



DONOR IMPACT REPORT 2019

1. GLOBAL REFUGEE SUPPORT



The year 2019 presented many challenges but thanks to your compassion it also had an amazing impact. Every day, generous donors like you were by our side, as our team of almost 17,000 worked hard in 134 countries worldwide to help refugees, forcibly displaced communities and stateless people.

From providing life-saving aid to families displaced by the new escalation of violence in north-east Syria and assisting people fleeing Venezuela, to helping refugee children in Bangladesh go to school, your generosity has made a world of difference.

In 2020, we are renewing our commitment to do everything in our power to protect and care for people who have been displaced. We serve to build a better future for every person forced to flee their home because of conflict and persecution. People who just want to rebuild their lives and move forward, safely.

Let's celebrate everything we have achieved in 2019 and all we will continue to achieve in 2020, together. Thank you for all you do to help refugees.

You helped UNHCR respond quickly to emergency situations around the world

[Here are a few examples of how your contributions have helped. Every baht truly counts.](#)

The communal kitchen for Venezuelans forced to flee



Praya visited a community kitchen in Colombia, participating and learning about the vital support provided to Venezuelan refugees and migrants as soon as they arrive.

Approximately 8,000 free meals are served to vulnerable Venezuelans on a daily basis here. With your support, UNHCR has helped fund the construction of a communal kitchen. We also

provide psychosocial support and legal services to those Venezuelans who eat here.

Sheltering Syrian families



“We feel relieved. Despite the hardship, at least we are safe here.”

When Lazgeen met Maha, he knew, straight away, that she was the love of his life. But happiness didn’t last long for the young Syrian couple. In 2012, violence forced them to flee their hometown. For years, they fled from one city to another without ever being able to find

safety. In 2019, increasing conflict in north-east Syria forced them to flee once more, this time with their baby Meera. After travelling for days on foot, they reached neighbouring Iraq, where they were welcomed by UNHCR and our partners with safe shelter, warm blankets, hot meals and more.

With the help of donors like you, the young family is now safely in a shelter in Iraq and are hopeful for the future.

Investing in Rohingya refugee education



UNHCR is promoting more learning opportunities and higher teaching standards for thousands of young Rohingya refugees. In coordination with partner organizations and thanks to your support, **we have built 1,602 learning spaces for Rohingya refugees and deployed 1,251 trained teachers.** Our latest addition is the Sunflower, an innovative two-

story learning centre able to accommodate up to 240 students in two classrooms for three shifts a day – double the capacity of other such facilities.

Distributing life-saving aid to survivors of Cyclone Idai



A child plays with the solar lantern his family received during the distribution of shelter and core relief items. **Because of you, UNHCR was able to quickly provide life-saving assistance to survivors of cyclone Idai in Central Africa.** We delivered tents and core relief items to help over 80,000 families in Mozambique, Zimbabwe and Malawi. UNHCR core relief items include

shelter, kitchen sets, solar lamps, sleeping mats, blankets and mosquito nets.

Providing clean water to children fleeing South Sudan



A newly arrived South Sudanese refugee mother gives water to her baby after a two-hour bus journey from the transit centre to the refugee settlement. Limited resources in the settlement mean chronic food insecurity and few livelihood activities. **Your generosity helps provide them with physical protection and much-needed vaccines, nutritional food and clean water as well as mental protection through**

counselling and psycho-rehabilitation.

Creating a safe space for LGBTI refugees



“I miss the moments with my younger brothers and family...but in Mexico, people are more accepting of me as a gay man and at least I feel safe here.” 27-year-old Max with UNHCR Staff.

Max has found safety at a UNHCR shelter in southern Mexico after fleeing his home in Honduras, where he was threatened by gangs to sell drugs or be killed. The gangs used their

knowledge of his sexuality to put further pressure on him.

With your support, we are working to ensure that all UNHCR offices and registration facilities are welcoming, safe spaces and that LGBTI refugees have access to vital services like counselling and medical care.

2. UNHCR SUPPORT IN THAILAND



Thank you for your continuous support throughout 2019. Because of you, refugee and stateless families have been able to smile, have hope and opportunities for the future again.

Here are a few examples of how your contributions have helped. Every baht truly counts.

Here at UNHCR, we would like to thank you for all that you have done. Your donation has helped to change lives, brighten futures and protect the vulnerable

Jackson's home was set on fire 3 times – but he is ready for a new beginning



After his home was set on fire 3 times, Jackson, along with his family, fled to Thailand. Now, he is one of the Camp Committee leaders and is instrumental in assisting UNHCR with coordinating and implementing activities within Ban Don Yang refugee camp, where he lives. Jackson also had the opportunity to participate in a “Go and See” visit of which UNHCR

supported, which furthered planning on the identification and preparation of potential return sites for the upcoming voluntary repatriation movements.

Because of you, Jackson found safety and is now ready for a new beginning.

Supporting the dreams of refugee children through the Youth Initiative Fund



Your continued donation has allowed UNHCR to launch the Youth Initiative Fund for young refugees living in border camps. The aim of the Fund is to support the development of skills and creativity amongst refugee youth, including the provision of musical instruments and sports equipment.

Converting a shelter into a school, to provide education for all



Naw Mu Sein (right), fled violence in her home country with her family and has sought safety in Ban Don Yang refugee camp since 2009. The trauma of her escape, combined with her declining health caused her to become extremely vulnerable and she struggled to care for herself and her son. Every month, a group of volunteers supported by UNHCR visit her and her family to provide counselling and

emotional support, along with noting any urgent needs. This is made possible by your continued donation, which allows us to provide assistance to refugees with special needs.

Despite their struggles, Naw Mu Sein and her family are keen to help other refugees in their camp. Her mother (left) has opened up their shelter to teach math to refugee children free of charge, and even encourages others to help teach English.

Goh Po Mu's dream is for her child to be well again



Goh Po Mu (name changed) and her son, aged six, are another family who receive monthly home visits from a group of volunteers supported by UNHCR. Goh Po Mu's son suffers from seizures and is unable to go to school. UNHCR home visits enables close monitoring of his condition as we take note of any new requirements needed for the little boy and his

mother. Goh Po Mu's dream is for her child to be well again. Thank you for helping her get a closer to her dream each day.

Aunty Chanfong finally receives citizenship at age 63

"I had a leg amputated due to my diabetes ... At that time, I didn't receive any welfare benefits from the hospital, and I had to pay all the costs because they said I was not a Thai national. I was so upset."



Aunty Chanfong was born and raised in Thailand, to Thai parents who are native of Chiang Rai province. When she finished grade 4, she had to leave home to work in the south to support her family, because they were very poor. Because of this, she was absent during the first survey to issue the 13 digit identity number in Thailand. "I'm now 63 years old. I used to go to the

registration office many times to inquire about gaining citizenship. I can only write my first and last names, therefore communicating with the registration officer was difficult"

When the Stateless Project opened a service center in her district "everyone was so excited and said that this project provided free consultation...Soon after the project staff came to see me at home. to collect my family's information and process the relevant documentation".

After 63 years, Aunty Chanfong is finally a Thai citizen. "Today I receive full welfare benefits from the state"

Thank you for helping stateless people like Aunty Chanfong!

3. RAMADAN



Thank you for your continued donations to support our UNHCR Ramadan campaign. You have been a shining light, bringing hope to Muslim refugees across the world, especially those living in Bangladesh, Syria and Yemen, who have been forced to celebrate the holy season as displaced persons away from the comfort of their own homes.

For millions of refugees, Ramadan is a memory of a life lost. But with your support, we have relieved the pain and suffering of those forced to flee during these long-lasting crises.

One hundred per cent of donations received during the holy month of Ramadan go to the most vulnerable Syrian, Yemeni and Rohingya refugee families.

Thank you for your generosity towards those in need

Core Relief Items keep Syrian refugees going during Ramadan



“I will cook today’s Iftar for my 25 family members with the new kitchen set I received” said Um Mahmoud, a 60-year-old woman who received a brand-new kitchen set from UNHCR during the holy month of Ramadan. She was so happy and had tears in her eyes.

Your support helps provide lifesaving core relief items to tens of thousands of internally displaced and newly returning families to Syria, including jerry cans, kitchen sets, blankets, sleeping mats, mattresses, plastic sheets and solar lamps.

Distributing Eid gifts to displaced children in Yemen



“In Eid, I will wear my new clothes,” says Hamda, aged 7, trying her new dress on for size. She and her family were forced to leave their home in 2019 due to violence and conflict. Now they live in a single tent in Kharif; a site for internally displaced people.

To mark the Eid al-Fitr holiday at the end of Ramadan, UNHCR distributed clothing and shoes to 350 children in the camp. With your support, UNHCR was also able to provide shelter, legal and financial assistance as well as psycho-social support for civilians – and also supported some 280,000 refugees staying in Yemen despite the fighting.

Giving Rohingya families in Bangladesh access to safe water

My wife ... had diarrhoea and sometimes a fever. Now, things are very different. She hasn’t been sick in the last few months,” explains Nurul Salam, a refugee from Myanmar. For months after fleeing violence in Myanmar, Rohingya refugee Nurul Salam and his wife Lalu Begum drew water from a hand pump that frequently left their family with sore throats and diarrhoea. Now, they are among thousands of families who can walk to a stand, turn on a tap and



fill a jug with potable water. “Water was a curse then. Now, water is a blessing. The children aren’t sick anymore.”

With the help of caring donors like you, by the end of 2019, an initial eight new water networks had been installed, supplying a total of 40,000 people across the site. These innovative systems provide safe, clean drinking water for refugees

like Nurul and his family. The collective water points are dotted throughout the site, making it easier for families to fetch water. And what’s more, the systems run entirely on solar power, reducing fuel emissions and energy costs.

4. VENEZUELA SUPPORT



Ongoing political, human rights and socio-economic developments in Venezuela forced 4.5 million people mostly children, women and men to leave for neighbouring countries and beyond to seek safety. By the end of 2020, it is estimated that 6.5 million refugees and migrants would have left Venezuela.

Your ongoing donation helps ensure the most vulnerable are protected with shelter, health care and documents which will allow them to access services, so they are not exposed to risk. Thank you for providing life-saving protection to families forced to flee.

Your support helps save lives of the most vulnerable people

[Here are a few examples of how your contributions has helped. Every Baht truly counts.](#)

On the ground, addressing challenges.



Venezuelans wait to cross border into neighbouring countries. **UNHCR staff at the International Bridge provide information, legal assistance and aid items to Venezuelan refugees.** At its peak, UNHCR increased its presence at the bridge border to help the Venezuelan refugees fleeing the political and economic crisis in the past few years.**Your**

donation helps ensure the most vulnerable are protected with shelter, health care and receiving vital services. Thank you.

Feeding thousands at a community kitchen



Praya visited a community kitchen in Colombia, participating and learning about the vital support provided to Venezuelan refugees and migrants as soon as they arrive.

Approximately 8,000 free meals are served to vulnerable Venezuelans on a daily basis here. With your support, UNHCR has helped fund the construction of the communal kitchen. We also

provide psychosocial support and legal services to the Venezuelans who come here.

Happy to be safe!



When Mr. Merko and his daughter, Ms. Gabriela, fled Venezuela looking for safety, they never imagined they would end up sleeping on the streets for a month. Gabriela was born autistic and needs special care. Every night, Merko would stay awake to protect his daughter from exploitation, too afraid to fall asleep.

UNHCR met them on the street and guided them to the registration centre for refugees with special needs. In the picture, Merko and Gabriela express their gratitude. Thank you for helping those forced to flee finally feel safe.

Moises dreams of becoming a journalist



My dream is to be a television journalist so I can show the world what happened in Venezuela” Moises, aged 10, sees the importance of holding on to his dream even now that he has been forced to flee. In this video, Moises interviews refugees living inside the Boa Vista temporary shelter in Brazil about their journey to find safety.

5. ROHINGYA SUPPORT



Both Narun Nahar and her mother lost their husbands while attempting to flee to Bangladesh. The two widows now live in Kutupalong refugee settlement, Narun with her two sons and daughter, her mother nearby with relatives. Although their pain is more than we can imagine, we at UNHCR are proud to say that with your continuous support, together we have been able to provide families like Narun with the protection and assistance they need to rebuild their lives.

Back in August 2017, almost a million Rohingya left their homes due to armed violence and persecution. UNHCR was one of the first organisations to welcome them. You helped us distribute blankets, sleeping mats, tents, buckets, and other essential items as they crossed the border to safety.

Over the following two years, our activities have expanded to address emerging challenges and needs that occur within the world's largest refugee camp. Our work is made possible by your generous support. Donating to UNHCR helps give Rohingya refugees in Bangladesh access to shelter, clean water, primary health care, and education. Thank you.

There are a few examples of how your contributions has helped. Every Baht truly counts

Our First Identity Card



In cooperation with the Bangladesh Government, UNHCR has successfully registered over half a million refugees and provided many with their first identity cards. The exercise also enhances the accuracy of data on refugees in Bangladesh, helping to improve assistance and access to basic services.

On average, over 4,000 refugees are being registered a day in the exercise, with the aim of concluding the registration of all those in the settlements late this year.

Educating the future



UNHCR is promoting more learning opportunities and higher teaching standards for thousands of young Rohingya refugees. In coordination with partner organizations and thanks to your support, we have built 1,602 learning spaces for Rohingya refugees and deployed 1,251 trained teachers. Our latest addition is the Sunflower, an innovative two-story learning centre able to accommodate up to 240 students in two

classrooms for three shifts a day – double the capacity of other such facilities.

6. SYRIA SUPPORT



9 years into the conflict, Syria remains the largest refugee crisis in the world, with 5.6 million Syrians living as refugees in the region and over 6.2 million more internally displaced in the country. Your continuous support has allowed us to be on the ground since the start of the conflict, providing life-saving protection and assistance to those in need, mostly women and children.

A new escalation of violence hit north-east Syria in October 2019, forcing thousands of families from their homes. Many fled with only the clothes on their backs, desperate to escape the intense fighting and shelling. Thanks to caring people like you, UNHCR was able to immediately respond to this emergency with life-saving assistance through its core relief items, shelter and other protection programmes, including the provision of psychological first aid and psychosocial support and assistance to persons with specific needs, such as the elderly and those with disabilities. Your support helps save lives of the most vulnerable people

[Here are a few examples of how your contributions has helped. Every Baht truly counts.](#)

Responding to the crisis in north-east Syria



“We feel relieved. Despite the hardship, at least we are safe here.”

When Lazgeen met Maha, he knew, straight away, that she was the love of his life. But happiness didn't last long for the young Syrian couple. In 2012, violence forced them to flee their hometown. For years, they fled from one city to another without ever being able to find

safety. In 2019, increasing conflict in north-east Syria forced them to flee once more, this time with their baby Meera. After travelling for days on foot, they reached neighbouring Iraq, where they were welcomed by UNHCR and our partners with safe shelter, warm blankets, hot meals and more.

With the help of donors like you, the young family is now safely in a shelter in Iraq and are hopeful for the future.

Emergency in north-east Syria:

When families were forced to flee escalating violence in northern Syria last October, UNHCR was there. Thanks to generous donors like you, we've provided:



Basic aid and vital winter supplies to over **234,000 displaced people**



Core relief and essential winter items to over **19,000** newly arrived Syrian refugees in Iraq



Some **3,500 new tents** to shelter refugees at two sites in Iraq.

Community centres for the most vulnerable



Mohammad, aged three, entered the community center crying and screaming, but once he sat down with our volunteers and was offered chocolate and toys he quickly calmed down and started playing with them.

His parents are hoping to be able to overcome the challenges of raising a child in a refugee camp, especially one with special needs like

Mohammad who has autism. With the support of donors like you, UNHCR has built a total of 35 community centres across Aleppo in Syria providing a wide range of free protection services from education and livelihood support to psycho-social support and more.

With only basic tools, new hope for a brighter future rises



A group of Syrian refugee women receive vocational training on hairstyling to help them build a business, creating livelihoods to support themselves and their families. Your continued support allows Syrian refugees who have lost their homes, jobs and savings over the years to regain the skills and experiences necessary to help them find jobs and provide the tools to open a business and have a fresh start. Thank

you for creating hope for a brighter future.

Introducing new refugee camp in Iraq



Your donation helps to keep refugees safe and protected. Due to the escalating emergency in October 2019, UNHCR has prepared shelter and all the humanitarian assistance necessary at recently opened Bardarash refugee camp in Iraq. Currently there are more than 8,000 refugees under our protection.