# UGANDA COUNTRY REFUGEE RESPONSE PLAN – EMERGENCY APPEAL

APRIL – JUNE 2022



#### CREDITS

UNHCR wishes to acknowledge the contributions of all relevant partners at country and regional level in the preparation of this document.

#### **MAP & STATITSTICS NOTE**

The map in this publication does not imply the expression of any opinion on the part of UNHCR concerning the legal status of any country or territory or area, of its authorities, or the delimitation of frontiers or boundaries.

All statistics are provisional and subject to change. Except where indicated otherwise, all population figures provided in this report are as of 28 April 2022.

#### **COVER PHOTO CONTENT**

Thousands of children, women, and men cross Bunagana border into Uganda fleeing violent clashes in the Democratic Republic of the Congo (DRC) which began on 28 March 2022. © UNHCR/Yonna Tukundane

## **Table of Contents**

Uganda Emergency Refugee Response Plan	
At a Glance	04
Appeal Summary	05
Situation Overview and Arrival Trends	06
Humanitarian Priority Needs	07
Affected Population	07
Needs Assessments	08
Urgent Needs	08
The Response to Date	09
Key Challenges	09
Response Strategy	10
Sectoral Response Activities	12
Emergency Coordination	14
Funding Requirements	15

### At a Glance

## Planned Emergency Response April - June 2022



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.



### **Appeal Summary**

This appeal has been developed by inter-agency partners involved in the Uganda Country Refugee Response. It covers a three-month period from April to June 2022 and aims to support a coordinated emergency response to an influx of 60,000 refugees from the Democratic Republic of Congo (DRC) and South Sudan in Uganda in the first half of 2022, including 45,000 new arrivals from April to June 2022.

The emergency response involves the participation of 44 partners, including 6 UN agencies, 27 international NGOs and 11 national NGOs. Partners are appealing for USD 47.8 million.

Given the severe underfunding of the refugee response in Uganda (only USD 41 million have been received for the Country Refugee Response Plan by mid-April 2022, covering 5 percent of the total USD 804 million funding needs for 2022) additional contributions are urgently needed to address the emergency needs of new arrivals while upgrading the reception capacity and basic infrastructures in refugee settlements.

This appeal focuses on prioritized needs within the Uganda Country Refugee Response Plan (UCRRP) which originally projected the reception of 67,000 new arrivals in 2022, yet as of now over half of this planning figure has been reached by mid-April 2022.



## **Situation Overview and Arrival Trends**

Uganda has received over 35,000 new arrivals fleeing war and persecution in South Sudan and the Democratic Republic of the Congo (DRC) since January 2022. This is in addition to the 1.5 million refugees already hosted in the country, making Uganda Africa's largest refugee hosting country.









New arrivals are received in a number of collection points, transit and reception centres across the country. They are registered and provided with basic protection services and humanitarian assistance pending their relocation to refugee settlements. This rapid influx of refugees has put pressure on the basic social services in the settlements where refugees are hosted, including education, food, shelter, health and nutrition centres, and WASH infrastructure.

#### Drastic deterioration of the situation since 28 March 2022

The conflict in the North Kivu and Ituri provinces of the DRC has intensified since late March 2022, triggering displacement of refugees into Uganda. New arrivals have been received through three main entry points of Bunagana in Kisoro District, Busunga in Bundibugyo District and Mponwe in Kasese District.

In Kisoro District, refugees started to arrive across the Bunagana border and surrounding areas on 28 March. The new arrivals initially stayed at the Bunagana primary school and in the market area seeking safety from the fighting and awaiting to assess the possibility to return. When the fighting intensified closer to the border, many of them moved to the existing transit centre at Nyakabande, and the new holding centre that was rapidly established there by the Government's Office of the Prime Minister (OPM), UNHCR and partners to provide humanitarian assistance.



In the past month, a steady flow of new arrivals continued and over 15,000 people were manually registered at the transit center (TC) by 18 April 2022. Approximately 8,000 individuals who had not moved to the transit centre or holding area remained close to the border. The District Local Government (DLG) requested all new arrivals to move out of the communities surrounding the border by 18 April as the additional pressure on existing services could not be sustained, creating tension within the local community.

Level 2 registration is ongoing to decongest the transit centre and holding area by relocating the new arrivals into the settlements. OPM is registering individuals who want to move to the settlement, and the first relocation convoy took place on 21 April 2022 with the relocation of 940 refugees to Nakivale settlement.

In Kasese District, new arrivals from the DRC entered through the Kitholhu, Karambi and Mponwe subcounties. More than 3,000 new arrivals are estimated to have crossed into Kasese since 3 April 2022. There are over 1,000 individuals at the holding centre that was rapidly set up in Bwera to provide protection and basic services to the new arrivals. In Bubukwanga District, over 5,000 individuals crossed into Busunga on 9 April 2022 and scattered in communities along the border. By 12 April, there were 135 HH/326 individuals at the Bubukwanga transit centre. Most of these new arrivals have now been relocated to Rwamwanja settlement.

The new arrivals who have been received in the last month are in addition to nearly 20,000 others who arrived from the DRC and South Sudan since the start of the year. In February, 9,000 individuals arrived from the DRC into Bunagana, and in March 4,500 individuals arrived from South Sudan mainly through Busia and Elegu citing insecurity and flooding. New arrivals from South Sudan are continuing to cross into West Nile.

The Government of Uganda and humanitarian partners are providing emergency assistance and protection to the new arrivals. They are also working to reinforce services in receiving settlements to accommodate the new arrivals.

The situation remains volatile and unpredictable in the DRC and South Sudan with a high risk of continued forced displacement into Uganda. A life-saving multi-sectoral response is urgently required. If the current rate of arrivals continues, an estimated 60,000 people could arrive by the end of June 2022.

Given the prevailing situation, UNHCR declared a Level 1 emergency for Uganda on 7 April 2022, which was soon elevated to Level 2 on 26 April 2022.

OPM and UNHCR have activated the Inter-Agency Contingency Plan and are calling for urgent financial support for the emergency response in Uganda to enable targeted and timely protection and assistance for people of concern, as well as to ensure preparedness for additional new arrivals.

## **Humanitarian Priority Needs**

#### Affected population

The affected population includes refugees from the DRC and South Sudan.



#### Needs assessments

This Emergency Appeal is based on the activation of the Inter-Agency Contingency Plans for DRC and South Sudan which were last updated in November 2021. The analysis of the needs and gaps has been informed by the situational analysis developed for the UCRRP 2022-2025, field monitoring and daily reports, and the Kisoro Inter-Agency rapid needs overview from 1 April. A gap analysis was also conducted on 5 April 2022 to plan for the reception of an additional 40,000 new arrivals. UNHCR Arua, Mbarara, Adjumani/Lamwo and Kyangwali Sub-Offices were also consulted to further detail the needs.

#### Urgent needs

Displaced people crossing to Uganda from South Sudan and the DRC have been through several cycles of violence and are now in urgent need of protection, food, shelter and essential household items, in addition to health care supplies and water, sanitation and hygiene (WASH) services required to prevent the spread of COVID-19 and other diseases. They have lost their livelihoods and their support networks.

The assessments highlighted above indicate urgent needs in the following areas:

- Safety and psycho-social support: Newly arrived refugees have fled war and persecutions. They
  have experienced emotional and physical trauma and faced a range of serious threats to their life,
  safety and security at every stage of the displacement cycle. Some have been exposed to human
  rights violations, targeted attacks and killings and urgently need a safe and a protective environment
  and psycho-social support.
- Support to people with specific needs: Family and community-structures have been broken, and family members have become separated. Persons with Specific Needs (PSNs), including unaccompanied and separated children, single-headed households, elderly and persons living with disabilities are particularly at risk of abuse and require special care and protection services.
- Child protection and education: Children are at heightened risk of violence and exploitation. The lack of economic, educational or other opportunities caused by displacement puts refugee children at greater risk of violence and exploitation. Children separated from their families or without family are particularly exposed. They have special protection needs that should be catered for through Best Interest Procedures (BIA/BID), foster care arrangements and child protection monitoring.
- Protection against gender-based violence (GBV): The conditions that often characterize forced displacement, (conflict, collapse of family and community support structures etc.) increase the risk of GBV, particularly for women and girls who are at heightened risk of sexual, physical, mental and economic harm. Actions must be taken to reduce the risk of GBV for all persons of concern and provide GBV survivors with timely access to quality legal, health and psychosocial support.
- **Civil documents:** Most refugees have arrived without Identity documents such as ID cards, passports, birth, and marriage certificates which may have been lost, destroyed, or confiscated in the course of displacement. This constitutes a barrier to access public services (such as access to justice, healthcare, and education) and limits their ability to access their basic rights. UNHCR and the government requires to register all refugees and provide them with documentation as necessary.
- Housing and core relief items (CRIs): Refugees have arrived with few belongings and an immediate need for shelter and basic items is noted. New arrivals need to be immediately provided with emergency shelters and core relief items (CRIs) during the first phase of the response.
- Food and nutrition: The new arrivals require Food assistance to meet their immediate nutritional needs. Poor nutritional status has been observed among the new arrivals, especially among children and lactating mothers.
- Health, water and sanitation (WASH): Both the reception/transit centers and settlements where the new arrivals will be relocated lack sufficient health, water and sanitation facilities. Health needs are often exacerbated by a lack of sanitation and access to medical services. Refugee response partners will require to provide primary health care services, water and sanitation needs.

 Peaceful Co-existence: The influx is creating tensions with the host population as pressure on existing limited social services, resources and facilities is experienced. This is likely to increase security and protection risks; peaceful cohabitation must be promoted in the hosting districts. UNHCR and humanitarian partners in close coordination with the authorities will need to foster peaceful coexistence among the populations at every opportunity including in supporting provision of essential services.

#### The response to date:

To date, OPM, UNHCR and partners are providing services to the new arrivals including:

- Transportation of new arrivals to reception/transit centers at a safe distance from the border.
- Conducting health and nutrition screenings in reception/transit centres and holding areas and facilitate the referral of people with health conditions.
- Registering new arrivals (Level 1 and Level 2) and assess/document their protection needs/risks to provide adequate access to protection services.
- Addressing basic needs by providing protection services, shelter, food, health and nutrition care, drinking water, adequate latrines and bathing facilities in reception/transit areas.
- Mapping out available space and relocating new arrivals to settlements.

#### Key challenges

- Severe underfunding of the refugee response: The refugee response in Uganda has been critically underfunded over the past years. The Uganda Refugee Response Plan is so far 5 percent funded for 2022 and did not anticipate responding to a rapid influx of refugees into Uganda in the first half of the year at this scale. The level of contributions is remarkably low with only 41 million USD recorded by mid-April 2022. To address the immediate needs of new arrivals, UNHCR has reallocated funds from other regular programmes, which are also under-resourced. Additional funding is urgently needed to provide interagency partners with the necessary operational capacity to provide emergency relief to new arrivals while maintaining essential protection services and basic assistance for over 1.5 million refugees and their host communities in Uganda.
- **Congested transit, reception centres and holding areas:** The 15 existing reception and transit facilities receiving new arrivals across the country have the capacity to host a maximum of 17,260 new arrivals for a short stay. They are currently overcrowded, risking disease outbreak and other protection concerns. Their basic shelter and WASH infrastructure must be upgraded and complemented with emergency facilities to comply with the minimum humanitarian standards at the receiving locations. Given the high rate of new arrivals, partners are advocating for rapid relocation to existing refugee settlements to free up space in reception/transit facilities and provide refugees with an improved access to basic infrastructure and services. The safety and security of refugees is more easily managed when overcrowding is addressed.
- Limited absorption capacity in existing settlements: The refugee settlements are already congested and have no capacity to absorb new arrivals within existing zones. Their limited hosting capacity, combined with aging/inadequate basic infrastructures, require new investments in land preparation, shelter, and WASH to open new zones where new arrivals will be relocated. Health and education facilities have insufficient capacity to provide quality services to the existing refugee population in settlements (congested classes, insufficient number of teachers and health staff, lack of medical equipment and supplies etc.) and cannot absorb or meet the basic needs of an increased refugee population without an urgent investment in their upgrade.
- COVID-19 pandemic: With the COVID19 pandemic cross border movements may contribute to increased risk of outbreak and this requires Infection Prevention and Control (IPC) response measures.

## **Response Strategy**

The emergency response is developed around the following strategic interventions:

#### Receive and provide safety to refugees crossing into Uganda

As co-coordinators of the refugee response in Uganda, OPM and UNHCR are working together with the local authorities to conduct border monitoring to better understand the emerging humanitarian and security situation. New arrivals are sensitized about the humanitarian relief interventions and interagency partners are actively relocating them, on voluntary basis, to the closest transit/reception centre, located at a safe distance from the border.

## Provide timely protection and lifesaving assistance to affected populations in reception/transit centres

Upon refugees' arrival a security screening is conducted to preserve the humanitarian character of transit/reception areas. During their initial stay in the transit facility, refugees undergo a Level 1 registration by OPM which captures basic biodata, including the age, sex and number of individuals in a family. The Level 2 registration provides more detailed data on family composition/links and protection needs to facilitate their movement and integration into the settlements.

UNHCR and partners conduct a medical screening for all new arrivals and refugees are provided with essential protection services and humanitarian assistance including accommodation, education, food, basic hygiene products, nutrition and health care services etc.

#### Strengthen the absorption capacity of existing settlements for the relocation of new arrivals

The mapping of available space shows that an additional 122,000 new arrivals could be accommodated in the following settlements if there is investment in the upgrading of infrastructures and the opening of new zones:

District	Settlement	Potential
Lamwo	Palabek	10,000
Yumbe	Bidibidi / Goboro TC	20,000
Terego	Imvepi / RC	10,000
Kikuube	Kyangwali / Kagoma / RC	40,000
Kyegegwa	Kyaka / Sweswe / RC	5,000
Kamwenge	Rwamwanja / Mahani RC	7,000
Isingiro	Nakivale / Kabazana / RC	20,000
Isingiro	Oruchinga	10,000
	TOTAL	122,000

From January to March 2022, over 14,500 new arrivals had been transferred to existing settlements. From April to June 2022, over 45,000 additional new arrivals will be relocated from Transit/reception centres to Nakivale and Oruchinga settlements in the southwest, and to Palabek and Imvepi settlements in the West Nile Region. This requires demarcation and preparation of the plots, providing shelter materials, Non-Food Items and food rations, as well as reinforcing basic water and sanitation facilities. Health centres and schools which are already overstretched are being assessed and should also be upgraded to absorb a population increase.

#### Mitigate the impact of the influx in hosting areas

In coordination with hosting district authorities, refugee response partners carry out cleaning and essential repairs to restore basic infrastructures (including roads, markets, schools and health centres) used to receive the new arrivals. Host community members are being hired to carry out the rehabilitation works. Awareness raising sessions on peaceful coexistence and conflict resolution are also facilitated with refugee and host community representatives.



## **Sectoral Response Activities**

Inter-agency partners will plan to implement the below response activities by sector:

#### Protection

•	Conduct border monitoring and sensitize border officials on procedures and
	laws governing admission of asylum-seekers to ensure safe access to
	asylum and observe population trends
•	Sensitize new arrivals on the domestic laws, refugee rights and obligations

- Sensitize new arrivals on the domestic laws, refugee rights and obligations
- Conduct monitoring at all stages of the new arrivals' reception and relocation process

#### Registration

- Registration and documentation at L1 and L2 and nationality screening
- Establishment of connectivity infrastructure
- Setup of temporary registration centres and rehabilitation of existing ones

#### CBP

Protection

(incl. CP &

GBV)

- Identification of PSN
- Provision of targeted assistance and accessible information to PSN
- Make services and infrastructures physically accessible to PSNs, including older persons and those with limited mobility (consultations with PSN)
- Rehabilitation of infrastructure (schools, markets and health centres)
- Awareness raising sessions on good cohabitation and peaceful coexistence, conflict sensitivity and conflict transformation

#### GBV

- Establishment of protection desks for GBV survivors
- Provision of services to GBV survivors and development of referral pathways
- Sensitize stakeholders on PSEA and GBV
- Conduct Inter-Agency assessments on GBV

#### **Child Protection:**

- Identification of unaccompanied & separated children (UASC) and children at risk, facilitation of alternative care arrangements and family reunification for UASC
- Comprehensive child protection case management services to children with specific protection needs, including distribution of CRIs (clothing, bedding, etc.)
- Provision of Psycho-Social Support for children, including through the Child Friendly Spaces, and support and monitoring of assistive devices for children with special needs
- Provision of positive parenting packages targeting caregivers
- Support to the enrolment of additional learners within catchment formal education (pre-primary, primary and secondary schools)
- Provision of initial support (personnel, materials, and infrastructure) for PoC children to attend local/national pre-primary, primary and secondary schools
- Provision of additional temporary learning spaces and WASH facilities and planning for semi-permanent primary and secondary schools to welcome additional learners
  - Recruitment of additional ECD caregivers and teachers
- Provision of additional scholastic/instructional materials in receiving schools and ECD Centers
- Provision of basic literacy, numeracy and life skills for out of school and over aged youth, married teenage girls, young single mothers and their children

Education

	<ul> <li>Scale up the Language Bridging Program and Accelerated Education Programme (AEP) Approaches</li> </ul>
Energy & Environment	<ul> <li>Energy         <ul> <li>Household and Institutional cooking energy technologies</li> <li>Training on briquette making for own use</li> <li>Community lighting installations</li> </ul> </li> <li>Environment:         <ul> <li>Woodlot establishment and household tree growing</li> <li>Forest and wetland protection</li> </ul> </li> </ul>
Food Security	<ul> <li>Hot meals, at 100% ration size to meet kcal 2,100/person/day, to refugees in the transit and reception centres.</li> <li>Distribute three-month dry rations at 100% of the ration to the new arrivals being relocated to settlements</li> </ul>
Health & Nutrition	<ul> <li>Health <ul> <li>Procurement 120 Interagency Health Kits (including Malaria module), Reproductive health kits, 30,000 Long-Lasting Insecticide-Treated Nets (1 net/2 persons)</li> <li>Strengthening routine immunization services.</li> <li>Provision of IEC materials on active disease outbreaks of public health concern</li> <li>Strengthening of integrated Disease Surveillance</li> <li>Provision of vaccination services (for 31,000 under 15 children), curative and reproductive health and HIV services</li> <li>Provision of appropriate PPEs to the health work force and other frontline workers</li> </ul> Nutrition <ul> <li>Community/Household level screening for acute wasting among new arrival children</li> <li>Distribute High Energy Biscuits (HEBs) and support screening for and treatment of Moderate Acute Malnutrition (MAM) among children in the age bracket of 6 to 59 months and Pregnant and Lactating Women (PLWs) in the transit and reception centres</li> <li>Implement a blanket supplementary feeding programme (BSFP) when Global Acute Malnutrition (GAM) rates indicate a deteriorating/deteriorated nutrition situation among children in the age bracket of 6 to 59 months and PLWs.</li> <li>Support the treatment of children with severe wasting in OTC and ITC, including assessment and technical support of existing facilities located in reception and transit areas for delivery of ITC and OTC services</li> <li>Technical support to the districts and facilities on the quantification, ordering and management of micronutrients supplements and deworming medication to cater for refugee influx</li> </ul> </li></ul>
Core Relief Items (CRIs)	<ul> <li>Refugees are provided with the emergency CRIs package* including Blanket, Sleeping Mat, Jerry Can 20 litres. Plastic Basin or Bucket, Solar Lamp, Kitchen Set, Mosquito Net</li> <li>* The CRI package composition is adapted to the family size.</li> <li>Cash based support (CBI) to refugees upon relocation in settlements for cooking fuel, soap and sanitary pads</li> </ul>
Logistics	<ul> <li>Safe and dignified transport of refugees from the border to the reception/transit centre</li> <li>Relocation of refugees from reception/transit centre to settlements</li> </ul>

Shelter & Infrastructure	<ul> <li>Land preparation in settlements for 11,250 Households</li> <li>Upgrade of 7 Reception/Transit Centres, 4 in Southwest (Nyakabande, Matanda, Kabazana, Bubukwanga) and 3 (Palabek, Imvepi, Elegu) in West Nile</li> <li>Semi-permanent shelter kits provided to 45,000 refugees / 11,250 families</li> </ul>		
WASH	<ul> <li>Supply of minimum 20 liters of potable water per person per day for 60,000 new arrivals through the supply and installation of emergency water tanks, temporary water trucking, pipeline extension where possible, repairs/rehabilitation of existing boreholes and/or establishment of new water points, water quality monitoring</li> <li>Construction and maintenance of communal latrines</li> <li>Hygiene promotion conducted through the installation of hand washing stations, hygiene promotion sessions and the waste management systems in receiving transit/reception centres and settlements</li> </ul>		

## **Emergency Coordination**

Within the Uganda Country Refugee Response Plan (UCRRP), the Office of the Prime Minister (OPM) and UNHCR lead the coordination of partners for the humanitarian refugee response in Uganda.

The operational coordination takes place at several levels:

- Leadership level: co-led by the Uganda Government (OPM), Ministry of Local Government (MoLG), and UNHCR
- Inter-Agency level: co-led by the Uganda Government (OPM and MoLG) and UNHCR, with the participation of UN and development partner operational focal points, NGO country directors of both national and International NGOs)
- Inter-Sector Working Group: Sector Leads, INGO and NNGO focal points
- Technical sector level: co-led by Government, UN, and NGO partners for each sector
- **District/settlement level** (Inter-Agency and sector structures): OPM, DLGs, and UNHCR cochair.

Forty-four partners who contributed to sectoral consultations for the design of this appeal and are actively involved in emergency response activities include six UN agencies, 27 international NGOs and 11 national partners.

The coordination of the emergency response follows the same pattern with an additional level of coordination led by OPM and UNHCR at the local level, in the location of the refugee emergency response. The sectoral groups (Protection including Child Protection, SGBV, CBP; Shelter /CRIs; Health and Nutrition; WASH; Food) will be activated in the emergency phase of the response. The other sector working groups i.e. Education and Livelihoods are activated when the refugee populations are relocated to the settlements.

#### Coordination to be reinforced:

- In the Southwest: Under the leadership of OPM and UNHCR, an Inter-Agency coordination mechanism has been created at field level at the location of the emergency with all the relevant stakeholders
- West Nile: The network of UNHCR Heads of Sub Office with OPM (RDO and Commandants) coordinates the reception of new arrivals, and the relocation activities in the settlements

## **Funding requirements**

RRP partners are appealing for an estimated \$ 47.8 M covering the period from April to June 2022.

The below table presents the sectoral-based financial requirements of appealing inter-agency partners. This Emergency Country Refugee Response Plan will be revised as the situation evolves.

Sector of Response	Financial Requirements in USD	Partners Involved
Education	11,700,000	UNHCR, UNICEF, Save the Children International, Windle International, Plan International, International Rescue Committee, Humanity & Inclusion, War Child, Street Child, ZOA International, Jesuite Refugee Service, Finn Church Aid
Energy & Environment	2,500,000	UNHCR
Food Security	8,900,000	WFP
Health & Nutrition	11,500,000	UNHCR, WFP, WHO, UNFPA, UNICEF, Medical Teams International, International Rescue Committee, Africa Humanitarian Action, Medecins Sans Frontieres France, Food for the Hungry, Hunger Fighters Uganda, Infectious Diseases Institute, Baylor, IOM
Core Relief Items	3,600,000	UNHCR, GEDA Uganda
Protection	2,200,000	UNHCR, Care and Assistance for Forced Migrants Uganda Law Society, Save the Children International, ALIGHT, Lutheran World Federation, International Rescue Committee, World Vision International, Humanitarian Assistance and Development Services, Danish Refugee Council, UNICEF, Association of Volunteer in international Service/AVSI, CARE, ChildFund International, War Child Holland, Humanity & Inclusion, Humanitarian Initiative Just Relief Aid, IOM, Norwegian Refugee Council, Peace Winds Japan, Transcultural Psychosocial Organization, Tutapona Trauma Rehabilitation, UNWOMEN, UNFPA, War Child Canada, Ugandan Red Cross, HEKS-EPER,
Shelter & Infrastructure	2,900,000	UNHCR, Catholic Relief Service
Logistics	1,000,000	UNHCR, African Initiatives for Relief and Development
WASH	3,500,000	UNHCR, UNICEF, OXFAM, Lutheran World Federation, Water Mission Uganda, Norwegian Refugee Council, Malteser International, Ugandan Red Cross, NSAMIZI, Joint Aid Management
Total (USD)	47,800,000	44 Partners

# UGANDA EMERGENCY COUNTRY REFUGEE RESPONSE PLAN

APRIL – JUNE 2022

UGANDA COMPREHENSIVE REFUGEE RESPONSE PORTAL

Uganda Refugee Response Portal

# For more information please contact: UNHCR Uganda:

Leslie Esther Vélez I Senior External Engagement Coordinator I <u>velez@unhcr.org</u> Elise Villechalane I Senior External Relations Officer I <u>villecha@unhcr.org</u>