as of today, a number of provinces in Colombia are not at all stable. This notwithstanding, a number of refugees are considering this option, and it would be fundamental for them to receive regular feedback on the situation in the areas of intended return in Colombia (Country of Origin Information).

#### *Suggestion:*

105. *Providing updated information:* With a view to inform refugees, the team in Ecuador would need to be provided, by UNHCR Colombia, with regular and updated COI, as well as information on the Law on Victims and Land Restitution in order to manage expectations around its implementation.

#### *Resettlement*

106. Colombians are one of the priority groups for resettlement. There are some efforts to improve the use of resettlement for Colombians, including by strengthening identification, referrals and processing by UNHCR Ecuador. However, the strategic use of this strengthened engagement in resettlement on the part of UNHCR and resettlement countries has not, as of yet, been fully explored, such as by engaging Ecuadorian authorities in a dialogue with resettlement countries and UNHCR to improve the protection situation and 'space'.

107. There are challenges in the identification of cases and there is a need to carefully manage refugee expectations regarding resettlement, particularly with such a relatively significant increase in resettlement activities carried out by UNHCR Ecuador.

#### *Suggestions:*

108. In order to manage refugee expectations, it would be important to work on an information strategy, such as a Q&As, as guidance for UNHCR staff confronted with refugees expressing interest in resettlement, including information on the challenges of a move to third countries.

109. The mission suggests that the criteria for resettlement submissions be clearly defined with benchmarks, which can be explained also to refugees (why is one case submitted and

another seemingly similar case not submitted?). In this regard, the mission considered the use of the criteria “lack of integration prospects” as a resettlement category particularly challenging and difficult to apply in a consistent and transparent manner. This is especially so when considering the limited outreach into the community and the limited ability, as a consequence, to pro-actively identify the most ‘deserving’ cases, in which instances of discrimination suggest the lack of a viable option for local integration on cumulative grounds. In addition to the resettlement categories of physical protection needs, women-at-risk and survivors of torture or violence, consideration should be given to using the increased resettlement quota for the seemingly growing number of refugee cases - coming to the attention of UNHCR and UNHCR’s legal partners - who are no longer benefiting from refugee status in Ecuador, including those whose refugee visa was ‘revoked’ or who are found inadmissible and whose appeals were unsuccessful.

110. The mission considers it prudent that UNHCR FO Solanda (Quito) and others, as applicable, limit their engagement in responding to refugees who present themselves for purposes of resettlement (self-referrals). A combination of tools, including community communication and outreach, referrals to legal partners, and a centralized system of written queries to the protection and resettlement team at the country office level could be explored and strengthened.

## Concluding general observations and suggestions

111. Overall, the impression of the technical support mission was that there are many important and creative ideas, initiatives and interventions in place to pursue the implementation of UNHCR's Urban Refugee Policy in Ecuador. Rather than a need for new ideas, the mission felt that there was a need to combine and channel seemingly fragmented (both geographically and thematically) interventions into a comprehensive country-wide UNHCR strategy, and to present them as such. This is not to deny that differences in implementation of such a country-wide comprehensive strategy will be required, due to significant variations in the urban situations, particularly at the border regions, as well as between Quito and Guayaquil.

112. Similarly, the mission felt that UNHCR Ecuador would benefit from defining and presenting a limited number of priorities, in order to minimize the risk of 'spreading' its (shrinking) resources too thinly, in light of the current number of interventions in many different 'sectors'. Improved visibility of priorities (targeting identified challenges) would, in the mission's view, contribute to resource-mobilization, including also the presentation of smaller initiatives (like refugee community outreach workers) as pilot interventions of a more comprehensive strategy rather than as individual stand-alone 'projects'.

113. A cross-cutting observation was the need to strengthen thematic coordination with and between partners, in particular implementing partners, leading (as far as possible) to more consistency in approaches (and wherever possible in methodologies) and to increasingly joint strategies in the different thematic areas. Also, possibly some specialization by partners could be encouraged to further complementarity. For example, this could be through legal aid to address aspects related to 'rights in asylum' in the Ecuadorian legal and administrative system. Related to this, the mission would encourage the team in Ecuador to continue the process of identifying strategic partnerships which include local actors who pursue a broader agenda than refugees and who have experience working with Ecuadorians. To some extent, embracing the concept of "movilidad humana" (human mobility) as an entry point for refugee protection would permit UNHCR in Ecuador to become part of a broader umbrella group of stakeholders. In terms of new partnerships, contacts with Chambers of Commerce and private employers, including Colombian employers, could be strengthened.

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## Annex 1: Agenda of the Technical Support Mission to Ecuador

Sunday 2 September

Arrival in Quito

- Introduction to UNHCR operations in Ecuador (Jozef Merckx / Pablo Zapata / Carolina Mateos)

Monday 3 September

Arrival to Guayaquil

- Briefing on urban refugee program and main concerns (Guayaquil office, Manuel Dos Santos)
- Visit to Isla Trinitaria (Barrio Nigeria). Discussion with 2 focus groups:
  - Youth (girls and boys).
  - Women and men, including host population.
- Meeting with local authorities:
  - Ministry of Foreign Affairs. Refugee Directorate (*DR* in Spanish)
  - Ministry of Economic and Social Integration (*MIES* in Spanish)
  - Ministry of Labour (*Ministerio de Relaciones Laborales*, in Spanish).
  - Municipality's Directorate for Social Action and Education (*DASE* in Spanish)
  - Provincial Institution (*Prefectura*)
- Meeting with civil society partners in Guayaquil:
  - Hebrew Immigration Aid Society (HIAS)
  - Misión Scalabriniana
  - Servicio Jesuita a Refugiados y Migrantes (SJRM)
  - Hogar de Cristo
  - Comité Permanente por la Defensa de los Derechos Humanos (CDH)
  - Centro Ecuatoriano para la Promoción y Acción de la Mujer (CEPAM)

Tuesday 4 September

- Visit to safe-house (Hogar de Nazareth). Meeting with NGO Hogar de Cristo and interview with refugee woman
- Visit to the neighborhood la Florida and neighborhoods in the North. Discussion with one focus group (Colombian refugees and migrants)
- De-briefing, FO Guayaquil office

Wednesday 5 September

Return to Quito

- UNHCR presentations on urban caseload in Ecuador operation (FO Solanda, FO Esmeraldas and SO Lago Agrio). Presentations and discussion on:

- Community outreach in urban areas
- Livelihoods and income generation
- Protection and comprehensive solutions
- Visit to Quito neighbourhoods Comité del Pueblo and Mitad del Mundo. Three focus groups with:
  - Youth
  - Ecuadorian community leaders
  - Mixed groups with Haitians and Colombians
- Meeting with refugees in resettlement process. Followed by a briefing and Q&A on resettlement

Thursday 6 September

- Roundtable discussions with civil society:
  - Hebrew Immigration Aid Society (HIAS)
  - Misión Scalabriniana
  - Fundación Ambiente y Sociedad (FAS)
  - Servicio Jesuita a Refugiados y Migrantes (SJRM)
  - Refugee Education Trust (RET)
  - Comité Pro-Movilidad Humana (CMH)
  - Iglesia Menonita
  - Asylum Access
- Roundtable discussions with relevant UN agencies:
  - UN Development Program (UNDP)
  - Office of the High Commissioner for Human Rights (OHCHR)
  - World Food Program (WFP)
  - Panamerican Health Organization (PAHO)
  - UN Women
- Visit to the Casa la Delicia (Casa de Movilidad Humana) Meeting with Quito Municipality counterparts: Secretary of Social Inclusion and House of Human Mobility.
- Meeting with authorities for brief discussions on legal aspects of :
  - Documentation
  - Naturalization and other migratory solutions
  - Right to work and access by refugees to the labour market
  - Right to education

*Attending:* Refugee Directorate, Ombudsman's office, Ministry of Labour, Ministry of Education, and Universidad Andina (presenting the results of a study on access to employment)
- Informal gathering with Resettlement countries

Friday 7 September

- Mission members working session
- Meeting with the Ombudsman
- Simultaneous working lunches with:

- Journalists
  - Entrepreneurs (Colombians and Ecuadorians)
- Mission members working session

#### Saturday 8 September

- Simultaneous meetings with beneficiaries:
- Refugee women network
  - Beneficiaries of business programme *Echa Pa'lante tu Negocio*
- Working lunch and meeting with workshop facilitator for preparation of workshop

#### Sunday 9 September

- Preparations for 10th September Workshop

#### Monday 10 September

“Workshop on the situation of the refugee population in urban contexts”

*Facilitator:* Fernando Ponce, Universidad Católica and SJRM

*Participants:* see Annex 2

- 9:00 – 9:45 Introduction by:
- Diego Zorrilla, UN Resident Coordinator in Ecuador
  - José Sandoval, Director of Refugees, Ministry of Foreign Affairs
  - Fernando Ponce, facilitator
- 9:45 – 10:30 Presentations:
- Basic data on urban refugees in Ecuador (Jozef Merckx, UNHCR Deputy Representative)
  - UNHCR Urban Refuge Policy (Renata Dubini, UNHCR technical support mission)
  - Challenges for the implementation of the policy in Ecuador (Felipe Camargo, UNHCR technical support mission)
- 10:30 – 10:40 Presentation of the working groups
- 10:40- 11:00 Break
- 11:00 - 13:00 Working groups (with UNHCR facilitators, non-UNHCR rapporteurs)
1. Community outreach
  2. Livelihoods and self-sufficiency
  3. Acces to healthcare, education and other services, and satisfaction of material needs
  4. Durable solutions
- 13:00 – 14:00 Lunch

- 14:00- 16:00 Plenary session: presentation of results from the working groups. Each group had 20 minutes to present, and 10 minutes for discussion.
- 16:00 - 16:15 Break
- 16:15 - 16:30 Conclusions and discussion of what is next (Fernando Ponce)
- 16:30 Closure

Tuesday 11 September

- Mission members working session
- Meeting the Director of Refugees, Mr. Sandoval
- Mission team de-briefing with UNHCR Ecuador
- Mission members working session

Wednesday 12 September

- Teleconference with headquarters: Bureau of the Americas and URSG (AHC, DPSM, PDES)

## **Annex 2: List of participants in Workshop 10th September**

### **UN High Commissioner for Refugees**

#### **Authorities**

Refugees Directorate, Foreign Affairs Ministry  
Ombudsman  
Ministry of Interior  
Ministry of Economic and Social Inclusion  
Civil Registry  
Gobierno Provincial de Pichincha  
Casa de Movilidad Humana, Quito  
Casas Metro  
Mesa de Movilidad Humana, Ibarra

#### **Civil society**

Hebrew Immigration Aid Society (HIAS)  
Servicio Jesuita a Refugiados y Migrantes (SJRM)  
Refugee Education Trust (RET)  
Iglesia Menonita  
Misión Scalabriniana  
Fundación Ambiente y Sociedad (FAS)  
Maquita Cusunshic  
Asylum Access  
Casa Matilde  
Fondo Ecuatoriano Populorum Progressio (FEPP)  
Unión Católica de Apoyo al Desarrollo Comunitario (UCADE)  
Comité Permanente por la Defensa de los Derechos Humanos (CDH), Guayaquil  
Pastoral Social (Cáritas)  
Asociación Solidaridad y Acción (ASA)  
Consortio de Organizaciones no gubernamentales a favor de la Familia e Infancia Ecuatoriana (CONFIE)

#### **Other United Nations agencies**

Pan American Health Organization (PAHO)  
Office of the High Commissioner for Human Rights (OHCHR)  
World Food Program (WFP)  
UN Women  
UN Development Program (UNDP)

#### **Donors**

US Embassy

## **Academia**

Universidad Andina. Programa Andino de Derechos Humanos (PADH)  
Pontificia Universidad Católica del Ecuador

## **Refugees**

Miguel

Ruth

Ruth

Abelardo (ACORCIMIM)

Nelson (ACORCIMIM)

Constanza