The COVID-19 pandemic has aggravated the vulnerable situation of Venezuelan refugees and migrants, as well as host communities in Colombia. In response to the migration crisis, IOM has developed a mobile App to track and report possible human trafficking cases. This tool, known as the ATRI App, helps reporting and tracking of crimes related to human trafficking and facilitates the coordination of actions to promote hand washing, cleaning and disinfection, as well as awareness of cough etiquette.

The IOM has increased the number of Non-Food Items (NFIs) deliveries to local governments and humanitarian organizations, benefitting 54 migrant and refugee children attending sociocultural centers, 660 households in rural areas, and 2,028 refugees in six cities. These NFIs include energy kits, personal hygiene kits, and health services.

IOM has also provided support to hospitals and health institutions, installing tents for symptomatic COVID-19 patients and setting up Analysis Rooms equipped with computer equipment, audio, furniture, and the necessary equipment to carry out respiratory screenings. These installations have been set up in 13 hospitals, including hospitals in the departments of Magdalena, Nariño, Vichada, and Arauca.

In addition, IOM has collaboratively worked with the Ministry of Internal Affairs to develop a mobile App to report human trafficking cases, named ‘Your Life Changes’. This app has been designed to be user-friendly and accessible, especially for people in vulnerable situations. It offers a secure platform for those who may need to report incidents of human trafficking.

The organization has also worked on strengthening local governments through the Emergency and Stabilization Program, focusing on the delivery of Non-Food Items (NFIs) to support hospitals and health institutions. By doing so, IOM helps to ensure the continuity of essential services for refugees and migrants on the move, particularly through the delivery of educational kits to migrant and refugee children, thanks to the financial support of PRM.

Furthermore, IOM has adapted its Migration & Health Program to respond to the needs of the community during the pandemic. This program has been tailored to address the urgent needs of the emergency, including the delivery of information through a new jingle to reject discrimination. This approach aims to promote greater awareness and understanding among the population.

The IOM has also worked on preparedness and response to Caminantes (walkers) in order to prevent the spread of COVID-19. This includes the expansion of facility capacities, such as the provision of protective spaces and comprehensive information technology. The organization has also collaborated with community-led organizations to enhance their institutional capacities, such as the provision of protective spaces for vulnerable groups and comprehensive information technology.

In response to the migration crisis, IOM has provided support to 37,081 migrants, refugees, and host communities. These efforts have been instrumental in ensuring the continuity of essential services and delivering comprehensive support to those in need. The organization continues to work closely with local and international partners to address the challenges posed by the pandemic and support the resilience of communities affected by the migration crisis.