

**Protocol for Humanitarian Aid
in the Context of Emergency
Situations for Migrants
and/or Persons Subject to
International Protection in
Mexico City
Temporary Camps or Shelters**

documentos
oficiales

18



Protocol for Humanitarian Aid in the Context of Emergency Situations for Migrants and/or Persons Subject to International Protection in Mexico City
Temporary Camps or Shelters



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First edition, 2020

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Presentation

Quando se abandona un lugar, se dedica un tiempo a decirle adiós a la gente, a las cosas, a los sitios que uno ama. Pero yo no abandoné el país, huí de él. Dejé la puerta abierta de par en par detrás de mí y partí sin mirar atrás.

GAËL FAYE, PEQUEÑO PAÍS.

The presence of migrants and persons subject to international protection in our country has become more visible due to their recent passage through the so-called *caravans*. This massive concentration of persons gives an account of the magnitude of what is happening in migrants' places of origin as well as what happens along their journey: as they are forced to form contingents and travel in groups for their protection and so as to not expose themselves to further human rights violations.

The developments at the end of 2018, when three numerous groups of people, mainly from Honduras, arrived in Mexico, left many lessons to the government and society in general about what should and should not be done when faced with situations of this magnitude.

Mexico City gave an example of good practice for the care of people in human mobility through the installation of a *humanitarian bridge*. In addition to achieving an interagency and intersectoral coordination, the city assumed its practical responsibility in the protection of migrants' rights. The building of the bridge led to several learnings on coordination, communication, security, volunteer work and personal data protection, among other issues, that led to the realization made evident that there is a need for a human rights approach to guide the government's instrumental tools.

This Protocol for Humanitarian Aid in the Context of Emergency Situations for Migrants and/or Persons Subject to International Protection in Mexico City includes not only information of what this Commission carried out, but experiences of other collaborating entities. We believe this effort will guide future development of humanitarian aid to groups that have been forcibly displaced, guaranteeing their rights to life,

to personal integrity, to food and nutrition, to health, to water and sanitation, as well as their right to asylum.

At the local level, we expect that, in addition to solidarity, the attention provided will also serve as a step towards the advancement and implementation of public policies for the inclusion of migrants and those subject to international protection, to the social, economic and cultural life in this city.

Our staff at the Mexico City Human Rights Commission has worked arduously since the arrival of the exodus in 2018 and smaller groups in 2019. For this, I recognize and appreciate the particular efforts made by our team at the Executive Office of Strategic Partnerships, especially of the head of the Office, Nancy Pérez García, as well as the efforts of Areli Barranco Ruiz, Karla Díaz de los Reyes, Carolina Carreño Nigenda and María Fernanda Palacios Cervantes.

Finally, the Commission reiterates its role as an observer to guarantee the protection of the rights of this population, accompanying and documenting the situations that could arise from these caravans, and reinforces the role of Mexico City as a hospitable place where our migrant brothers and sisters are welcomed with the highest human rights standards as they pass through our country.

Nashieli Ramírez Hernández
President of the Mexico City Human Rights Commission

Introduction

Migration is part of human history. This phenomenon makes possible to build communities, cities and states, and allowing the exchange and enrichment of economic, political, social and cultural spheres. The multiple factors that motivate individuals and entire communities to migrate range from family reunification, studying or having better employment opportunities, to survival after natural disasters, armed conflicts, wars, violence and political persecution, among others. Until 2015, an estimated 244 million people lived outside their country of birth; of which 52% were men and 48% women. Refugees and internally displaced people represent a smaller proportion of those who migrate, yet they require more support.¹

Not all migratory movements occur under favorable conditions. Due to this, the need for international instruments is essential for the protection of people in human mobility such as the Universal Declaration of Human Rights; the Convention Relating to the Status of Refugees; the Cartagena Declaration on Refugees; the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families; the New York Declaration for Refugees and Migrants of 2016; and the Global Compact for Safe, Orderly and Regular Migration, signed in December 2018.²

Within this context, on October 13, 2018, several hundred people gathered in the city of San Pedro Sula, Honduras, and began their journey with the intent of reaching the United States through Guatemala and Mexico. This was called the *migrant caravan* or *migrant exodus* by the Mexico City Human Rights Commission and the Government of Mexico City due to its context of humanitarian crisis and forced displacement.

¹ International Organization for Migration, *Informe sobre las migraciones en el mundo 2018*, Geneva, IOM, 2018, available at <https://publications.iom.int/es/system/files/pdf/wmr_2018_sp.pdf>, last accessed on March 28, 2019.

² In Mexico the applicable legislation is represented by the following: Ley de Migración and Ley sobre Refugiados, Protección Complementaria y Asilo Político. At a local level, in Mexico City: Ley de Interculturalidad, Atención a Migrantes y Movilidad Humana; Declaración de Ciudad Santuario on 2017, and Constitución Política de la Ciudad de México.

In the beginning, there were approximately 2 000 people, including children and adolescents, many of them unaccompanied. By October 19, the caravan had amounted to more than 4 000 who crossed the Suchiate river bridge to try to enter Mexican territory.³ On October 29, 2018 a second caravan entered Mexico with over 2 000 migrants,⁴ and on November 2, around 1 500 people from El Salvador made up the third caravan,⁵ accounting for a total of 7 500 displaced persons.

In 2019, two new groups of migrant people (MP) and persons subject to international protection (PSIP) arrived in Mexico City: the first in February, of around 6 000 people; and the second in March, with approximately 400 people.

It is important to note that caravans are not a new form of migratory movement. What is novel is the flow and its organizational modality: without leadership, groups of between 15 and 30 people who join large contingents, and where some of their motivations are to avoid the payment of the trafficker or *coyote*, to travel safer and receive food and support during the journey.

Similar events have been recorded in previous years. The background highlights the flow of people of Haitian origin who arrived in Tijuana in 2016 to camp while the U. S. State Border Service solved their cases; a group of 400 migrants from Central America did the same in April 2018.⁶ The participation of mothers, made up of mostly women from Guatemala, Honduras, El Salvador and Nicaragua, is also stressed. They travel the migratory route in search of their children and relatives disappeared in Mexican territory, and they are known as the *caravan of mothers*, which in 2018 carried out its fourteenth journey.⁷

³ "Migrantes se enfrentan en frontera México-Guatemala", *Voz de América*, October 20, 2018, available at <<https://www.voanoticias.com/a/migrantes-se-enfrentan-en-frontera-m%C3%A9xico-guatemala/4621820.html>>, last accessed on March 28, 2019.

⁴ "Caravana: un segundo grupo de migrantes centroamericanos rompe la valla fronteriza entre México y Guatemala en fuerte enfrentamiento con la policía", *BBC News Mundo*, October 29, 2018, available at <<https://www.bbc.com/mundo/noticias-america-latina-46013195>>, last accessed on March 28, 2019.

⁵ "Una tercera caravana de migrantes cruza a México por el río Suchiate", *El Economista*, November 2, 2018, available at <<https://www.economista.com.mx/internacionales/Una-tercera-caravana-de-migrantes-cruza-a-Mexico-por-el-rio-Suchiate-20181102-0047.html>>, last accessed on March 28, 2019.

⁶ Pablo Ximénez de Sandoval, "La caravana de migrantes desborda los recursos de la frontera de San Diego", *El País*, May 1, 2018, available at <https://elpais.com/internacional/2018/04/30/actualidad/1525106719_905175.html>, last accessed on March 28, 2019.

⁷ Movimiento Migrante Mesoamericano, Comunicado: XIV Caravana de Madres de Migrantes Desaparecidos 2018, October 5, 2018, available at <<https://movimientomigrantemesoamericano.org/2018/10/05/>>

From this picture and based on the lessons learned, this document contains a proposal for the organization of humanitarian aid provision to MP and PSIP that arrive or transit in Mexico City, in order to safeguard their human rights and guarantee their basic living conditions through solid and permanent interagency and intersectoral coordination.

This document does not include proposals for inclusion processes. However, the experiences of the humanitarian bridges in Mexico City in 2018 and 2019 reinforce the need to develop public policies for all those who decide to stay and reside in Mexico City.

The protocol seeks to be a useful tool for local governments and collaborating entities in the development of humanitarian aid and its provision of care for massive groups of people who have been forcibly displaced from their communities of origin, whether national or foreign, to guarantee their rights to life, to personal integrity, to food and nutrition, to health, to water and sanitation, as well as their right to asylum.

In the first section, we explore the measures to be implemented to receive people of the caravan. In this part, the Mexico City Ministry of Interior (SGCDMX) was in charge of coordinating all governmental and collaborating agencies, as well as establishing co-responsible mechanisms with the federal government. This section lists a series of basic steps for the development of a shelter and its operating systems.

The second section lists some aspects to be taken into account during and/or after these measures.

The protocol includes a third section with a glossary of the most used terms regarding the care and attention of people in human mobility.

Finally, the section of the annexes includes examples of regulations aimed at the population, public servants and the media; proposed formats for records and logbooks; training proposals for the teams involved in humanitarian aid; locations proposal; and a directory of organizations, shelters, embassies and consulates.

comunicado-xiv-caravana-de-madres-de-migrantes-desaparecidos-2018/>, last accessed on March 28, 2019.

I. Care and response measures for the arrival of migrants or persons subject to international protection in Mexico City

It is recommended start the coordination and planning actions from the moment of arrival of the contingent to the southern border of Mexico. This would allow to constantly monitor the group's route and approximate times of arrival at its location. It is proposed that the staff from Government of Mexico City carry out on-site monitoring during some parts of the journey prior to their arrival to the city so as to have an accurate diagnosis of the characteristics and needs of the population arriving.

It is preferable to coordinate with local governments, state and national human rights commissions, Mexico's National Civil Protection Coordination, the National Institute of Migration (INM) and the Department of Human Rights, Migration and Population of the Ministry of Interior (Segob) for a better exchange of information that may be useful for the actions and care to be provided.

1. Establishment of the Executive Coordination Office

It is proposed that the Executive Coordination Office be presided over by the Head of Government, who will determine which other agencies will be a part of the coordination group. It is recommended the following agencies be included: the SGCDMX, the Ministry for Inclusion and Social Welfare (Sibiso), the municipality where the shelter is located, the Ministry of Citizen Security (SSC), the Ministry of Comprehensive Risk Management and Civil Protection (SGIRPC), the Mexico City Ministry of Health (Sedesa), the Mexico City System for the Integral Development of the Family (DIF-CDMX), the Office of the Mexico City Attorney for the Protection of the Rights of Children and Adolescents and the Mexico City Human Rights Commission (CDHCM).⁸

⁸ Collaboration of all municipalities could be in place for specific topics.

The Executive Coordination Office will carry out the following tasks:

- Define if a departure of monitoring brigades to the states where there are MP and PSIP is necessary, or if it should be carried out from Mexico City; indicating the authority responsible for it, who must periodically report on the number of people that make up the group, the characteristics, the route, the needs, the problems and delicate situations, the security risks and the instances that are providing support during the migrants' journey.⁹
- Define the place where the MP and PSIP group will be hosted upon arrival in Mexico City. This must be a decent and appropriate location for the number of people arriving considering their particular needs and the safeguarding of their family life. In addition, security and protection against human and natural risks must be provided and guarantee the accessibility, acceptability, quality and availability of humanitarian aid.
- It is advised to guarantee the rights to food and nutrition, to health, to water and sanitation, as well as their right to asylum.
- Define the temporality or duration of humanitarian aid to be provided in Mexico City and ensuring the group is informed of it upon arrival. It is recommended that, on average, it stays between three to five days, maximum. A longer period may be given to those who initiate the procedure to obtain an immigration document.
- Determine which will be the collaborating bodies and organizations, to complement and strengthen the multidisciplinary nature of care and services provided by the Government of Mexico City. Collaborations will be coordinated with local and federal agencies, as well as international organizations, and national and international civil society organizations, who may be invited to internal meetings.
- Define coordination committees or, where appropriate, responsible for the following issues:

⁹ Such information will allow the effective and appropriate design of the humanitarian assistance services that will be provided, through a differentiated approach for priority groups.

1. Registry.
 2. Access management.
 3. Food.
 4. Security.
 5. Supply protection.
 6. Water.
 7. Health care.
 8. Cleanliness, hygiene and sanitation.
 9. Volunteering and participation of MP and PSIP.
 10. Legal advice.
 11. Media.
- Carry out a continuous diagnosis of the needs and circumstances, as well as the monitoring and evaluation of the humanitarian aid provided to make the necessary adjustments. At least one daily meeting is recommended for reports and decision making.
 - Convene regular meetings with collaborating entities to strengthen coordination.
 - For more efficient coordination, it is recommended to appoint an Executive Coordination Office which will have the following functions:
 - Serve as articulator with the committees, managers, and command centers and maintain continuous communication between all.
 - Organize the reach and training of public servants and collaborators who will be in contact with the population.
 - Draft daily reports on the operation of the shelter and the deployment of humanitarian aid.
 - Follow up and maintain contact with the collaborating bodies.
 - At the request of the Executive Coordination Office, support the spokesperson.
 - Make a proposal set of regulations for the media, collaborators, and MP and PSIP inside the shelter to the Executive Coordination Office.
 - Integrate the final report.
 - Elaborate press releases.

Once the shelter is installed, conform a Command Center.¹⁰

COORDINATION BETWEEN FEDERAL, LOCAL AND MUNICIPAL GOVERNMENTS

The immigration issue, anchored in the national security agenda, makes it necessary for the federal government to assume the responsibility of providing and accompanying local governments in all that is necessary for their adequate attention, recognizing that they are contributors to such actions.

It is important to coordinate the protocols that will be implemented in the care of MP and PSIP with national authorities in charge of the migration agenda considering the services that will be provided, such as the care given by the INM, the Mexican Commission for Refugee Aid (Comar), the Mexican Navy (Semar) and the Federal Police (now the National Guard), among others.

Initially, it is advised to agree on a coordination mechanism and clear procedures about the following issues:

- The exchange of information on the monitoring of the group traveling towards Mexico City.
- Security.
- Food.
- Migratory proceedings.
- Affairs with consular authorities.
- Social programs designed for the group.
- The duration of the shelter.

At the same time, it is highly recommended that, in cases related to immigration, administrative and/or criminal detention, due process be complied with at all times and that it be carried out in accordance with the law. It is recommended that *in coordination*

¹⁰ The government liaisons for each of the committees will be located in this space. These will carry out a report with information on the activities, needs and problems that have arisen throughout the day and the points that should be considered during the humanitarian assistance activities of the day. They will be in charge of communicating everything that happened to the Executive Coordination Office. It is recommended that collaborators, particularly civil society and international organizations, be asked to set up their own command center to coordinate with the government.

with the federal government, this type of action be carried out solely and exclusively by the federal authorities.

In the municipality where the shelter is located, the municipality's office participation in the Executive Coordination is imperative as the Urban Services area will be in charge of maintenance, cleaning, hygiene and lighting of the shelter; among other services; as well as the security of the demarcation.

It is recommended an agreement or partnership framework be signed where the federal government's contributed are indicated by kind or by resources.

NECESSARY PREPARATIONS BEFORE THE ARRIVAL OF MIGRANT POPULATION GROUPS IN COORDINATION WITH THE FEDERAL GOVERNMENT

Two days before the arrival of the group to the city, the following federal institutions must have installed the necessary infrastructure to provide the following services, as well as others that are not listed but may be required:

- *Electricity.* The Federal Electricity Commission shall carry out all the installations required (including those necessary to charge cellphone batteries).
- *Water.* It is necessary to ensure that the National Water Commission, in coordination with the Water System of Mexico City, install water services for the use of toilets and showers.
- *Food.* Coordinate with the Semar for the preparation and distribution of food that is delivered to the migrant population.
- *Security.* Consider the presence of the Federal Police (now the National Guard) in coordination with the SSC to prevent or intervene in situations of crimes such as trafficking, the distribution and sale of drugs or others that alter the order and represent a risk to the population, always maintaining due process and respect for human rights.
- *Protection of children and adolescents.* The presence of the Federal Attorney for the Protection of Children and Adolescents, as well as the National System for the Integral Development of the Family (DIF), must be ensured to guarantee the best interest of children.
- *Communication.* Organizations such as the Citizen Council and the International Committee of the Red Cross should be convened to allow calls to countries

of origin, the reestablishment of contact with family members and others that guarantee the rights to family unity, to safety and to health.

- *Right to asylum.* Summon the Comar to ensure that people receive guidance and, where appropriate, access to request recognition of refugee status.
- *Migratory proceedings.* Provide the presence of the INM to support those who wish to process immigration documents and exit documents, or to attend requests for assisted return.
- *Employment.* Coordinate the presence of the National Employment Service to identify job offers for the population.

2. *Signing of an interagency collaboration agreement or partnership framework*

It is advised that an interagency collaboration agreement or partnership framework be signed between the local and federal governments. This agreement should state the bases, mechanisms and agreements for collaboration and coordination of the dependencies that make up the Executive Coordination Office. The agreement will further promote, respect, protect and guarantee the human rights of the MP and PSIP that arrive in Mexico City. It will establish who will be in charge of coordinating the various public administration agencies of Mexico City and the federal government.

All participating people are obliged to guarantee the safety, dignity and rights of people, avoiding exposure to risks. Consequently, when collecting, recording, documenting, photographing and disseminating information, the principles of informed consent, confidentiality, legality and purpose must be respected; as well as the rights to privacy, to self-image and to the protection of personal data, especially of children. Illicit disclosures or dissemination of information or personal data are prohibited, including those that are informative to public opinion or news that allow them to be identified or that violate their honor, image, reputation or safety.

3. *Formation of responsible committees*

In order to carry out the activities of the committees and/or those responsible, it is necessary to identify the various collaborators who, in coordination with public authorities, will be able to guarantee the population's adequate attention and humanitarian assistance, under the direction of the Executive Coordination Office.

It is recommended that public servants and collaborators who will be in contact with the migrant population follow certain guidelines (listed below); and that all the people who will be providing care receive training in migration and international protection matters, as well as in emergencies, humanitarian crises and a cultural diversity approach.

It is proposed that each of the committees and/or managers:

- Have a directory of all members with their contact information.
- Have a list of activities and hours of operation.
- Appoint a liaison with the Executive Coordination Office and the Command Center.
- Set up an internal mechanism for work duties and communication.
- Be clear about responsibilities and roles, especially when there is staff turnover.
- Invite the migrant population and subject to international protection to join some of the committees and have tasks assigned to them.
- Create a shift logbook where one can find information about:
 - Performed activities.
 - Collaborators involved during the activities and the person in charge.
 - Situations of risk, security or urgent attention that must be reported.
 - Needs identified for the adequate care of the population.

The logs will be shared with the Executive Coordination Office to have continuous updated information on the services provided.

REGISTRATION COMMITTEE

Objective: ensure there is timely and detailed information on the profile of the population that allows decisions to be made about the needs of care and services to be provided for those who enter the shelter.

The functions of this committee will be:

- Generate a registration form. It is advisable to collect information only on sex, nationality, date and year of birth, and other conditions of vulnerability –disability, belonging to an indigenous group or to the lesbian, gay, bisexual, trans-

sexual, transgender, transvestite and intersex (LGBTTTI) community, etc.–. This information should preferably be collected electronically.

- At the time of registration, deliver and explain to people the regulations of the shelter.
- Deliver a permit or entry badge at the time of registration for people to access the services of the shelter.
- Inform and explain to people about the running and management of the shelter, relying on brochures, maps or other tools that facilitate knowledge.

Suggested collaborators: Sibiso, SGCDMX, SSC, CDHCM and SGIRPC.

ACCESS ADMINISTRATION COMMITTEE

Objective: guarantee that there is timely and detailed information on the service providers and/or news media that wish to enter the shelter.

- It will be responsible for the registry of all personnel who enter the shelter: dependencies, volunteers, civil society organizations, international organizations and the media.
- It must validate the veracity of the information of volunteers, collaborators and the media to avoid unauthorized entry and unauthorized activities.
- Provide a permit/entry badge at the time of registration that allows access to the shelter and so both the staff and the MP and PSIP are aware that they are authorized to perform a task.

Suggested collaborators: Sibiso, SGCDMX, SSC, CDHCM and SGIRPC.

FOOD COMMITTEE

Objective: guarantee the people's right to food in the shelter is one of the main requirements to be able to offer a decent stay. In this sense, it will be necessary that within the shelter, they are offered a diet in accordance with their cultural characteristics and that it is, as far as possible, nutritious, sufficient, of quality and free, giving priority to children, adolescents, pregnant women, people with disabilities and the elderly.

Derived from previous experiences, it is recommended one of the canteens is of continuous service since these population groups regularly arrive at different times during the day and night. In this regard, the food committee must:

- Receive, perform an inspection and store the food.
- Create menus taking into consideration the eating habits of the population –for example, not including spicy food– and the ages of the population –for example, food for babies and children.
- Establish adequate sanitation measures for the preparation, handling and distribution of food.
- Establish food distribution times of breakfast, lunch and dinner.
- Maintain an updated inventory of the food in the shelter’s warehouse and its expiration dates.
- Distribute food equitably and at established times, prioritizing groups in vulnerable situations (children, adolescents, pregnant women, people with disabilities and the elderly).
- Consider that women with children in their care cannot easily access food, so it is advisable to set up a dining room for families or establish special hours for this group.
- In the event that the supply center provides inputs for food preparation, the number of people and the support time must be reported. It is recommended a daily cut-off of the number of people who remain in the shelter, due to the variation in income and departures.

Suggested collaborators: Sibiso, municipalities and civil society organizations.

SECURITY COMMITTEE

Objective: implement special security measures for the protection of MP and PSIP as the State is the guarantor of their rights and must minimize their latent risk of being victims of various crimes such as human trafficking, kidnapping and extortion, and violations of their human rights.

In accordance with the provisions of the Police Action Protocol of the Mexico City Ministry of Public Security for the Protection of People in the Context of Demonstrations

or Meetings (Protocolo de Actuación Policial de la Secretaría de Seguridad Pública de la Ciudad de México para la Protección de Personas en el contexto de Manifestaciones o Reuniones),¹¹ the purpose of the presence and intervention of police personnel will be the respect, protection and guarantee of the human rights of all those present.

The SSC will prepare an operational plan or order of operations that will clearly establish a chain of command and a responsible coordination. It will define how many police elements will participate,¹² the equipment, the designated commands and means of transportation. The police officers will remain attentive to the operational orders of the designated command, maintaining a reasonable presence and distance from groups of people. At the same time, the responsible command will be regularly updated about the execution of the operational plan so that risks are permanently and constantly evaluated and the intervention of the civil protection, emergency and first aid services is coordinated in a timely manner, should it be necessary.

The use of lethal weapons is strictly prohibited. The use of public force will be dictated by the principles of legality, absolute necessity/exceptionality, opportunity, rationality, congruence, subsidiarity and proportionality, in accordance with the Police Action Protocol of the Mexico City Ministry of Public Security for the Protection of People in the Context of Demonstrations or Meetings, as well as what is established in other local regulations¹³ and in international human rights law.¹⁴

¹¹ Applying, in a similar manner, the Protocolo de Actuación Policial de la Secretaría de Seguridad Pública de la Ciudad de México para la Protección de Personas en el contexto de Manifestaciones o Reuniones is recommended in attention to the number of people involved and the duty of care that the police must carry out with regard to people who may be in various situations of vulnerability.

¹² Based on the experience of the humanitarian bridge in 2018, the presence of the Mexico City Ministry of Public Security was through the Atenea female group inside the shelter, as well as elements of the Auxiliary Police outside the shelter and in the surrounding areas.

¹³ See Ley que Regula el Uso de la Fuerza de los Cuerpos de Seguridad Pública del Distrito Federal, *Gaceta Oficial del Distrito Federal*, April 22, 2008, applicable in all cases; Protocolo de Actuación Policial de la Secretaría de Seguridad Pública del Distrito Federal para la detención de adolescentes en conflicto con la ley, *Gaceta Oficial del Distrito Federal*, July 25, 2013, applicable in cases 2, 3, 4, 5, 6, 7, 8, 9 y 10; and Ley de Seguridad Pública del Distrito Federal, *Diario Oficial de la Federación*, July 19, 1993, article 17, section X, applicable in all cases.

¹⁴ Basic Principles on the Use of Force and Firearms by Law Enforcement Officials, adopted by the Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, Havana, Cuba, August 27 to September 7, 1990; Code of Conduct for Law Enforcement Officials, adopted by General Assembly resolution 34/169, December 17, 1979; Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, adopted by General Assembly resolution 43/173,

In the face of any conflict, *nonviolent* means will be used with the aim of protecting the rights to life and personal integrity of all people. For this reason, strategies aimed at reducing tension based on communication, negotiation and dialogue are to be favored. In the event that the conflict persists, increases or diversifies, and once *nonviolent* means have been exhausted, the responsible command, after careful planning and control of the operation, will determine the origin of the use of force.

Detention will only be carried out in the event that the persons are committing clear offenses that demonstrate in flagrante delicto or showcase behaviors that with sufficient elements that possibly constitute administrative or criminal offenses and that merit the deprivation of liberty. As soon as any arrest takes place, the police action protocols of the Mexico City Ministry of Citizen Security regarding arrests will be activated immediately. The criminalization of this population is to be avoided, as well as any illegal or arbitrary deprivation of liberty will be avoided.

At the end of the operation, the responsible command will render a detailed and written report, in order to detect and further encourage good practices or, otherwise, identify practices and attitudes harmful to human rights and that should be eradicated.

In addition, in a differentiated way, the members of the security committee, according to their respective competencies, must adopt specific measures for the care and protection of women, children, adolescents, people from the LGBTTTI community and victims of trafficking and violence, such as:

- Establish security measures and socialize them among the population and the other committees.
- Verify that the rules of coexistence within the shelter are complied with and make the population aware of the sanctions in case of non-compliance.
- Support checking people who enter the shelter.
- Coordinate actions for the prevention, reaction and prosecution of crimes considering the specific contexts of the MP and PSIP.
- Identify and inform the Executive Coordination Office about the places and types of risk inside and outside the shelter.

December 9, 1988; and Inter-American Court of Human Rights, *Case of García Ibarra et al. v. Ecuador. Preliminary Objections, Merits, Reparations and Costs*, Judgment of November 17, 2015, Series C, No. 306, par. 117.

- Ensure surveillance in latrines, toilets and spaces for women, men and children; as well as in the storage, collection and stockpile distribution center.
- Guide and support women, children and adolescents so they report situations of violence against them, using protocols and/or routes of action known to all personnel in the shelter.
- Report to the competent authorities cases of discrimination and physical, verbal, psychological or any other kind of violence that occur against people in the shelter.
- Have coordinated systems for the search for missing persons, victims of human trafficking, etc., within the shelter and for the activation of mechanisms to prevent the possible abduction of children and adolescents under the care of someone who is not their guardian.
- Support the other committees when they request it to maintain order.
- Carry out informative talks with MP and PSIP about the possible risks to their safety that may arise during their transit through the country and the various prevention measures that they should implement to avoid being victims of any crime.¹⁵
- Ensure night surveillance of the service area for employees and the government.

Suggested collaborators: SSC; CDHCM; civil society organizations; international organizations; Office of the Mexico City Attorney for the Protection of the Rights of Children and Adolescents, and the Mexico City Attorney General's Office (PGJCDMX).

¹⁵ For example, in accordance with the Ley Orgánica de la Procuraduría General de Justicia del Distrito Federal (articles I I, sections I, II, III y IV; and I 5, sections II y V), the legal attribution of this agency is to provide legal guidance to members of the community for the best exercise of their rights; promote preventative actions; promote a culture of crime prevention in the society that involves the participation of different sectors, social and private, the community in general and organized civil society; the study of probable criminal behaviors and the factors that favor them in order to develop the respective crime prevention programs within the scope of its competence; and the promotion, exchange and collaboration with federal entities and national and international institutions of a public or private nature for the cooperation and strengthening of actions in crime prevention.

SUPPLY PROTECTION COMMITTEE

Objective: guarantee the availability of supplies that allow the population to have food, clothing, footwear, cleaning and health equipment, and other products for their stay according to their needs. In this sense, it will be essential to have spaces for the collection, storage and distribution of products, preferably inside the shelter.

For its operation, this committee must:

- Prepare a list of supplies that will be requested, which must be endorsed by the Executive Coordination Office.
- Identify inside and/or outside the facilities the best space for the collection, storage and distribution of supplies. It is recommended that the storage space has 24-hour surveillance, including during distribution hours.
- Define a mechanism for the collection, storage and distribution of inputs, for example:
 - Establish different product delivery times, preferably three shifts a day.
 - Consider the type of product that will be delivered according to the sex and age of the people who will be serving.
 - Coordinate deliveries taking into account specific spaces and conditions for priority attention groups.
 - Coordinate the deliveries of food, health products and medicines for the people in the shelter with other committees.
- Keep a record of inputs and outputs of supplies considering the volumes and reporting the specific needs of the population on a daily basis.
- Make an inventory of the products available at the beginning and end of the day.
- Explain to the people at the shelter the designated places for the distribution of the products.
- It is advised to deliver certain types of supplies such as food, clothing or for medical prevention activities in the sleeping area, in order to guarantee that people or women with children in their care also have access to them.

Suggested collaborators: SGIRPC, Sibiso, SGCDMX, civil society organizations, international organizations and CDHCM.

WATER COMMITTEE

Objective: guarantee a sufficient supply of drinking water to carry out daily activities of personal hygiene, consumption and cleaning of clothes and shoes.

The committee will have the following functions:

- Prepare containers for storing water, verifying its quality, condition and sufficient capacity for the number of people in the shelter.
- Establish areas for access to water depending on the use that the population will give it, in order to avoid confusion or inappropriate use of it.
- Be responsible for the daily and continuous supply of water for human consumption and personal hygiene. It should be considered that personal water consumption should be easily accessible and will be considered for the preparation of food for early childhood and oral cleaning of children, adolescents and adults.
- It is recommended to install toilets and showers considering the needs of children and other priority attention groups, seeking differentiated spaces near the sleeping areas.
- It is advisable to allocate a space to wash clothes or to provide specific information on where people can do it.

Suggested collaborators: SGCDMX, Sedesa, municipalities, international organizations and civil society organizations.

HEALTH CARE COMMITTEE

Objective: guarantee access to physical and mental health services for the population in the shelter. This committee will be in charge of detecting, reducing and preventing health risks; attend to present health problems, and carry out possible referrals for the hospital care of people.

It is proposed that the work of said committee include the following actions:

- *Primary healing care:*
 - Antiseptic, fungicide and disinfectant treatments that prevent subsequent damage to their health should be provided to MP and PSIP who require primary care for healing.
 - In the past, the attention required in most cases was for gastrointestinal diseases, physical injuries (mainly to the feet), dehydration and pediculosis.
- *Actions for the prevention and care of diseases:*
 - Identify specific situations and conditions that could put people lives and the health of the cohabitating migrant population at risk (viral diseases, transmitted by insects or vectors, as well as possible cases of dehydration).
 - When the health situation warrants it, they should be referred for advanced care to first, second or third level health centers. Counter-referrals should be given the necessary follow-up.¹⁶
 - When the patients are children, adolescents or due to gynaecological-obstetric cases, the possibility of transferring a relative or responsible person to the medical unit for their accompaniment, as well as their return to the temporary shelter, should be taken into account.
 - It is recommended to make rounds in the dormitory area to identify cases that require attention, particularly from families and children.
- *Immunization actions:*
 - While the MP and PSIP do not have a homogeneous profile and could make use of the temporary shelter during different seasons of the year, seasonal vaccines and those of preventive application should be provided to avoid risks considering constant epidemiological surveillance.

¹⁶ Secretaría de Salud de la Ciudad de México, "Modelo operacional del 'Programa El Médico en tu Casa'", Mexico, Sedesa, June 2017, p. 5.

- In a differentiated way, in the case of children and adolescents, vaccination campaigns must be coordinated and carried out.
- *Mental health care:*
 - Actions aimed at working on stress, crises, depression and the effects derived from some forms of violence of which people have been victims at an individual or group level should be implemented, in order to enhance coping strategies to adverse situations.
 - It is recommended to develop activities aimed at the adult population that allow them to identify risk situations, establish a short and medium-term life plan, and help them make informed decisions.
- *Prevention and attention to consumption of alcohol and other drugs:*
 - As part of mental health care, it is highly recommended to carry out preventive actions aimed at MP and PSIP on the consumption of alcohol and other drugs, and to contemplate care routes for those who require intervention in matters of public health; in addition to including them in the security protocols.

It is important to note that, according to some research, mainly carried out by the Mexico's National Institute of Public Health (INSP), migrants do not bring with them diseases that represent a risk for the population nor will they collapse public health services.

Suggested collaborators: Sedesa, national public health institutions, youth integration centers, Youth Institute, Secretariat for Women, Condesa Clinic, international organizations, civil society organizations, schools of nursing and health promoters.

CLEANING, HYGIENE AND SANITATION COMMITTEE

Objective: ensure that the accommodation has adequate hygiene conditions and measures necessary for basic sanitation.

In this regard, said committee will have at least the following functions:

- Establish waste deposit areas (solid and liquid) with defined schedules for its collection and management.
- Carry out constant monitoring, avoiding the accumulation of waste in common use and accommodation areas.
- Verify that common use and accommodation areas are properly ventilated.
- Define hours, days and functions for cleaning the sleeping areas, toilets and food areas; and making them known to the population and employees.
- Guarantee the constant cleaning of toilets, sleeping and food areas.
- It is recommended to install toilets and showers considering the needs of children and other priority attention groups, and seeking differentiated spaces near the bedrooms.
- Review and manage excreta so that people can be guaranteed access to clean sanitary services in suitable environments. In the past, the problem was cleanliness, but not the number of toilets installed.
- The INSP Migration and Health Studies Unit advises having a portable toilet for every 75 people, which will be used by each person on average six times a day.

Suggested collaborators: Urban Management Agency, municipalities, volunteers, civil society organizations and foundations.

COMMITTEE ON VOLUNTEERING AND PARTICIPATION OF MIGRANTS OR PERSONS SUBJECT OF INTERNATIONAL PROTECTION

Objective: coordinate the participation of national and international volunteers that allow a broader coverage of services for the benefit of the people; and even including the participation of the MP and PSIP who are in the shelter and who are able to support.

Specially, this committee should:

- Contact the committees or managers to identify volunteer needs, functions and profiles, as well as activity schedules.
- Formulate a list of activities in which volunteers can participate.

- Provide for the involvement of the MP and PSIP in at least one activity of the responsible committees, for example, promoting the collaboration of the population in cleaning tasks, food distribution, donations, etcetera.
- Canalize volunteers to the different responsible committees or activities that take place in the shelter.
- Establish a registry that allows generating a database of volunteers.

Due to previous experiences, it is recommended that volunteers participate in food distribution activities; distribution of supplies; cleaning; logistical support; promotion of physical and mental health; playful activities; raising awareness and information activities, for example, on the services provided, the regulations within the shelter, the geographical location, the means of transport, etc., through peripherals.

Likewise, it is recommended that bilingual people be considered in this committee.

Suggested collaborators: Sibiso and civil society organizations.

LEGAL ADVISORY COMMITTEE

Objective: provide MP and PSIP with sufficient, clear and accessible information on their rights and the various possibilities they would have to remain within the country on a regular basis, as well as the mechanisms for the prosecution of crimes or possible human rights violations against them.

Having a legal advisory committee will allow people to:

- Have an overview of the various procedures that could be carried out to regularize their stay in the country and/or abroad.
- Facilitate their access to justice in case they have been victims of crimes or human rights violations.
- Prevent scenarios in which, due to ignorance of the law, they could result victims of crime or violations to their human rights.
- That their rights and obligations as MP and PSIP are disclosed to them, in accordance with current legislation.

Suggested collaborators: Sibiso, Legal Counsel for Legal Services, PGJCDMX, DIF-CDMX, United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration, CDHCM, Office of the United Nations High Commissioner for Human Rights, legal clinics of universities and civil society organizations.

MEDIA COMMUNICATION COMMITTEE

Objective: be the link with the media communication to guarantee adequate and respectful coverage of the conditions, stories and realities of the migrant population. For this, the following steps are necessary:

- Register the media communication and guaranteeing that the regulations are known and complied with.
- In case of loss of badges or entry permits, it will be necessary to replace them, keeping the assigned folio number.
- Inform the Executive Coordination Office of incidents reported by the committees in relation to the media.
- Each government agency must have an institutional spokesperson who will be in charge of managing the interviews and delivering information from their agency to the media, in accordance with the provisions of the Executive Coordination Office.
- Any public information should avoid re-victimizing the population.
- In cases of press conferences, the participation of all the instances that are part of the Executive Coordination Office is recommended.
- Any route of the media inside the facilities must be agreed upon in the Executive Coordination.
- Sensitize the registered media, particularly on the handling of personal data.
- Inform people of their right to refuse to be interviewed and/or recorded and to give their informed consent for journalistic coverage.
- It is proposed that bodies such as the Mexico City Council to Prevent and Eliminate Discrimination (Copred) and others contribute to the development of a campaign against discrimination, racism and xenophobia towards MP and PSIP in the border area of the shelter.
- Review the relevance of documentation for defenders and/or those accompanying the exodus.

Suggested collaborators: SGCDMX, social communication offices of the members of the Executive Coordination Office, Copred and CDHCM.

4. *Meeting with collaborating entities*

Collaborating bodies are understood as international organizations, United Nations organizations, national and international social and civil organizations, human rights organizations, federal government agencies, diplomatic representations, private initiative and other interested in the subject.

It is imperative that regular meetings are held between the Executive Coordination Office and the collaborating entities in order to promote healthy communication, decision-making and adjustments according to the needs or situations that may arise.

With the help of collaborating entities that carry out activities to support, assist, advise and defend the MP and PSIP, networks are to be established in a coordinated manner with government institutions to improve and expand the care provided, the complementing services considering specific needs for the greatest benefit of the migrant population.

It is proposed the creation of a command post that has detailed information on the services, locations, schedules and responsible links of the various instances which will work in coordination with the government Command Center.

It is recommended diplomatic representations be contacted in order to request consular support for the care of their nationals, except in the cases of persons requesting the recognition of refugee status who do not wish to contact their representations. It is advisable to ask them to provide information about the procedures that may be of greater interest to their nationals, defining schedules and the type of support. In the past, the role of civil society organizations has been fundamental due to their knowledge and expertise regarding the care of these population groups.

5. *Site installation*

The design of a temporary shelter is of vital importance as it has to provide personal security, protection against natural hazards or disasters and access to services; as well as maintaining human dignity and the prevalence of family or community life of the popu-

lation to be served. It must have sleeping areas, spaces for common use and a service area, and the following considerations must be taken into account:

- Outdoor spaces require the installation of tents, platforms and floors for other service and care modules.
- Spaces in enclosed areas could facilitate operation if they have adequate facilities.

It is recommended that before the arrival of the group the place that is enabled to receive them has at least the following supplies to provide assistance:

- Individual mats.
- Blankets.
- Bracelets.
- Registration sheets.
- Drinking water.
- Food, including baby food.
- Diapers.
- First aid kit.
- Toilets.
- Showers or, where appropriate, water containers, buckets and bowls.

In the event that the place does not have the last two services, these must be enabled.

It is recommended to install a service area aimed specifically at government personnel who will be aiding and providing support in the shelter (with food, medical services and emotional support, among other services that are required).

COMMON USE SPACES

The lack of appropriate infrastructure to care for people and for service provision hinders the operation of the shelter. People's inadequate access to services can even represent a risk to their safety and integrity. For this reason, the following actions must be taken into account:

1. Establish an equitable distribution and correct signaling of the spaces. It is advised to divide areas into several zones with functional and features of security and disaster prevention:
 - a) General access control.
 - b) Registration.
 - c) Command Center.
 - d) Government services.
 - e) Collaborator services.
 - f) Supply protection (collection, storage and distribution).
 - g) Toilets (consider specific areas for families, the LGBTTTI community and unaccompanied children and adolescents).
 - h) Showers (consider specific areas for families, the LGBTTTI community and unaccompanied children and adolescents).
 - i) Dining room (consider specific areas for families, the LGBTTTI community and unaccompanied children and adolescents).
 - j) Sleeping areas (consider specific areas for families, the LGBTTTI community and unaccompanied children and adolescents).
 - k) Pavilion of specialized services for children and adolescents near the facilities where the families are housed.¹⁷
 - l) A meeting point for lost people.
 - m) An area for charging cellphone batteries.
 - n) An area for free phone calls (in the past, the Citizen Council and the Mexican Red Cross provided this service).
2. Consider that the water supply areas, showers and toilets should be adequately located so that they remain clean, equipped and away from the sleeping and food areas.
3. Provide an area for washing clothes and shoes.
4. Once the spaces have been designated and clearly marked, a complete map of the complex must be created, which must be placed at the entrance of the

¹⁷ It is recommended to call upon the United Nations Children's Fund to support the installation of the pavilion.

- shelter, the Command Center and inside the accommodation area, and shared with the various collaborators.
5. There must be adequate access for emergency services and vehicles, or a semi-fixed infrastructure is necessary for the adequate provision of services.
 6. It is necessary to guarantee the appropriate lighting of the spaces and to consider alternative sources of energy.
 7. Consider the recommendations of the food, supplies, safety, water and cleaning, hygiene and sanitation committees on the provision of the spaces under their charge.
 8. Establish security zones and eviction and civil protection protocols in various situations that could put the population at risk.
 9. Clearly and permanently socialize the rules of coexistence for the population and the collaborators as well as the current regulations on administrative infractions and crimes.
 10. Provide the population, through any possible means, with information that allows them to make decisions about their journey.
 11. Take into account the specific needs and particular characteristics of the people who should have priority attention, such as women, children and adolescents, LGBTTTI community, elderly people and people with disabilities, in such a way that the services provided are available, accessible and do not represent a risk for the migrant population.
 12. Due to past experiences, the installation of a cash withdrawal point is advised, and to have information available for the MP and PSIP about the places where they can go (such as convenience stores and 24 hour shops).

SLEEPING AREAS

Every shelter must have a sleeping or overnight area, which must be adequate, sufficient and acceptable for the people served with the intention that it represents a true space of privacy, rest and security for all of them, keeping in mind their specific needs.

1. Establish specific overnight places for girls, boys, adolescents and families, which have controlled access and signs that can be identified by children and adolescents. This would allow their early family reunion. The entrances must have surveillance.

2. Anticipate the weather conditions of the place to choose the appropriate infrastructure for the overnight area, with the intention of avoiding future risks to people's health.
3. Establish rules of coexistence, sanction and maintenance of the sleeping areas for risk prevention (for example, of possible harassment, theft, schedules and volume of music, the use of electrical power sources, etcetera).

SERVICE AREAS

In this space, the services offered by the government and collaborators will be provided in a coordinated and orderly manner. It is imperative that equitable spaces are assigned in accordance with the type of services. At each point, the opening hours, the person responsible of the area and the access requirements must be clearly visible.

Those responsible for each of the services provided must report to the Command Center and/or the Executive Coordination Office any situation of risk or need. In the past, some of the services offered were:

Table 1. Services provided to MP and PSIP

Collaborator services	Government services
Legal counsel on matters of immigration and international protection	Food
Free phone calls	Security
Meeting points for lost people	Medical care
Food	Cleaning
Psychoemotional support	Psychosocial assistance for children
Leisure and sports activities	Legal counsel
Toilets for children	Support, monitoring and channeling of cases of sexual harassment and gender violence
Hand washing stations	Leisure and sports activities
Guidance on the use of contraceptive methods	Toilets
Collections	Residue collection
Haircuts	Collections
Charging of cellphone batteries	Haircuts
	Charging of cellphone batteries

➤ *Service pavillion aimed at children and adolescents*

The United Nations Children's Fund (Unicef) document on "Recomendaciones generales para la atención de niños, niñas y adolescentes en situación de movilidad en espacios de acogimiento temporal"¹⁸ highlights the importance of having an exclusive services pavillion for MP and PSIP.

It is recommended that this space have specific services for the care of babies (from zero to two years old), breastfeeding, an early childhood development area, a corner for children and another for adolescents. In addition, it must have a hand washing station and count with hygiene promotion, psychology and special protection services, and exclusive areas for toilets, showers and tubs; starting with a registry point and information panel on the schedules and the map of services within the shelter and of the city.

Therefore, it will be necessary to have a person responsible for the space and to designate a specific area to carry out all the actions to continue promoting the healthy development of children and adolescents.

➤ *Psychosocial care services pavillion*

It is advised to have a space for psychosocial care that allows the provision of services to people in a private and warm way, attending to their emotional needs and helping them identify and build a short, medium and long-term life plan.

6. *Closure of shelter*

The success of the intervention through the installation of the temporary shelter will be reflected in the closure of it within the established times and without an outstanding balance over the lasting period of operation.

For this, rules agreed upon government and collaborators must have an adequate coordination, inside and outside information should have an appropriate flow, the migrant population should be involved in the different activities in the shelter, and there

¹⁸ United Nations Children's Fund, "Recomendaciones generales para la atención de niñas, niños y adolescentes en situación de movilidad en espacios de acogimiento temporal", 2018, unpublished.

must be timely and relevant risk identification and management; as well as transparency in the information regarding the resources used and the tasks carried out.

It is important to have a clear target population for the shelter and, although it is temporary, remember that mobility can occur in caravans –as we have seen in recent months–, in small groups or one by one, so this must be taken into account within the acceptance criteria.

Likewise, a clear procedure on the closure of the shelter and departure of the migrant population is necessary so that information on the delivery of colored bracelets and reminders of time of stay, among others, flows automatically.

7. *Public report*

It is recommended that the Executive Coordination Office, as part of the closing of the collaboration agreement and/or the intervention, prepare a specific report on the work carried out and the care services provided, that allows analyzing areas of opportunity for future interventions and for the development of public policies on the matter.

It is advised to make a public version of the report that informs society about the actions implemented to attend to these migrant groups. Said report will contribute to the demystification of various issues and to end stigmatization towards this population group and the generation of empathy towards it.

II. Other important considerations that must be carried out permanently and/or in the medium term

Through previous experiences, relevant issues regarding the protection of human rights of migrants and people subject to international protection were identified, for example:

- When talking about people who are at risk of human rights violations or that have already been victims of such, the attention provided must take into account the psychosocial approach, which refers to the process of individual, family or communitarian counseling aimed to face the consequences of the traumatic impact of these violations, promoting well-being and emotional and social support, stimulating the development of their capacities and helping to restore dignity.¹⁹

This supposes some minimum considerations. One that stands out is the thought of people in a broad context, that is not only looking at individual needs but also how their current situation impacts other levels such as family and/or the community, as well as taking into account the limitations of said intervention, the specific roles and capacities of those who will provide the support and will need to act according the principle of *do no harm* to prevent further or new damages that accrue from institutional and humanitarian actions.

- The development of a permanent training program for government officials on the issues of migration and international protection that allows them to expand their knowledge and awareness, especially in relation to cultural diversity.
- Due to the impacts that working with MP and PSIP have on the mental health of the teams that look after them directly, it is highly recommended that the agencies in charge consider the implementation of programs that help reduce

¹⁹ Carlos Martín Beristain, *Acompañar los procesos con las víctimas. Atención psicosocial en las violaciones de derechos humanos*, Bogotá, Fondo de Justicia Transicional-Programa Promoción de la Convivencia/UNDP, 2014.

the risk of developing a burnout syndrome or compassion fatigue, with the aim of favoring self care of those who are in direct contact with the migrant population.

- It is recommended to incorporate of migration and international protection topics into educational programs to combat discrimination, racism and xenophobia.
- Consider the installation of a permanent shelter for temporary stay with clear rules that allows a coordinated and orderly manner to respond events of this nature.
- Design a campaign to demystify the different negative perceptions that people have about migrants and persons subject to international protection in Mexico.
- Develop social inclusion policies for MP and PSIP that seek to settle in Mexico City and contemplate the legal options that can be offered to people who decide to stay.

III. Glossary

Assisted voluntary return and reintegration. Proceedings by which the INM forces a foreign person to leave the national territory, sending them to their country of origin or habitual residence.²⁰

Asylum. Protection granted by a State in its territory to a person in the face of persecution by another State. International law recognizes the right to asylum. Latin American tradition recognizes political asylum due to persecution based on politically motivated reasons.²¹

Complementary protection. National protection granted by the Segob to the foreign person who has not yet been recognized as a refugee. It consists of the non-refoulement to the territory of another country where their life is threatened or on which they would find themselves endangered of being a subject of torture or other cruel, inhuman or degrading treatment or punishment.²²

Condition of regular residency. The regular situation in which a foreign person finds themselves, according to their intention of residence and in some cases to the activity that they will develop in the country, or according to humanitarian criteria or international solidarity. This condition can be as a visitor, temporary resident or permanent resident.²³

²⁰ Ley de Migración, *Diario Oficial de la Federación*, May 25, 2011; last reform of July 12, 2018, article 3, section XXIV, available at <http://www.diputados.gob.mx/LeyesBiblio/pdf/LMigra_120718.pdf>, last accessed on March 28, 2019.

²¹ Suprema Corte de Justicia de la Nación, *Protocolo de actuación para quienes imparten justicia en casos que afecten a personas migrantes y sujetas de protección internacional*, Mexico, SCJN, 2013, available at <<https://www.acnur.org/fileadmin/Documentos/Publicaciones/2013/9362.pdf>>, last accessed on March 28, 2019.

²² International Organization for Migration, *Glosario sobre migración*, Geneva, IOM (series Derecho Internacional sobre Migración, No. 7), 2006, p. 47, available at <https://publications.iom.int/system/files/pdf/iml_7_sp.pdf>, last accessed on March 28, 2019.

²³ Ley de Migración, articles 3, section VI; and 52.

Deportation. State act based on the exercise of its sovereignty that consists of sending a foreign person out of its territory to another place after denying their admission or once their permission of stay is terminated in said State.²⁴

Discrimination. “Any distinction, exclusion, restriction or preference that, by action or omission, with or without intention, is not objective, rational or proportional and aims or results in the hindering, restricting, preventing, impairing or nullifying the recognition, enjoyment or exercise of human rights and fundamental freedoms when grounded on one or more of the following: ethnic or national origin; skin color; culture; age; disability; socioeconomic, health or legal conditions; religion; physical appearance; genetic characteristics; immigration status; pregnancy; language; opinions; sexual preferences; identity or political affiliation; marital status; family situation and/or responsibilities; speech; criminal record or any other [...]. Homophobia, misogyny, any manifestation of xenophobia, racial segregation, anti-Semitism, as well as racial discrimination, and other related forms of intolerance will also be understood as discrimination.”²⁵

Exodus. Isolated and sporadic movements or displacement of groups of people outside the country of origin. A mass exodus is the forced displacement of a large number of people or a part of a community at a given time.²⁶

Foreigner. A person who, according to the terms established in article 30 of the Mexican Constitution, is not Mexican.²⁷

Gender perspective. A method that detects the presence of unequal power relations and differentiated treatment based on sex or gender. It allows determining if the treatment is arbitrary, unjustified and disproportionate, and therefore being discriminatory; establishing actions to reduce inequality gaps²⁸ and remedy “the potential

²⁴ International Organization for Migration, *Glosario sobre migración, op. cit.*, p. 16.

²⁵ Ley Federal para Prevenir y Eliminar la Discriminación, *Diario Oficial de la Federación*, June 11, 2003; last reform of July 21, 2018, article 1, section III, available at <http://www.diputados.gob.mx/LeyesBiblio/pdf/262_210618.pdf>, last accessed on March 28, 2019.

²⁶ International Organization for Migration, *Glosario sobre migración, op. cit.*, p. 25.

²⁷ Ley de Migración, article 3, section XI.

²⁸ Suprema Corte de Justicia de la Nación, *Protocolo para juzgar con perspectiva de género. Haciendo realidad el derecho a la igualdad*, 2nd ed., Mexico, SCJN, 2015, p. 62; and Ley de Acceso de las Mujeres a una Vida Libre de Violencia del Distrito Federal, *Gaceta Oficial del Distrito Federal*, January 29, 2008; last reform of November 26, 2015, article 3, section XII.

discriminatory effects that the legal system and institutional practices may have²⁹ in the detriment of women.

Human mobility. Specific processes that any person, family or human group perform or go through to settle temporarily or permanently in a place other than the one where they have been born or resided up to that moment.³⁰

Immigration detention. It is the “deprivation of liberty of a person, usually from an administrative nature, due to an alleged irregularity in the conditions of entry, stay, or residence in the recipient country”.³¹

Immigration proceeding. Any request or disclosure made by individuals and legal entities before the immigration authority to fulfill an obligation or obtain a benefit or service of a migratory nature in order to issue a resolution.³²

Immigration status. A foreign person finds themselves in this hypothesis based on compliance or non-compliance with the immigration provisions for their admission and stay in the country. It is considered that they have a regular immigration status when they have complied with them, and that they have an irregular immigration status when they have not complied with them.³³

Internally displaced persons. People or groups of people that have been forced or obliged to escape or flee their home or place of habitual residence as a result of or to avoid the effects of an armed conflict, generalized violence events, human rights violations, natural or human-made catastrophes, without crossing an internationally-recognized State border.³⁴

International protection. Needed when a person is outside their own country and cannot return to it because they would be in danger and their country cannot or

²⁹ Primera Sala, “Juzgar con perspectiva de género. Concepto, aplicabilidad y metodología para cumplir dicha obligación”, thesis Ia. XXVII/2017, *Semanario Judicial de la Federación y su Gaceta*, décima época, libro XL, t. I, March 2017, p. 443.

³⁰ Danilo Valdiviezo Rodríguez, “Definiciones básicas sobre la movilidad humana”, *Comité pro Movilidad Humana*, July 14, 2012, available at <<http://cmhcuador.blogspot.com/2012/07/definiciones-basicas-sobre-la-movilidad.html>>, last accessed on March 28, 2019.

³¹ Association for the Prevention of Torture and United Nations High Commissioner for Refugees, *Monitorear la detención migratoria. Manual práctico*, Geneva, APT/UNHCR, 2014, p. 20.

³² Ley de Migración, article 3, section XXX.

³³ *Ibid*, article 3, section XXVIII.

³⁴ Irantzu Mendia, “Desplazados internos”, *Diccionario de Acción Humanitaria y Cooperación al Desarrollo*, Universidad del País Vasco, 2006, available at <<http://www.dicc.hegoa.ehu.es/listar/mostrar/74>>, last accessed on March 28, 2019.

does not want to protect them. The risks that represent a need for international protection generally include the risk of persecution and threats to their life, liberty or physical integrity derived from armed conflicts, serious public disorders or different violent situations. Other kinds of risks can arise from famine linked to situations of armed conflicts, natural or anthropogenic disasters and statelessness. Such elements are often interrelated and exposed in circumstances of forced displacement.³⁵

LGBTTTI. Initials that stand for lesbian, gay, bisexual, transsexual, transgender, transvestite and intersex. They encompass people of sexual diversity who have a gender identity or sexual orientation different from the one established by the heterosexual/heteronormative system.³⁶

Mass expulsion. Any measure that forces foreigners, as a group, to leave the country, except when such measure is adopted based on the individual and objective examination of each of the members of the group.³⁷

Migrant. “An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from their place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students”.³⁸

³⁵ United Nations High Commissioner for Refugees, “Personas que necesitan protección internacional”, June 2017, available at <<https://www.refworld.org/cgi-bin/texis/vtx/rwmain/opendocpdf.pdf?reldoc=y&docid=5979dc184>>, last accessed on March 28, 2019.

³⁶ Laboratorio de Investigación Social Justicia en Movimiento, *Manual de buenas prácticas en la atención a grupos en situación de vulnerabilidad en tránsito migratorio por México. Mujeres, niñas, niños y población LGBTTTI*, Mexico, 2015, available at <<https://investigacionsocial.org.mx/Manual-de-buenas-practicas-en-la-atencion-a-grupos-en-situacion-de-vulnerabilidad-en-transito-migratorio-por-mexico.pdf>>, last accessed on March 28, 2019.

³⁷ International Organization for Migration, *Glosario sobre migración*, *op. cit.*, p. 26.

³⁸ International Organization for Migration, “¿Quién es un migrante?”, available at <<https://www.iom.int/es/quien-es-un-migrante>>; and International Organization for Migration, *Glossary on Migration*, Geneva, IOM (series International Migration Law, No. 34), 2019, p. 132, available at <https://publications.iom.int/system/files/pdf/iml_34_glossary.pdf>, last accessed to both on October 31, 2020.

Migrant holding centers. Physical setup established by the INM to temporarily house people in human mobility who do not prove their regular immigration status while it is sorted out.³⁹

Migrant in an irregular situation. A person who remains or transits through a country without having the documents that allow them to do so. This may occur because their entry to the country is unauthorized, they stayed in a country beyond the time allowed, or they violated the conditions of residence established in their passport or visa (for example, working with a student visa).⁴⁰

Mixed migratory flows. Complex population movements involving refugees, asylum-seekers, economic migrants, and other migrants in transit; they are often associated with irregular movements of persons that travel without the necessary documentation, cross borders, and arrive at their destination without authorization. These kinds of movements take place in all parts of the world.⁴¹

Non-refoulement (principle of). A fundamental principle of the asylum legislation whereby no State may, in any way, place a refugee on the borders of territories where their life or freedom is endangered because of their race, religion, nationality, membership of a particular social group or political opinion.⁴²

Refugee. A person who, due to well-founded fears of persecution or because their life, security or freedom are threatened, is forced to flee their country and for the same reasons cannot return to it.⁴³

Refugee (*prima facie*). Group or mass recognition of refugee status conferred by a State or UNHCR based on evident and objective circumstances in the country of

³⁹ Ley de Migración, article 3, section X.

⁴⁰ Fondo de las Naciones Unidas para la Infancia. Comité Español, *Glosario sobre migración, asilo y refugio*, Unicef, n. d., available at <<https://www.unicef.es/sites/unicef.es/files/unicef-educa-GLOSARIO-migracion-asilo-refugio.pdf>>, last accessed on March 28, 2019.

⁴¹ International Organization for Migration, *Migración irregular y flujos migratorios mixtos: enfoque de la OIM*, October 19, 2009, available at <https://www.iom.int/jahia/webdav/site/myjahiasite/shared/shared/mainsite/policy_and_research/policy_documents/MC-INF-297-Flujos-Migratorios-Mixtos_ES.pdf>, last accessed on March 28, 2019.

⁴² International Organization for Migration, *Glosario sobre migración, op. cit.*, p. 47.

⁴³ Convention Relating to the Status of Refugees, adopted by the Conference of Plenipotentiaries on the Status of Refugees and Stateless Persons, July 28, 1951, article I; Protocol Relating to the Status of Refugees, signed in New York on January 31, 1967, article I; and Cartagena Declaration on Refugees, adopted by the Colloquium on the International Protection of Refugees in Central America, Mexico and Panama, Cartagena, November 22, 1984, conclusion 3.

origin or, in the case of stateless asylum seekers, the country of their previous habitual residence. A *prima facie* approach recognizes those that run away from these situations are at such risk of harm that the refugee status is applicable.⁴⁴

Refugee applicant. The foreign person that formulates the request of recognition of refugee status, regardless of their immigration status. This request is addressed to the Segob.⁴⁵

Residence card/permit. Document issued by the INM with which foreigners certify their regular immigration status of temporary or permanent residence.⁴⁶

Stateless person. Any person who is not acknowledge as a citizen by any State in accordance with its legislation. The law will grant equal treatment to people who have a nationality, but that is not effective.⁴⁷

Temporary shelter. Space that provides protection to the people who have been displaced by an emergency or are at risk of suffering it.⁴⁸

The best interest of children. Understood as a set of actions and processes that aim to guarantee the integral development and the right to a dignified life of children, as well as the material and affective conditions that allow them to live fully and achieve the maximum possible state of well-being.⁴⁹

Trafficked persons. A person who has suffered the recruitment, transportation, transfer, or receipt through threats, use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or a position of vulnerability or the giving or

⁴⁴ United Nations High Commissioner for Refugees, "Directrices sobre protección internacional núm. 11. Reconocimiento *prima facie* de la condición de refugiado", HCR/GIP/15/11, June 24, 2015, available at <<https://www.acnur.org/fileadmin/Documentos/BDL/2015/10181.pdf>>, last accessed on March 28, 2019.

⁴⁵ Ley sobre Refugiados, Protección Complementaria y Asilo Político, *Diario Oficial de la Federación*, January 27, 2011; last reform of October 30, 2014, article 2, section XII, available at <http://www.diputados.gob.mx/LeyesBiblio/pdf/LRPCAP_301014.pdf>, last accessed on March 28, 2019.

⁴⁶ Ley de Migración, article 3, section XXIX.

⁴⁷ *Ibid.*, article 3, section IV.

⁴⁸ Sociedad Nacional de la Cruz Roja Colombiana. Dirección General del Socorro Nacional, *Manual nacional para el manejo de albergues temporales*, 2008, available at <http://web.cruzrojacolombiana.org/publicaciones/pdf/manual_final_albergues_temporales_1912011_035711.pdf>, last accessed on March 28, 2019.

⁴⁹ Red por los Derechos de la Infancia en México, "El principio del interés superior de la niñez", available at <http://www.derechosinfancia.org.mx/Derechos/conv_3.htm>, last accessed on March 28, 2019.

receiving of payments or benefits to achieve the consent of a person having control over another, for exploitation.⁵⁰

Unaccompanied children and adolescents. Any national or foreign migrant person under 18 years of age who is in national territory and who is not accompanied by a blood relative or person who has their legal representation.⁵¹

Visa. Authorization granted in a consular office that shows the accreditation of the requirements to obtain a condition of residence in the country and that is expressed by means of a document that is printed, attached or annexed to a passport or other official document. The visa authorizes the foreign person to enter a place of international transit and request their residence, depending on the type of visa, and as long as the other requirements for their admission are met.⁵²

Visitor due to humanitarian reasons.⁵³ Condition of residence of foreign persons who are in any of the following situations: a) being an offended person, victim or witness of a crime committed in national territory; b) being an unaccompanied migrant child or adolescent; c) be a candidate for political asylum, applicant to the recognition of refugee status or complementary protection, and d) foreigners who do not fall into any of the previous assumptions when there is a humanitarian or public interest that makes their admission or regularization necessary in the country, in which case they will receive permission to work in exchange for remuneration.⁵⁴ The correct term to refer to this document is *visitor's card for humanitarian reasons*, as opposed to *humanitarian visa*, as it has been called.

Xenophobia. Attitudes of hatred, rejection or hostility towards foreign people. It manifests itself in discriminatory behavior and in prejudice or disdain towards people from other countries or cultures; and it is closely linked to racism.⁵⁵

⁵⁰ Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, adopted by General Assembly resolution 55/25, November 15, 2000, article 3, subsection a, available at <https://www.ohchr.org/documents/professionalinterest/protocoltraffickinginpersons_sp.pdf>, last accessed on March 28, 2019.

⁵¹ Ley de Migración, article 3, section XVIII.

⁵² *Ibid.*, article 3, section XXXI.

⁵³ *Ibid.*, article 52, section V.

⁵⁴ In accordance with the INM, people who obtain the visitor's card for humanitarian reasons will have access to employment and health services.

⁵⁵ Fondo de las Naciones Unidas para la Infancia. Comité Español, *op. cit.*

Annexes

I. Regulatory framework on emergency humanitarian aid

International human rights law,⁵⁶ international refugee law,⁵⁷ international humanitarian

⁵⁶ Universal Declaration of Human Rights, approved and proclaimed by General Assembly resolution 217 A (III), December 10, 1948, articles 1, 2, 3, 5, 13, 14 and 25; International Covenant on Civil and Political Rights, adopted and opened for signature, ratification and accession by General Assembly resolution 2200 A (XXI), December 16, 1966, articles 2, 6 and 7; International Covenant on Economic, Social and Cultural Rights, adopted and opened for signature, ratification and accession by General Assembly resolution 2200 A (XXI), December 16, 1966, articles 11 and 12; Convention on the Rights of the Child, adopted and opened for signature, ratification and accession by General Assembly resolution 44/25, November 20, 1989, articles 3, 21, 22 and 24; Convention on the Rights of Persons with Disabilities, approved by General Assembly resolution 61/106, December 13, 2006 and opened for signature on March 30, 2007, articles 25 and 28; Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, adopted and opened for signature, ratification and accession by General Assembly resolution 39/46, December 10, 1984, article 3; Global Compact for Safe, Orderly and Regular Migration, approved on December 2018, pars. 11, 12, 15, 23, 24, 25, 26, 31 and 37; International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, adopted by General Assembly resolution 45/158, December 18, 1990, articles 9 and 10; International Convention on the Elimination of All Forms of Racial Discrimination, adopted and opened for signature and ratification by General Assembly resolution 2106 A (XX), December 21, 1966, articles 1 and 5; American Convention on Human Rights, adopted at the Inter-American Specialized Conference on Human Rights, San José, November 22, 1969, articles 1, 4, 5, 19 and 22; Additional Protocol to the American Convention on Human Rights in the Area of Economic, Social and Cultural Rights (Protocol of San Salvador), adopted at the Eighteenth Regular Session of the General Assembly of the Organization of American States, San Salvador, November 17, 1988, article 10; Inter-American Convention on the Prevention, Punishment and Eradication of Violence against Women (Convention of Belém do Pará), adopted at the Twenty-fourth Regular Session of the General Assembly of the Organization of American States, Belém do Pará, June 9, 1994, articles 4 and 9; Cartagena Declaration on Refugees, conclusions 3, 4 and 5; Convención sobre Condiciones de los Extranjeros, adopted in La Habana, February 20, 1928, article 5; and Inter-American Convention against All Forms of Discrimination and Intolerance, adopted in La Antigua, Guatemala, June 5, 2013, article 1.

⁵⁷ Convention Relating to the Status of Refugees, articles 1, 3, 31 and 33; Protocol Relating to the Status of Refugees, article I; New York Declaration for Refugees and Migrants, approved by General Assembly resolution 71/1, September 19, 2016, pars. 22, 23, 26, 30, 31, 32, 38, 41, 42, 59, 67, 73, 75, 80, 83 and annex I; Global Compact on Refugees, approved by the General Assembly of the United Nations, December 17, 2018, pars. 5, 33, 35, 37, 45, 46, 52, 53, 54, 56, 58, 59, 61, 63, 66, 72, 73, 78, 79, 80 and 81; and San Pedro Sula Declaration as a regional contribution to the Global Compact on Refugees, October 26, 2017, Preamble.

law⁵⁸ and the national legal order⁵⁹ lay out that all people, regardless of their immigration status, national origin, membership of a social group or any other condition that threatens human dignity,⁶⁰ are entitled to humanitarian assistance in order to respect, protect, and fulfill their rights to life, to personal integrity, to food and nutrition, to health, to water and sanitation, to adequate housing; as well as the right to leave their countries to seek and ask for international protection due to well-founded fears of persecution or threats to their lives, safety and liberty.⁶¹

Thereby, and in accordance to the humanitarian principles of neutrality, impartiality, independence, humanity, non-refoulement, non-discrimination, solidarity and hospitality,⁶² transit or destination countries of migrants, refugees, asylum applicants, stateless persons, displaced and returnees have an international obligation to provide them with

⁵⁸ Geneva Convention (IV) relative to the Protection of Civilian Persons in Times of War, adopted by the Diplomatic Conference for the Establishment of International Conventions for the Protection of Victims of War, August 12, 1949, articles 3, 23, 24, 26 and 45.

⁵⁹ Constitución Política de los Estados Unidos Mexicanos, *Diario Oficial de la Federación*, February 5, 1917; last reform of March 26, 2019, articles 1, 4 and 11; Ley de Migración, articles 2, 6, 42, 66 and 67; Ley sobre Refugiados, Protección Complementaria y Asilo Político, articles 2, 5, 6, 7, 9, 11, 12, 13 and 44; Ley General de los Derechos de Niñas, Niños y Adolescentes, *Diario Oficial de la Federación*, December 4, 2014; last reform of June 20, 2018, articles 6, 8, 10, 13, 89, 90, 91, 95, 96, 98 and 116; Constitución Política de la Ciudad de México, *Gaceta Oficial de la Ciudad de México*, February 5, 2017, articles 2; 4; 6, part B; 9, parts A, C, D, E and F; 14, part A; and 20, numbers 5 and 6; Ley de Interculturalidad, Atención a Migrantes y Movilidad Humana en el Distrito Federal, *Gaceta Oficial del Distrito Federal*, April 7, 2011, articles 8 and 13; Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, *Gaceta Oficial del Distrito Federal*, November 12, 2015; last reform of December 29, 2017, articles 15 and 17; and Ley para Prevenir y Eliminar la Discriminación del Distrito Federal, *Gaceta Oficial del Distrito Federal*, February 24, 2011; last reform of April 24, 2017, articles 24, section IV; and 31, sections V, VII, IX, X y XI.

⁶⁰ Global Compact for Safe, Orderly and Regular Migration, par. 15, subsection f.

⁶¹ For further information see *refugee* definition.

⁶² Universal Declaration of Human Rights, articles 2 and 7; International Covenant on Civil and Political Rights, articles 2.1 and 26; International Covenant on Economic, Social and Cultural Rights, article 2.2; Convention on the Elimination of All Forms of Discrimination against Women, adopted and opened for signature, ratification and accession by General Assembly resolution 34/180, December 18, 1979, articles 1, 2 and 3; Convention on the Rights of the Child, article 2; American Convention on Human Rights, articles 1.1 and 24; Global Compact on Refugees, par. 5; Geneva Convention (IV) relative to the Protection of Civilian Persons in Times of War, article 3; Constitución Política de los Estados Unidos Mexicanos, article 1; Ley de Migración, article 2; Ley sobre Refugiados, Protección Complementaria y Asilo Político, article 5; Constitución Política de la Ciudad de México, articles 4, part C; and 11, part B, section I; and Ley de Interculturalidad, Atención a Migrantes y Movilidad Humana en el Distrito Federal, article 9.

a humane, dignified, respectful, safe and fast reception⁶³ while making sure that basic, timely and adequate humanitarian assistance measures meet their essential needs through access to food and nutrition, medical care, psychological support, accommodation, clothing, water and sanitation, hygiene and legal advice on international protection and consular assistance.⁶⁴ Such services must be provided in terms of quality, accessibility, acceptability and availability.⁶⁵

The State must also guarantee the rights to a name, to an identity, to a nationality and to the recognition as a person before the law,⁶⁶ facilitating access to identity documents and civil registry so that migrants and people subject to international protection are recognized as rightsholders and in case they do not have such documents, this does not represent a boundary to access humanitarian assistance.

It is crucial to highlight that the responses to mixed migration flows have to attend the differentiated needs of migrants and people subjected to international protection.⁶⁷

⁶³ New York Declaration for Refugees and Migrants, par. 22 and annex I, par. 5.

⁶⁴ *Ibid.*, annex I, pars. 5, subsection c; and 7, subsection a; Global Compact for Safe, Orderly and Regular Migration, pars. 23, subsections j, k and l; 25; 28 and 31; Global Compact on Refugees, pars. 54, 73, 78 and 80; Geneva Convention (IV) relative to the Protection of Civilian Persons in Times of War, article 24; Convention on the Rights of the Child, article 22; and Ley sobre Refugiados, Protección Complementaria y Asilo Político, articles 2 and 44.

⁶⁵ Committee on Economic, Social and Cultural Rights, General Comment No. 15: The Right to Water (arts. 11 and 12 of the Covenant), E/C.12/2002/11, adopted at the Twenty-ninth Session of the Committee on Economic, Social and Cultural Rights, November 2002; Committee on Economic, Social and Cultural Rights, General Comment No. 12: The Right to Adequate Food (art. 11), E/C.12/1999/5, adopted at the Twentieth Session of the Committee on Economic, Social and Cultural Rights, May 12, 1999; and Committee on Economic, Social and Cultural Rights, General Comment No. 4: The Right to Adequate Housing (art. 11 (1) of the Covenant), adopted at the Sixth Session of the Committee on Economic, Social and Cultural Rights, December 13, 1991.

⁶⁶ International Covenant on Civil and Political Rights, articles 16 and 24; International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, articles 24 and 29; Convention on the Rights of the Child, articles 7 and 8; Global Compact for Safe, Orderly and Regular Migration, pars. 20 and 23; New York Declaration for Refugees and Migrants, pars. 13, 71 and annex I, par. 5; Global Compact on Refugees, par. 82; American Convention on Human Rights, articles 3, 18 and 20; Convention on the Rights of Persons with Disabilities, articles 12 and 23; Constitución Política de los Estados Unidos Mexicanos, article 4; Ley de Migración, article 12; Constitución Política de la Ciudad de México, article 6, part C; and Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, article 18.

⁶⁷ San Pedro Sula Declaration as a regional contribution to the Global Compact on Refugees, Preamble.

The State must supply special protection and care to those in a vulnerable situation⁶⁸ (women at risk; children and adolescents, especially those who travel unaccompanied or separated from their families; elderly; people with disabilities; indigenous people; human trafficking and violence victims; and people that live with HIV or with medical needs, among others), privileging the family unit and superior interest of children, acting in accordance to gender perspective and promoting the elimination of all forms of discrimination, racism, xenophobia, intolerance, violence, exclusion and marginalization.⁶⁹

Likewise, the State must protect the rights to *personal and family privacy*,⁷⁰ as well as protecting their *personal data*.⁷¹ In particular, in the case of children and adolescents, “any direct handling of their image, name, personal data or references that allow their identification in any means of communication, that undermines their dignity, honor or reputation, and that is contrary to their rights or puts them at risk, in accordance with the principle of best interests”,⁷² constitutes a violation of this right.

Furthermore, because refugees are those obliged to flee their country due to founded fears of persecution or because their life, safety or liberty are threatened and due to the same reasons they cannot go back to it,⁷³ the misuse or disclosure of

⁶⁸ Global Compact on Refugees, par. 59; Convention on the Rights of the Child, articles 3, 21, 22 and 24; American Convention on Human Rights, article 19; Inter-American Convention on the Prevention, Punishment and Eradication of Violence against Women (Convention of Belém do Pará), article 9; Convention on the Rights of Persons with Disabilities, articles 2, 4, 5, 6 and 7; Ley General de los Derechos de Niñas, Niños y Adolescentes, articles 89, 90 and 116; and Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, article 17.

⁶⁹ Constitución Política de la Ciudad de México, articles 4, part C, number 2; and 11, parts A, B and I; Ley de Interculturalidad, Atención a Migrantes y Movilidad Humana en el Distrito Federal, articles 7, 10 and 13; and Ley para Prevenir y Eliminar la Discriminación del Distrito Federal, article 31.

⁷⁰ Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, articles 13, section XVII; and 78 to 81.

⁷¹ Global Compact on Refugees, par. 45; International Covenant on Civil and Political Rights, article 17; Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, article 6; American Convention on Human Rights, article 11; Constitución Política de los Estados Unidos Mexicanos, article 6, part A, section II; Constitución Política de la Ciudad de México, article 7, part E; and Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, articles 13, section XVII; 78; 79; 80; 81 and 82.

⁷² Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México, article 79.

⁷³ Convention Relating to the Status of Refugees, article 1; Protocol Relating to the Status of Refugees, article I; and Cartagena Declaration on Refugees, conclusion 3.

their personal data puts them at risk by making them identifiable and thus traceable by criminal groups, people or governments from which they are running away from. As the UNHCR has acknowledged, *due to the particular vulnerable situation that migrants and those subject to international protection “the nature of their personal data is generally sensitive and, therefore, requires careful handling”*,⁷⁴ because they are exposed to greater risks in the scenario of a misuse or disclosure of these.⁷⁵

⁷⁴ United Nations High Commissioner for Refugees, *Política sobre la protección de datos personales de las personas de interés del ACNUR*, May 2015, p. 7, available at <<https://www.acnur.org/fileadmin/Documentos/Publicaciones/2016/10909.pdf>>, last accessed on March 28, 2019. English version available at <<https://www.refworld.org/pdfid/55643c1d4.pdf>>.

⁷⁵ See United Nations High Commissioner for Refugees, “Interview: Data Protection in UNHCR. ‘Data protection is part and parcel of refugee protection’”, available at <<https://www.unhcr.org/blogs/data-protection-part-parcel-refugee-protection/>>, last accessed on March 28, 2019.

2. *Community shelter guidelines*

This shelter provides attention for a period no longer than five days.

Hereafter listed below are the key points that every guideline must consider. It is recommended to locate it on a visible place for the whole population to see and to assure that it is accessible for all people regarding its content, visibility, print materials and exposition.

Migrants and persons subject to international protection have the rights to live in dignity, to food and nutrition, to health, to water and sanitation, to personal integrity and to seek asylum; as well as the right to be treated with respect, not to be discriminated, to be heard and to access services of humanitarian assistance free of charge. In the event of assault, discrimination, undue collection or act of violence, they may resort to the Command Center to report it and receive the necessary attention.

Fulfilling the following obligations is indispensable, just as complying with criminal law and civic culture applicable in Mexico City in order to coexist in a healthy manner. In case of non-compliance with the rules, the person will be expelled of the compound, and if the conduct constitutes an administrative offence or a crime, the information will be submitted to the competent authority.

1. Be respectful of the rest of the migrants and persons subject to international protection who are located in the temporary shelter; as well as of the people who provide care, the community, the authorities and the facilities.
2. Register to access the services of the shelter and knowing the guidelines.
3. Comply with the assigned schedules (sleeping areas, food, storage and other activities).
4. Avoid violent behaviors.
5. Respect the maximum period of stay.
6. Collaborate with the activities that are requested for the proper functioning of the shelter.
7. Moderate the volume of the devices or use them at a volume that does not disturb the tranquility of other people.
8. To steal or take other people's belongings is strictly prohibited.
9. Smoke is strictly prohibited inside the shelter.
10. The consumption or sale of drugs or alcoholic beverages inside the shelter is strictly prohibited.

11. To enter the shelter with any kind of weapon is strictly prohibited.
12. The entry of people who could profit from migrants and those subject to international protection (such as recruiters, *pollero*, *coyote*, guides) is strictly prohibited.
13. Recruit or hooking migrants and persons subject to international protection is strictly prohibited.
14. To sell items inside the shelter facilities is strictly prohibited.

3. *Guidelines for public servants and collaborators*

In order to provide the services on an adequate manner it is necessary that the staff of the different collaborating institutions comply with the following guidelines:

1. Inform the contact details of the people in your department who will collaborate with shelter related activities to the registration area. It is prohibited to register people who are not part of an institution in their name.
2. Certify attendance to training on migration, international protection and/or humanitarian emergency.
3. Behave in accordance to ethical principles and respect towards migrants and people subject to international protection, as well as towards the rest of collaborators that provide attention.
4. Abide by the principle of non-discrimination and the best interests of children.
5. Not to collect, record, document, photograph or disseminate personal data, images, videos or other media of migrants and persons subject to international protection without their consent. Remember that the Mexico City legislation in existence sanctions such conducts (Ley de Protección de Datos Personales en Posesión de Sujetos Obligados de la Ciudad de México and Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México).
6. Avoid generating expectations about the services provided that have not been previously verified of provision.
7. Not to establish personal relationships with the population and looking after the way in which communication is established with migrants and persons subject to international protection to avoid putting them at risk and/or generating false expectations about attention.
8. Be clear on the nature of the services provided and identify the capacity to solve critical situations. In the event of not being able to attend a situation, refer to another service provider or communicate to the Command Center.
9. In the face of any event that could put migrants and persons subject to international protection at risk or the rest of the collaborators, communicate and act accordingly, if it is within your attributions, to the Executive Coordination, Command Center and/or committee coordinator.
10. Document the activities carried out during the attention provided and deliver to the person in charge of your unit or to the Command Center.

Remember that in order to help you need to be able to do so. If you identify that you are tired, sick or at risk, ask for help so that someone else can relieve you in your activity. Safety is everyone's commitment.

4. *Media guidelines*

The importance of journalistic work and the right to information that migrants, people subject of international protection and society in general have is recognized; however, those in charge of providing care must follow these guidelines:

1. Inform the contact details of the people in your department or institution who will collaborate with shelter related activities to the registration area. It is prohibited to register people who are not part of an institution.
2. Communicate to the Executive Coordination Office, Command Center and/or committee coordinator the activities you wish to access (taking photographs and video, collecting testimonies) as well as the areas you wish to enter. Respect restricted areas such as sleeping areas, toilets and showers.
3. Behave in accordance to ethical principles and respect towards migrants and people subject to international protection, as well as towards the rest of collaborators that provide attention.
4. Not to collect, record, document, photograph or disseminate personal data, images, videos or other media of migrants and persons subject to international protection without their consent and that put at risk their integrity. Remember that many people can't be exposed through media due to their refugee status, and that the Mexico City legislation in existence sanctions such conducts (Ley de Protección de Datos Personales en Posesión de Sujetos Obligados de la Ciudad de México and Ley de los Derechos de Niñas, Niños y Adolescentes de la Ciudad de México).
5. Avoid showing images of children and adolescents.
6. Prevent people who belong to the LGBTTTI community, the elderly and people with disabilities from being revictimized through images, videos or journalistic notes.
7. Take care of the personal relationship that is established with migrants and persons subject to international protection to avoid putting them at risk and/or generating false expectations about the care provided.
8. Accept to be trained on matters such as human rights, migration and international protection is recommended if possible.

5. Example of registration form

Registration form to enter the shelter		
Date:		
Nationality:		Gender:
Birth date:		
Situation of vulnerability		
Children or adolescent ()	LGBTTTIQ+ community ()	Elder person ()
Non-accompanied children or adolescents ()	Person with a disability ()	Pregnant woman ()
Other: language, ethnicity, etcetera ()	Specify:	
Signature of the guidelines:		

6. Example of registration form for media

Registration form for media				
Date:				
Name	Media	Contact data	Badge number	Guidelines read and signed

8. Example of a turn logbook of each committee or responsible area

Activity log of the committee or responsible area			
Date:		Area:	
Turn:		Number of people during each turn:	
I. Service provided			
Type of service provided		Number of services provided	
II. Risk, security or urgent attention matters			
In case you have identified any during your turn, please describe it below:			
III. New needs identified for the adequate care of the population			
1.			
2.			
3.			
4.			
5.			
IV. Pending follow-up indications			
Name and signature of the person who submits:			
Organization:			

9. *List of required resources*

FOOD PRODUCTS

- Non-perishable food.
- Tuna.
- Canned beans.
- Canned fruits.
- Sardines.
- Cookies/crackers.
- Chocolates.
- Individual boxes of cereals.
- Milk in tetrapak containers.
- Powdered milk or baby formula.
- Water.

HYGIENE

Personal hygiene kit: toothbrush, deodorant, toothpaste, razor, sanitary pads, soap, shampoo, toilet paper, antibacterial gel, lip balm, large diapers and chlorine to sanitize food.

HEALTH

- Latex gloves.
- Adult kit.
- Serum.
- Children kit: wet wipes, hydrogen peroxide, ointment (Lassar), rehydration powder and band aids.
- Repellent.
- Sunscreen.
- Healing materials: gauze and bandages.

CLOTHES

- Socks.
- Sneakers or comfortable shoes.
- New underwear for women, men and children.
- Thick clothes for cold weather.
- Disposable raincoats.

OTHERS

- Strollers.
- Sleeping bags.
- Caps or hats.
- Jumbo-sized plastic bags to use as cover from sunlight.

Important: only the products listed will be received at the established schedules.

10. Training proposal for public servants

Objective: increase the theoretical and practical knowledge that public servants have on immigration and international protection in order to strengthen the care provided by each agency of the Government of Mexico City, complying with the protection and access to the rights of the population in human mobility.

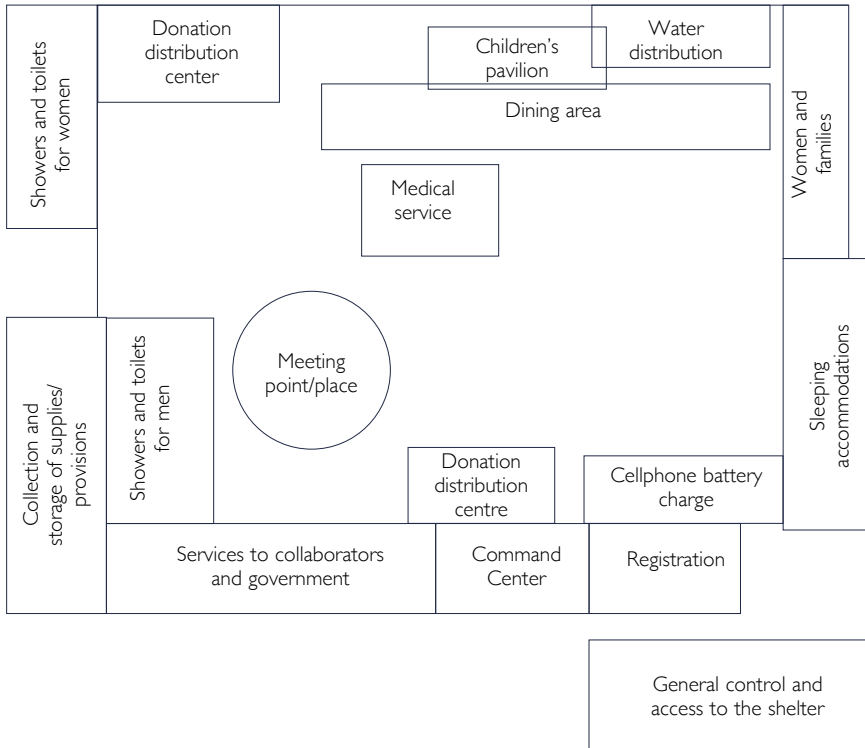
Addressed to public servants of the different entities of the Government of City of Mexico; take into consideration the programming of operational teams and executives. We propose the following: Sibiso, Sedesa, Ministry of Labor and Employment Promotion, DIF-CDMX, Office of the Mexico City Attorney for the Protection of the Rights of Children and Adolescents, Civil Registry, Ministry of Education, SSC and municipality's offices, among others.

Duration: 30 hours (three hours per week).

Subjects: basic notions in an expository way, with literature readings prior to the discussions in face-to-face sessions and with empirical exercises that help develop skills based on the knowledge acquired on the topics described below:

- I. Migratory context.
- II. Migration legal framework in Mexico.
- III. International protection legal framework in Mexico.
- IV. Immigration detention.
- V. Groups in vulnerable situations.
- VI. Basic tools for intervention.

11. Proposal of area designation



12. Directory of shelters and organizations for migrants and persons subject to international protection

No.	City or municipality	Name of the association	Telephone number	Address
Aguascalientes				
1	Aguascalientes	Casa Migrante Camino a la Vida	449 280 1567	José Guadalupe Posada 828 (a un lado del panteón de la Cruz).
Baja California				
2	Tijuana	Centro Binacional de Derechos Humanos, A. C.	664 682 8550	Av. Paseo del Centenario 3, 22010.
3	Ensenada	Albergue San Vicente	646 176 0306	Calle Novena 691, col. Bustamante.
4	Tecate	Casa del Migrante Nuestra Señora de Guadalupe Tecate	665 101 0568	Misión Santa Teresa 1400, col. El Descanso.
5	Mexicali	Albergue del Desierto, A. C.	686 554 5364	Carpinteros 1515 G y H, col. Industrial, 21010.
6	Mexicali	Centro Pastoral Mana de Mexicali	686 556 0271 y 686 238 5931	Av. Jesús García 111799, col. Nacozeni.
7	Mexicali	Ángeles Sin Fronteras. El Hotel del Migrante	686 296 138	Av. Reforma 220 A, Zona Centro.
8	Mexicali	Grupo de Ayuda para el Migrante de Mexicali, A. C.	686 552 7805	Av. Michoacán 1377, entre Quinta y Sexta, col. Pueblo Nuevo.
9	Mexicali	Centro de Derechos Humanos y Educación Cívica	686 137 1381	San Pedro Mezquital 2201, Paseos del Sol.
10	Mexicali	Centro de Apoyo al Trabajador Migrante	686 553 4882	Calle Jabonera 6, col. Nueva, Mexicali, 21100.
11	Mexicali	Casa de Ayuda Alfa y Omega	686 237 0840	Avenida Benito Juárez 92, col. Zona Centro, 21100.
12	Tijuana	Casa del Migrante en Tijuana, A. C.	664 382 7685 y 664 682 5180	Calle Galileo 239, col. Postal, 22350.
13	Tijuana	Instituto Madre Assunta, A. C.	664 683 0575	Calle Galileo 2305, col. Postal, 22350.
14	Mexicali	Casa Betania	686 580 0687	Lago Hudson 2408, col. Xochimilco.
15	Tijuana	Casas YMCA para Menores Migrantes	664 686 1359	Bld. Cuauhtémoc Sur 3170, col. Chula Vista, 22410.
Coahuila de Zaragoza				
16	Piedras Negras	Casas YMCA para Menores Migrantes	664 686 1359	C. Josefa Ortiz de Domínguez 605, fracc. Maravillas, 26017.

No.	City or municipality	Name of the association	Telephone number	Address
17	Coahuila de Zaragoza	Casa Emmaus: Casa del Emigrante	877 772 5715	Prol. Victoria y Dr. Coss 47, Antigua Escuela Miguel Hidalgo, Ciudad Acuña.
18	Piedras Negras	Casa del Peregrino	878 782 3260 y 878 782 4760	Calle Anáhuac 605, col. Roma.
19	Saltillo	Frontera con Justicia, A. C. Casa del Migrante Saltillo	844 111 3273	Juan de Erbaez 2469, col. Landín.
20	Piedras Negras	Casa del Migrante Frontera Digna	878 782 1408	Anáhuac 60, col. Centro, 26000.
Chiapas				
21	Arriaga	Hogar de la Misericordia	966 662 3797	Quinta Sur 1420, col. Playa Fina, 30450.
22	Comitán	Casa Mambré Comitán	963 143 4201	Av. Real Chichimá s/n, Guadalupe Chichimá, 3000.
23	Huixtla	San Francisco de Asís. Nadie es Extranjero, A. C.	966 101 0973	Francisco I. Madero 34 Poniente.
24	Mapastepec	Casa del Migrante de Mapastepec	918 110 6877	Tercera Sur esq. Segunda Oriente, Barrio Centro, 30560.
25	Palenque	Casa del Caminante Jtatic Samuel Ruiz	916 100 0217	Primera A, Barrio San Francisco, col. Pakal-ná, 29960, pasando la vía Xkichan.
26	Tapachula	Albergue Infantil Esperanza	962 626 2595	Tercera cerrada calle Oriente 37, col. Centro, 30700.
27	Tapachula	Misión México, Dando Amor, Vida y Esperanza, A. C.	962 642 6151	15 Norte 9, entre 1 y 3 Oriente, col. Centro, 30700.
28	Tapachula	Todo por Ellos	962 118 1337 y 962 130 9710	Calle 14 Norte 30, col. Centro, entre Tercera y Quinta, 30700.
29	Tapachula	Albergue Jesús El Buen Pastor del Pobre y el Migrante, A. C.	962 153 2995 y 962 122 0214	Entronque a Raymundo Enriquez, a 500 metros, 30820.
30	Tuxtla	Albergue Jesús Esperanza en el Camino	961 600 0402	Primera calle Poniente y 16 Sur 1664, 29066.
31	Tapachula	Casa del Migrante en Tapachula	962 625 4812	Av. Hidalgo s/n, col. San Antonio Cahoacán, 29700.
32	Tapachula	Albergue Temporal para Menores Migrantes	962 623 2156	Carretera Costera, esq. Libramiento Sur s/n, col. Viva México.
Chihuahua				
33	Chihuahua	Casas YMCA para Menores Migrantes Juárez	664 686 1359 y 656 612 6138	Tlaxcala 267, col. Centro, 3200.

No.	City or municipality	Name of the association	Telephone number	Address
34	Juárez	México Mi Hogar, DIF	656 615 7424 y 656 614 3645	Bolivia 605, esq. Coyoacán, col. Hidalgo, 32000.
35	Ciudad Juárez	Grupo Zorros del Desierto	656 627 4874 y 656 189 5155	Charal 11028, col. Puerto de Anapra, 32107.
36	Chihuahua	Uno de Siete Migrando	614 688 2842	Ciudad Camargo 101, col. Revolución, 31150.
37	Ojinaga	Casa del Menor Migrante del DIF Municipal	626 453 1963	Hombres Ilustres 1000, col. Emiliano Zapata, 32881.
Guanajuato				
38	Salamanca	Casa del Migrante San Carlos Borromeo	464 648 4203 y 464 113 7185	
Hidalgo				
39	Bojay	Casa del Migrante El Samaritano	552 510 4934	Jacaranda 3, col. Bojay, Atitalaquia, enfrente de las vías del tren.
Jalisco				
40	Guadalajara	Centro de Atención a Migrantes y Refugiados FM4 Paso Libre	333 330 0306 y 332 003 0939	Calderón de la Barca 468-A, col. Barrera, 44130.
Nuevo León				
41	Guadalupe	Centro de Apostolado San Nicolás Tolentino	818 007 3574 y 811 160 1467	Emiliano Zapata 4417, esq. Serafín Peña, col. Guadalupe Victoria.
Oaxaca				
42	Chahuites	Centro de Ayuda Humanitaria Chahuites	877 772 5715	20 de Noviembre s/n, Cuarta, 70190.
43	Ixtepec	Albergue Hermanos en el Camino	971 103 4385, 963 143 4201 y 963 236 2325	Av. Ferrocarril Pte. 60, Barrio de La Soledad, 70110.
44	Matías Romero	Casa del Migrante Ruchagalú	972 101 0529 y 972 101 9442	
45	Oaxaca	Centro de Orientación del Migrante de Oaxaca (COMI)	951 516 9004	Callejón de Guadalupe Victoria s/n, col. Centro, 68000.
Querétaro				
46	Querétaro	Centro de Apoyo Marista al Migrante	422 145 2929, ext. 161	Marte 2, col. Centro, 76000, en la Universidad Marista de Querétaro.
47	Tequisquiapan		442 556 6320	Antigua Estación Bernal

No.	City or municipality	Name of the association	Telephone number	Address
San Luis Potosí				
48	San Luis Potosí	Casa de la Caridad Hogar del Migrante	444 812 2351 y 444 812 7615	Juan Álvarez 210, Barrio de Tlaxcala, 78038.
Sonora				
49	Agua Prieta	Casa de Recursos para Migrantes	633 338 1529 y 633 335 8113	Calle Primavera y Av. 3, s/n, 26000.
50	Agua Prieta	Casa YMCA para Menores Migrantes	633 338 4000	Calle Siete 2205, col. Burócrata, 84270.
51	Agua Prieta	Centro de Atención al Migrante Exodus	633 338 2514 y 633 335 8113	Calle 6 y av. Anáhuac, col. Ferrocarril.
52	Altar	Centro Comunitario de Atención al Migrante y Necesitado (CCAMYN)	633 338 2514	Gonzalo Senday 79, col. Buenos Aires, 83750.
53	Nogales	Iniciativa Kino para La Frontera Norte en México	631 316 2086	Línea internacional garita 2, intersección de Reforma y Periférico Luis Donaldo Colosio 55, col. Del Rosario, 84000.
54	Nogales	Albergue San Juan Bosco	631 313 6833	Calle Montaña 1063-A, col. Municipal, 84060.
55	Nogales	Módulo de Atención para Menores Repatriados	631 209 5724	Boulevard San Carlos s/n, esq. Santa Catalina, fraccionamiento San Miguel, 84092.
56	Sonora	Módulo de Atención para Menores Fronterizos	653 534 9543	Av. Zaragoza 912, col. Comercial, 83499.
57	San Luis Río Colorado	Casa del Migrante La Divina Providencia	653 534 9543	Av. Zaragoza 912, col. Comercial, 83449.
Tabasco				
58	Tenosique	La 72 Hogar Refugio para Personas Migrantes	934 342 1111 y 934 342 0150	Estación Nueva 86901.
Tamaulipas				
59	Matamoros	Centro de Atención al Menor Fronterizo, DIF	868 812 5730	Privada 5 de Mayo s/n, entre av. Constitución y Bravo, Zona Centro, 87300.
60	Matamoros	Casa del Migrante San Juan Diego y San Francisco de Asís, A. C.	868 822 2213 y 868 822 4689	Av. Golfo de México 49, col. Ampliación Solidaridad, 87456.
61	Nuevo Laredo	Casa del Migrante Nuestra Señora de Guadalupe, A. C.	899 922 4555	María González 501, esq. Boulevard Luis Echeverría, col. Aquiles Serdán.

No.	City or municipality	Name of the association	Telephone number	Address
62	Nuevo Laredo	Casa Migrante Nazareth	867 189 8883 y 867 714 2201	Maderos 350, col. Victoria.
63	Nuevo Laredo	Módulo de Atención a Niños Migrantes y Repatriados	867 713 6274	Módulo Puente 1, 15 de Junio y av. Guerrero, Sector Centro, 88000.
64	Nuevo Laredo	Centro de Atención de Menores Migrantes y Repatriados	867 712 6976	Av. Jesús Carranza 1619, esq. Maclovio Herrera, col. Centro, 88000.
Tlaxcala				
65	Apizaco	Albergue La Sagrada Familia	241 418 2249	Tercera privada de Álvaro Obregón s/n, col. Ferrocarrilera.
Veracruz				
66	Acazacan	Albergue Mons. Guillermo Ranzahuer	924 247 4123	Parroquia Nuestra Señora de Guadalupe. Ocampo Norte 77, col. Morelos, 96010.
67	Coatzacoalcos	Casa del Migrante Diócesis de Coatzacoalcos, A. C.	922 115 9441	Albergue para Mujeres y Niñas: Soledad del Doblado, esq. Pascual Orozco, cerca del puente de av. Coatzacoalcos. Albergue para Hombres: Río Panuco s/n, entre Río Tuxpan y Río Calzadas, col. Coatzacoalcos, 96499.
68	Tierra Blanca de Ignacio de la Llave	Albergue Decanal Guadalupana	274 743 6227	Aldama 50, entre Tuxpan y Lafragua Tierra Blanca, col. El Viejo, 95189.
69	Coatzacoalcos	Casa del Migrante Santa Faustina Kowalska, A. C.	921 115 8760	Díaz Mirón 411.
70	Amatlán de los Reyes	Las Patronas	271 751 1001 y 271 710 4875	Calle 14 s/n, col. Guadalupe.

MEXICO CITY DIRECTORY

No.	Name of the organization	Telephone number	Address
Shelters, civil society organizations and state/government agencies			
1	Centro de Acogida, Formación y Empoderamiento de la Mujer Internacional y Nacional (Cafemin)	55 5759 4257	Constantino 251, col. Vallejo, alcaldía Gustavo A. Madero, 07870.
2	Albergue Tochan, Nuestra Casa	55 5515 8600	Pavo Real s/n, entre 40 y 41, esq. Ruiseñor y Faisán, col. Pino Suárez, alcaldía Álvaro Obregón.
3	Centro Pastoral de Derechos Humanos Scalabrinianas Misión con Migrantes y Refugiados	55 5341 2597	Constantino 251, col. Vallejo, alcaldía Gustavo A. Madero, 07870.
4	Hogar de La Esperanza, Ejército de Salvación	55 5702 8083	Labradores 85, col. Morelos, alcaldía Venustiano Carranza, 15270.
5	Instituto para las Mujeres en la Migración, A. C. (Imumi)	55 5211 4153 y 55 5658 7384 Clínica jurídica: 55 9131 7512 y 55 9154 8990	Private.
6	Sin Fronteras, I. A. P.	55 5514 1519	Carlos Dolci 96, col. Alfonso XIII, alcaldía Álvaro Obregón, 01460.
7	Clínica Jurídica para Refugiados Alaíde Foppa	55 5950 4000, ext. 7979	Prolongación Paseo de la Reforma 880, col. Lomas de Santa Fe, alcaldía Álvaro Obregón, 01219.
8	Servicio Jesuita Migrantes	55 5527 5423	Orizaba 39, col. Roma, alcaldía Cuauhtémoc, 06700.
9	Asylum Access México	55 6379 5074, ext. 310	Carolina 113, int. 310, col. Nochebuena, alcaldía Benito Juárez, 03720.
10	Comisión Mexicana de Defensa y Promoción de los Derechos Humanos, A. C. (CMDPDH)	55 5555 6425, ext. 106	Tehuantepec 142, col. Roma Sur, alcaldía Cuauhtémoc, 06760.
11	Programa de Asuntos Migratorios (Prami) de la Universidad Iberoamericana	55 5950 4000, ext. 7413	Prolongación Paseo de la Reforma 880, edificio N, 2° piso, oficina 6, col. Lomas de Santa Fe, alcaldía Álvaro Obregón, 01219.
12	Programa Casa Refugiados y Casa Espacio Refugiados	55 2614 7992 y 55 7314 0957	Oficina: Mártires de la Conquista 86, col. Escandón, alcaldía Miguel Hidalgo, 11800. Parque Ramón López Velarde (dentro del parque): Prolongación Orizaba s/n, col. Roma Sur, alcaldía Cuauhtémoc, 06700.

No.	Name of the organization	Telephone number	Address
Government agencies			
13	Comisión Mexicana de Ayuda a Refugiados (Comar)	55 5209 8800, ext. 30147	Versalles 49, primer piso, col. Juárez, alcaldía Cuauhtémoc, 06600.
14	Instituto Nacional de Migración (INM)	55 5387 2400 y 800 004 6264	Av. Homero 1832, col. Los Morales Polanco, alcaldía Miguel Hidalgo, 11510.
15	Consejo para Prevenir y Eliminar la Discriminación de la Ciudad de México (Copred)	55 5512 8638 y 55 5341 3010	General Prim 10, col. Centro, alcaldía Cuauhtémoc, 06010.
16	Secretaría de Inclusión y Bienestar Social (Sibiso)	55 5345 8266	Plaza de la Constitución 1, col. Centro, alcaldía Cuauhtémoc, 06000.
17	Instituto de Atención a Poblaciones Prioritarias	55 5741 2083	Diagonal 20 de Noviembre 294, col. Obrera, alcaldía Cuauhtémoc, 06800.
18	Secretaría de Trabajo y Fomento al Empleo	55 5709 3233, exts. 1020 y 5070	Calzada San Antonio Abad 32, col. Tránsito, alcaldía Cuauhtémoc, 06820.
19	Comisión de Derechos Humanos de la Ciudad de México (CDHCM)	55 5229 5600	Av. Universidad 1449, col. Pueblo Axotla, alcaldía Álvaro Obregón, 01030.
20	Estación Migratoria Las Agujas	55 5037 0060	Jacarandas 726, col. El Vergel, alcaldía Iztapalapa, 09880.
Hospitals			
21	Hospital General Gregorio Salas	55 5702 0372	Del Carmen 42, col. Centro, alcaldía Cuauhtémoc, 06020.
22	Hospital Pediátrico Peralvillo	55 5583 3948, fax: 55 5583 4180 y 55 5782 1677	Tolnáhuac 14, col. San Simón, alcaldía Cuauhtémoc, 06920.
23	Hospital General La Villa	55 5577 8867	Av. San Juan de Aragón 285, col. Granjas Modernas, alcaldía Gustavo A. Madero, 07460.
24	Hospital Materno-Infantil Cuauhtepc	55 5306 2747	Av. Emiliano Zapata 17, col. Cuauhtepc Barrio Bajo, alcaldía Gustavo A. Madero, 07210.
25	Hospital General Ticomán	55 5754 3939	Plan de San Luis s/n, esq. Bandera, col. Ticomán, alcaldía Gustavo A. Madero, 07330.
26	Hospital Pediátrico San Juan de Aragón	55 2603 3445	Av. 506 s/n, entre 517 y 521, col. San Juan de Aragón, alcaldía Gustavo A. Madero, 06979.
27	Hospital Pediátrico La Villa	55 5781 2103	Av. Cantera s/n, esq. Hidalgo, col. Estanzuela, alcaldía Gustavo A. Madero, 07050.

No.	Name of the organization	Telephone number	Address
28	Hospital Pediátrico Iztacalco	55 5650 2406	Av. Coyuya y Terraplén del Río Frío, col. La Cruz, alcaldía Iztacalco, 08310.
29	Clínica Especializada Condesa	55 5515 8311	Gral. Benjamín Hill 24, col. Condesa, alcaldía Cuauhtémoc, 06140.
30	Hospital General de México	55 2789 2000	Dr. Balmis 148, col. Doctores, alcaldía Cuauhtémoc, 06720.

EMBASSIES AND CONSULAR REPRESENTATIONS

Embassy of Argentina

Av. Paseo de las Palmas 1670, col. Lomas de Chapultepec, V Secc.,
 alcaldía Miguel Hidalgo, 11000 Ciudad de México.
 Tel. (55) 5520 9430, ext. 125.

Embassy of Belize

Bernardo de Gálvez 215, col. Lomas de Chapultepec, V Secc.,
 alcaldía Miguel Hidalgo, 11000 Ciudad de México.
 Tel. (55) 5520 1346.

Embassy of Brazil

Lope de Armendáriz 130, col. Lomas Virreyes,
 alcaldía Miguel Hidalgo, 11000 Ciudad de México.
 Tel. (55) 5201 7271

Embassy of Colombia

Paseo de la Reforma 412, piso 19, col. Juárez,
 alcaldía Cuauhtémoc, 06600 Ciudad de México.
 Tel. (55) 5525 0277.

Consulate of Congo

Embajada Concurrente en Washington, D. C.
 Colorado Avenue NW 4891, 20011 Washington, D. C.
 Tel. (202) 726 0825.

Consulate of Ivory Coast

Alfredo Tennyson 67, col. Polanco,
alcaldía Miguel Hidalgo, 11560 Ciudad de México.
Tel. 5280 8573, ext. 103.

Embassy of Costa Rica

Río Po 113, col. Cuauhtémoc,
alcaldía Cuauhtémoc, 06500 Ciudad de México.
Tels. (55) 5525 7764 y (55) 5525 6444.

Embassy of Cuba

Presidente Masaryk 554, col. Polanco,
alcaldía Miguel Hidalgo, 11560 Ciudad de México.
Tels. (55) 6236 7693 y (55) 6236 8732.

Embassy of Ecuador

Tennyson 217, col. Polanco,
alcaldía Miguel Hidalgo, 11560 Ciudad de México.
Tels. (55) 5545 3141 y (55) 5545 6013.

Embassy of El Salvador

Temístocles 88, col. Polanco,
alcaldía Miguel Hidalgo, 11560 Ciudad de México.
Tels. (55) 5281 0698 y (55) 5281 0823; fax: (55) 5281 1294.

Embassy of the United States of America

Tres Picos 43, col. Chapultepec Morales,
alcaldía Miguel Hidalgo, 11580 Ciudad de México.
Tels. (55) 5255 3405 y (55) 5255 3339.

Embassy of Guatemala

Explanada 1025, col. Lomas de Chapultepec,
alcaldía Miguel Hidalgo 11000, Ciudad de México.
Tels. 55 5540 7520, 55 5520 6680, 55 3699 2052,
55 4486 826155 y 3699 2052, opción 111.

Embassy of Haiti

Sierra Vertientes 840, col. Lomas de Chapultepec,
alcaldía Miguel Hidalgo, I 1000 Ciudad de México.
Tels. (55) 5557 2065, (55) 5580 2259 y (55) 5580 2487.

Embassy of Honduras

Alfonso Reyes 220, col. Condesa,
alcaldía Cuauhtémoc 06170 Ciudad de México.
Tels. (55) 5211 5747 y (55) 5211 5250.

Embassy of Jamaica

Paseo de las Palmas 1340, col. Lomas de Chapultepec,
alcaldía Miguel Hidalgo, I 1000 Ciudad de México.
Tels. (55) 5250 6804 y (55) 5250 6806.

Embassy of Nicaragua

Fernando de Alencastre 136, entre Vosgos y Morvan,
col. Lomas de Chapultepec, III Secc.,
alcaldía Miguel Hidalgo, I 1000 Ciudad de México.
Tels. (55) 5540 5625, (55) 5540 5626 y (55) 5520 2270.

Consulate of Nigeria

Sierra Gorda 145, col. Lomas de Chapultepec,
alcaldía Miguel Hidalgo, I 1000 Ciudad de México, Ciudad de México.
Tels. (55) 5245 1487 y (55) 5596 2008; fax: (55) 5245 0105 y 5245 1489.

Embassy of Panama

Sócrates 339, col. Polanco,
alcaldía Miguel Hidalgo, I 1560 Ciudad de México.
Tel. (55) 5280 8222.

Embassy of Paraguay

Homero 415, primer piso, col. Polanco,
alcaldía Miguel Hidalgo, I 1570 Ciudad de México.
Tels. (55) 5545 0405 y (55) 5531 9905.

Embassy of Peru

Calle E 4, fraccionamiento Rubio de la Mesa,
11020 Ciudad de México.
Tel. (55) 5570 2443.

Embassy of Dominican Republic

Prado Sur 755, col. Lomas de Chapultepec,
alcaldía Miguel Hidalgo, 11000 Ciudad de México.
Tels. (55) 5440 3841 y (55) 5520 0779.

Embassy of Uruguay

Hegel 149, primer piso, col. Polanco,
alcaldía Miguel Hidalgo, 11560 Ciudad de México.
Tels. 01 (55) 5531 0880, (55) 5254 1163 y 01 (55) 5545 3346.

Embassy of Venezuela

Schiller 326, col. Chapultepec Morales,
alcaldía Miguel Hidalgo, 11570 Ciudad de México.
Tels. (55) 5203 4233 y (55) 5203 4435; fax: (55) 5254 1457, exts. 125 y 134.

*Protocol for Humanitarian Aid in the Context of Emergency Situations for Migrants
and/or Persons Subject to International Protection in Mexico City.*

Temporary Camps or Shelters

was finished editing on November 2020.

The Gill Sans type was used for its composition.

Committed to ecology and caring for the planet,
the Mexico City Human Rights Commission
publishes this material in an electronic version to reduce
the consumption of natural resources and decrease
the generation of waste and pollution problems.



**Comisión de Derechos Humanos
de la Ciudad de México**

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