

Costa Rica: Information Centre

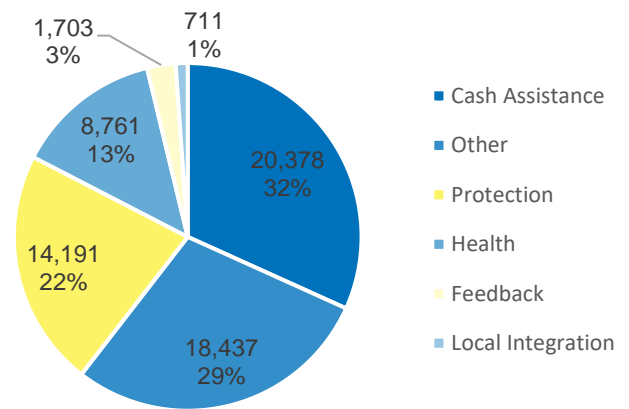
The UNHCR Information Centre in Costa Rica oversees and provides responses to the inquiries received from refugees, asylum-seekers, stateless persons and people at risk of statelessness, through official [communication channels](#). In addition, it systematizes the assistance, provides substantiated information, and manages the referral of cases to partner agencies to access the services available under the UNHCR Program, as well as liaising with national institutions.

Procedure and implementation

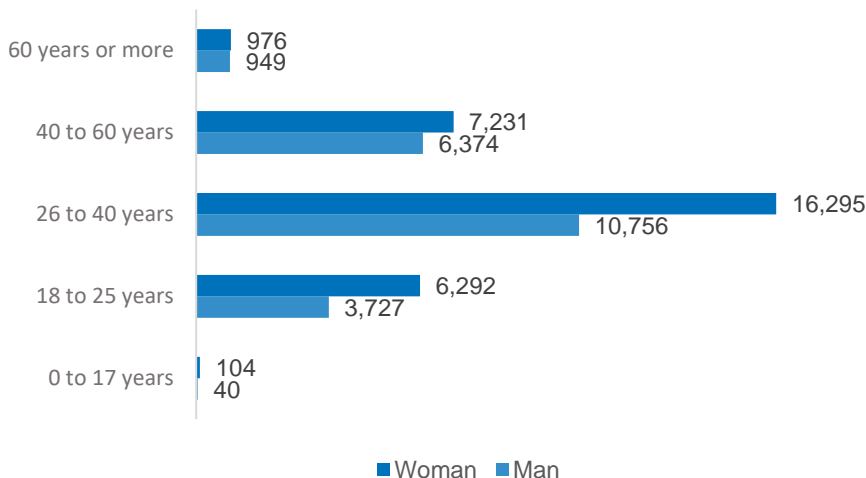
People contact the Information Centre through UNHCR [four official communication channels](#):

- [Toll free line: 800-REFUGIO](#)
- [Help Email address](#)
- [WhatsApp Chatbot](#)
- [RefugioCR Facebook-Messenger Page](#)

Main reasons for inquiries



Inquiries by Age and Gender



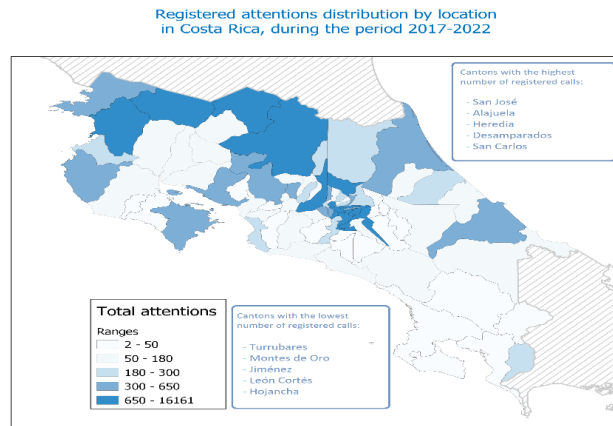
All services are registered in the proGres v4 system. After this registration, the services are channeled to specialized partner agencies, as well as UNHCR's internal assistance programs.

In the period from January 2017 to December 2022, a total of **63,453** services have been provided through the 800-REFUGIO [toll-free](#) line and Help [email](#) address.

Geographical distribution

The UNHCR Costa Rica Operation through the Information Centre and the [official communication channels](#), has managed to reach refugees and asylum-seekers nationwide and locally in all the regions, detailed in the next graphic:

Highlights



The distribution of the map contemplates the cantons of Costa Rica viewed as an administrative political unit.

- During 2022, the Information Center assisted a total of 13,406 persons through the different UNHCR communication channels available.
- [WhatsApp Chatbot](#) was implemented on September 27 2020. In the period from October to December 2022, 1,702 active users and 7,640 messages were registered.
- The nationality with the highest number of attentions is Nicaraguan (64.95%), followed by Venezuelans (8.56%) and Cubans (5.64%).
- The IC provided support in the development of 6 sessions of Mobile Information Centers (CMI) based on the Community-Based Protection approach. With the implementation of the CMI, approximately 963 people from different locations in the Greater Metropolitan Area (GAM) were reached.
- A total of 5,107 people has been registered through Facebook-Messenger during the period from May 2021 to September 2022.
- Support provided in the monitoring strategy of people in mixed movements through official missions to the Southern Zone of Costa Rica, in which humanitarian kits type D were delivered and trends were analyzed.

UNHCR is grateful for the support provided by donors contributing to this operation.



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