



The Support Spaces (in Spanish: *Espacios de Apoyo*) are a regional initiative supported by the Regional Interagency Coordination Platform for refugees and migrants from Venezuela, which seeks to promote in a coordinated and joint manner, a network of spaces where people receive information, orientation, and basic services that respond to their urgent needs.

More than four million Venezuelans have left their country, many of them are in transit in countries of the region. During this displacement, women, men, girls and boys are exposed to risks and protection needs, which increases their vulnerability. Along the routes and in host communities, the presence of smuggling and trafficking networks, forceful recruitment, child labor, sexual and labor exploitation, acts of discrimination and xenophobia, among others, have been identified. As a result, the physical, emotional and psychological wellbeing of refugees and migrants continues to deteriorate.

The limited access to reliable information on safe routes, basic services, climatic and geographical conditions, continues to be an additional challenge to guarantee the protection of refugees and migrants from Venezuela.

**Support Spaces** provide information, orientation and a minimum package of services (see image to the right), which are standardized and integral for refugees and migrants, returnees, and host communities in a vulnerable situation.

**Support Spaces** work in an articulated manner, coordinating efforts with other existing structures across the region. They are governed by global minimum standards and principles, they operate under specific guidelines and standard procedures for the safe identification and referral of cases with specific needs, seeking to prevent and mitigate protection risks.

#### MINIMUM SERVICES

-  Information and orientation
-  Safe identification and referrals
-  Psychological first aid and other support services
-  Family reunification
-  Connectivity
-  Child Friendly Space

## THE INTERVENTION IN THESE SPACES SEEKS TO:

## IMPROVE

The already existing structures, expand and improve the conditions of attention and reception. With the focus of strengthening and not duplicating, it seeks to standardize the response so that minimum protection services can be guaranteed. Some of these spaces already exist in Brazil, Colombia, and Ecuador, among other countries in the region.

## CREATE

Structures where they do not exist: identifying gaps and key places where to establish new support spaces, including structures in strategic places along the routes.

## PROGRESS

- **152 Support Spaces identified in four countries: Colombia, Ecuador, Peru and Brazil.**
- More than 1,000 services mapped.
- More than 100,000 people per month benefit from services provided in the Support Spaces.
- **20 NGOs, UN Agencies, IFRC, Red Clamor, RIADIS, and the Regional LGBTI+ Protection Network are members of the Regional Support Spaces Group.**
- Coordination with civil society and existing protection networks.
- Tools designed to guide the functioning of the Support Spaces.
- Display of regional service mapping with easy access to the population (i.e. Google Maps, WhatsApp/FB).



These spaces are identified with a common logo that will be the same in all countries and will be easily identifiable.



**ESPACIO  
DE APOYO**



**ESPACIO  
DE APOYO**

Todos los servicios  
son gratuitos en el

Todos los ser  
son gratuitos