

# IOM ZIMBABWE COUNTRY OFFICE ANNUAL REPORT



 IOM  
MIGRATION

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# ACRONYMS

<b>AAP</b>	Accountability for Affected Population	<b>MHU</b>	Migration Health Unit
<b>AHC</b>	Australian High Commission	<b>MiGoF</b>	Migration Governance Framework
<b>ARIO</b>	Assistant Regional Immigration Officer	<b>MLC</b>	Mobile Legal Clinic
<b>BCP</b>	Border Crossing Points	<b>MLR</b>	Migration Law Review
<b>BEMS</b>	Border Efficiency Management Systems	<b>NDS 1</b>	National Development Strategy One
<b>BHA</b>	Bureau for Humanitarian Assistance	<b>NFI</b>	Non-Food Item
<b>CA</b>	Conservation Agriculture	<b>NMCD</b>	National Migration Coordination Directorate
<b>CAMFED</b>	Campaign for Female Education	<b>NRM</b>	National Referral Mechanism (for vulnerable migrants)
<b>CATCH</b>	Care at the Core of Humanity	<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>CBD</b>	Central Business District	<b>OSBP</b>	One Stop Border Post
<b>CBDRM</b>	Community Based Disaster Risk Management	<b>PDI</b>	Partnership for Development
<b>CBI</b>	Cash Based Interventions	<b>PDM</b>	Post Distribution Monitoring
<b>CBP</b>	Community Based Planning	<b>PMD</b>	Provincial Medical Director
<b>CCCM</b>	Camp Coordination and Camp Management	<b>PME</b>	Participatory Mapping Exercise
<b>CFHD</b>	Civic Forum on Human Development	<b>PMM</b>	Population Mobility Mapping
<b>COVID-19</b>	Coronavirus Disease	<b>PoE</b>	Point of Entry
<b>CSO</b>	Civil Society Organisations	<b>PPE</b>	Personal Protective Equipment
<b>DAPP</b>	Development Aid from People to People	<b>PRM</b>	The Bureau of Population, Refugees and Migration
<b>DCP</b>	Department of Civil Protection	<b>RCCE</b>	Risk Communication and Community Engagement
<b>DCPC</b>	District Civil Protection Committee	<b>RDC</b>	Rural District Council
<b>DDC</b>	District Development Coordinator	<b>REPSSI</b>	Regional Psychological Support Initiative
<b>DERMS</b>	Diaspora Engagement and Remittance Mobilization Strategy Paper	<b>ROOTS</b>	Real Opportunities for Transformation Support
<b>DMO</b>	District Medical Officer	<b>RRT</b>	Rapid Response Teams
<b>DRM</b>	Disaster Risk Management	<b>SDG</b>	Sustainable Development Goals
<b>DRR</b>	Disaster Risk Reduction	<b>SIDA</b>	Swedish International Development Cooperation Agency
<b>DSWO</b>	District Social Welfare Officer	<b>SOPs</b>	Standard Operating Procedures
<b>DTM</b>	Displacement Tracking Matrix	<b>TIP</b>	Trafficking in Persons
<b>ECHO</b>	European Civil Protection and Humanitarian Aid Operations	<b>TOT</b>	Training of Trainers
<b>FACT</b>	Family Aids Caring Trust	<b>UKTBD</b>	United Kingdom Tuberculosis Detection Programme
<b>FAO</b>	Food and Agriculture Organization	<b>UN</b>	United Nations
<b>FCDO</b>	Foreign Commonwealth Development Office	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>FM</b>	Flow Monitoring	<b>UNOPS</b>	United Nations Office for Project Services
<b>FST</b>	Family Support Trust	<b>USAID</b>	US Agency for International Development
<b>GCM</b>	Global Compact for Migration	<b>USRAP</b>	US Refugee Resettlement and Admissions Programme
<b>GOZ</b>	Government of Zimbabwe	<b>VOT</b>	Victims of Trafficking
<b>HH</b>	Households	<b>WASH</b>	Water Sanitation and Hygiene
<b>HNO</b>	Humanitarian Needs Overview	<b>WFP</b>	World Food Program
<b>HRP</b>	Humanitarian Response Plan	<b>WHO</b>	World Health Organization
<b>HTH</b>	High Test Hypochlorite	<b>ZACH</b>	Zimbabwe Association of Church Related Hospitals
<b>IBM</b>	Integrated Border Management	<b>ZAPSO</b>	Zimbabwe AIDS Prevention and Support Organization
<b>ICTB</b>	Informal Cross Border Traders	<b>ZBC</b>	Zimbabwe Broadcasting Corporation
<b>IDP</b>	Internally Displaced Persons	<b>ZHRC</b>	Zimbabwe Human Rights Commission
<b>IEC</b>	Information Education and Communication	<b>ZiCHIRe</b>	Zimbabwe Community Health Intervention Research
<b>IFHP</b>	Canada Interim Federal Health Programme	<b>ZimRights</b>	Zimbabwe Human Rights Association
<b>IIDF</b>	International Institute for Development Facilitation	<b>ZIMSTAT</b>	Zimbabwe National Statistics Agency
<b>IMCM</b>	Inter-Ministerial Committee on Migration	<b>ZIPAM</b>	Zimbabwe Institute of Public Administration
<b>INGOs</b>	International Non-Governmental Organizations	<b>ZIRP</b>	Zimbabwe Idai Recovery Project
<b>IOM</b>	International Organisation for Migration	<b>ZRP VFU</b>	Zimbabwe Republic Police Victim Friendly Unit
<b>IPC</b>	Infection Prevention and Control	<b>ZRP</b>	Zimbabwe Republic Police
<b>IYWD</b>	Institute for Young Women Development	<b>ZUPCO</b>	Zimbabwe United Passenger Company
<b>MGI</b>	Migration Governance Indicators	<b>ZYC</b>	Zimbabwe Youth Council
<b>MHM</b>	Menstrual Hygiene Management		
<b>MHPSS</b>	Mental Health and Psychosocial Support Services		

# 1. INTRODUCTION

**14,216**   
COVID-19 IEC  
material distributed


**6,200**   
Returnees assisted  
with transportation

**2,578**   
Visa TB screenings


**2,400**   
Menstrual Hygiene  
Management kits distributed  
to vulnerable women

**782**   
Beneficiaries assisted with  
Safe housing and emergency  
shelter

**723**   
Unaccompanied Minors  
Assisted

**322**   
Returning migrants trained  
on Climate Smart Nutrition  
Gardening

**17**   
Dedicated Nurses at  
Points of Entry

  
Finalized National  
Migration Policy  
Released Migration  
Law Review

# COVID-19 RESPONSE

## Points of Entry (PoEs)



At PoEs bordering, South Africa, Botswana, Zambia and Mozambique



17 Nurses deployed across the 8 PoEs

## Tracking Mobility Impacts



24 Enumerators spread across the PoEs profiling returnees

## Infection Prevention & Control



101 Handwashing stations installed at PoEs and surrounding areas



29 Quarantine sites supported

## Basic Services



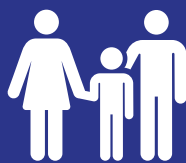
461 Clients received counselling



5,500

Migrants supported with Non-Food items

## Risk Communication and Community Engagement



180,000 +

No. of individuals reached through risk communication

## Addressing Socio Economic Impact



322

Returnees have received skills training

“



*In 2020 we were greatly involved in improving governance and migration management in Zimbabwe through contributing to the establishment of a migration governance framework, strengthening institutional capacity for the coordination of migration management, supporting the implementation of a coherent and gender-sensitive migration management policy framework and improving platforms for dialogue and schemes through which Zimbabweans in the diaspora can contribute to decision making and national development.*

”

It brings me great pleasure to present you IOM Zimbabwe's Annual Report for 2020. The report provides a comprehensive look at our Mission's activities in the key thematic areas of Governance and Development, Transition and Resilience, Preparedness and Response, Health Assessment and Movements and Resettlement. This work would not have been possible without the collaboration and support of the Government of Zimbabwe, whose mandate to promote humane, safe, and orderly migration we fully support. We are encouraged by Government's recognition, through our advocacy, of the importance of mainstreaming Migration in the National Development Strategy (NDS1).

2020 brought massive challenges because of the COVID-19 pandemic. We were all pushed to think innovatively and to work differently. My sincere thanks go to my IOM Zimbabwe colleagues who worked across the country to ensure the rights and dignity of Migrants and vulnerable communities were protected in what was an unprecedented year for the whole world.

In 2020 we were greatly involved in improving governance and migration management in Zimbabwe through contributing to the establishment of a migration governance framework, strengthening institutional capacity for the coordination of migration management, supporting the implementation of a coherent and gender-sensitive migration management policy framework and improving platforms for dialogue and schemes through which Zimbabweans in the diaspora can contribute to decision making and national development. We released the Migration Law Review, convened a high-level Capacity Building Workshop for the Portfolio Committee on Defense, Home Affairs and Security Services and the Thematic Committee on Human Rights. We supported government in finalizing the National Migration Policy which fully incorporates the Sustainable Development Goals (SDGs), with specific focus on goal 10.7 which promotes orderly, safe, and responsible migration and mobility of people, including through implementation of planned and well managed migration policies. We are proud to have assisted 140,000 migrants with various forms of support as they entered Zimbabwe through key points of entry, we began the construction of hundreds of transitional shelters for victims of cyclone Idai, we strengthened the capacity of thousands of frontline workers in the areas of COVID-19 Infection Prevention and Control, Border Management, Counter Trafficking and Disaster Risk Management, worked with local organisations in the promotion of Human Rights and as a result of our team's hard work, will see the launch of Zimbabwe's National Migration Policy in the coming year.

Many thanks to the United Nations Country Team, our donors and development partners without whom our work would not be possible.

*Maita basa. Siyabonga.*

**Mario Lito Malanca**

Chief of Mission IOM Zimbabwe

## 2. IOM ZIMBABWE



**2002**

Zimbabwe formally  
became a Member  
State of the IOM



**90**

Staff Members



**8**

PoE IOM presence



**94%**

National Staff



**6**

Units

### OVERVIEW

Zimbabwe is facing socio-economic crisis, further worsened by the COVID-19 (coronavirus) pandemic. In 2019, Zimbabwe was hit by severe drought and Cyclone Idai, that coupled with shortages of foreign currency led to double-digit contraction of agriculture, electricity, and water production and pushed more than half of the population into food insecurity. The economy has been affected by the rapid depreciation of the local currency and high inflationary pressures. Zimbabwe's rainfall forecast for 2019/2020 was characterized by El-Nino induced drought which was typified by poor and erratic rainfall. This had a negative impact on the country's agriculture season and the country's food availability and accessibility. Poverty continues to be one of the major underlying causes of vulnerability to food and nutrition insecurity as well as precarious livelihoods in Zimbabwe. As a result, 7.5 million people in both the urban and rural areas were estimated to require urgent food assistance. The COVID-19 pandemic has impacted migration, with mitigation measures restricting mobility like border closures and lockdowns. Almost 160 000 migrants from all over the world returned to Zimbabwe since the onset of the pandemic. In 2020, IOM launched the COVID-19 Strategic Preparedness and Response Plan which is aligned with IOM's regional response to contain and interrupt the virus from spreading and save lives at risk, particularly migrants, displaced persons and host communities, structured under four strategic priorities: mobility tracking, emergency preparedness and response, provision of basic services and tackling the socio-economic impact of COVID-19. Along with this work, in 2020 IOM worked to promote migration governance, build the capacity of those working to combat trafficking in persons, protect human rights, provide multisectoral assistance for IDPs and mobile populations and support public health initiatives.



# 3. THEMATIC AREAS

Sweden  
Sverige  
ICM  
UN MIGRATION



1. Governance and Development



4. Health Assessment



2. Transition and Resilience



5. Resettlement and Movements



3. Emergency Preparedness and Response



## 3.1 Governance and Development



## Background

IOM's programming approach is premised on the Institutional Strategy on Migration and Sustainable Development<sup>1</sup> and the principles and objectives of the Migration Governance Framework (MiGOF) which underpin the support to the Government of Zimbabwe in addressing the migration and development nexus at all levels in order to attain the Sustainable Development Goals. This is achieved through strengthening migration management capacities by promoting migration policy, regulatory and institutional coherence at all levels thereby ensuring adherence to international standards, socio-economic wellbeing of migrants and society and advocacy for the rights of migrants. IOM's Governance and Development Unit operates in partnership with governmental institutions to improve policy, legislation, operational system and human resources to respond more effectively to diverse migration challenges. This is achieved through the design of responsive administrative structures and the co-development of technical solutions in line with the country's development cooperation framework.

### Strengthening Migration Management Capacities and Governance



In 2020, IOM supported the Government of Zimbabwe to conduct the national Migration Governance Indicators (MGI) assessment. Through the Ministry of Home Affairs and Cultural Heritage, as chair of the Inter-Ministerial Committee on Migration (IMCM) the Inter-ministerial consultation was convened to present the findings of the Migration Governance Indicators (MGI) assessment of Zimbabwe. During this consultation, stakeholders provided an opportunity for migration stakeholders to take stock of the state of migration governance in Zimbabwe with assessment results highlighting well-developed areas of migration management and areas of potential growth.

The discussions led to commitments to finalize the MiGOF aligned National Migration Policy, which will be the centerpiece in coordinating various migration issues within Zimbabwe's migration governance framework. Government further committed to integrate migration into the five year National Development Strategy One (NDS1) and to use the MGI to evaluate its progress in implementing migration initiatives.

IOM supported the Department of Immigration in the development of the Standard Operating Procedures (SOPs) Manual for immigration staff. The development process was supported by 20 senior immigration officials from field BCP offices and from HQ (10F,10M). The SOPs provide a step-by-step guide for existing and new staff whilst also improving efficiency, quality of outputs and uniformity of performance. They will reduce miscommunication and minimize compliance failure with respect to border management regulations, especially for those operating on the frontline at Border Crossing Points (BCPs).

IOM supported the institutionalization of Integrated Border Management (IBM) through the development of Training of Trainers manuals and the roll out of the IBM training package. IBM encompasses national and international coordination and cooperation among all relevant authorities and agencies involved in border management and trade facilitation in order to establish effective, efficient and coordinated border management. Integrated border management seeks to enhance three levels of coordination: intra-service, inter-agency, and international cooperation. Working with the Department of Immigration, 60 frontline border officials were trained at the Chirundu, Forbes and Plumtree BCPs.



## Improved migration legislation, service provision and communication for the protection of migrants' rights.

IOM supported the Parliament of Zimbabwe and Senate committees on Home Affairs Defense and Security and the Thematic Committee on Human Rights to convene a capacity development and advocacy workshop aimed at improving knowledge on international migration law and attendant best practices. It allowed for parliamentarians to better understand the complexities of human mobility and development, migration legislation and enhanced capacity to lobby for the ratification and domestication of migration related protocols thereby supporting parliamentarians' role (legislative, oversight and representation functions).

The capacity development contributes to the establishment of a migration governance framework in Zimbabwe that supports State actors to manage migration through dialogue with non-state actors and in a migrant centered, gender sensitive, rights based and development-oriented manner. 52 participants (M37, F15) participated in this initiative where a joint communique was released highlighting follow-up measures for the adoption of a comprehensive migration legislation based on the recommendations of the Migration Law Review (MLR).

### National Referral Mechanism

IOM contributed towards standardized and predictable service provision through the roll out of the National Referral Mechanism for vulnerable migrants (NRM). The National Referral Mechanism provides guidance for front-line officials and stakeholders on the identification, protection, humane treatment, tracing, reunification, reintegration and referrals for vulnerable migrants to provide time efficient access to appropriate protection services and care through the relevant ministries and departments within the National case management system.



## Achievements

The GoZ through the NRM and national case management system has to date assisted:

- 80 frontline officials with training during roll out of NRM in three provinces and seven districts with high migrant outflow.
- 723 unaccompanied minors and separated children,
- Five stranded migrants
- 1,953 asylum seekers,
- Refugees' status determination for 396 refugees and 100 VoTs



Improved neutral platforms for dialogue and schemes through which Zimbabweans in the diaspora contribute to decision making and national development.

IOM supported the short term returns of 11 qualified health professionals from the diaspora to support local health institutions in Zimbabwe. Eight of the 11 returning professionals provided support to teaching programmes at the Pharmacy and Community Health Departments of the University of Zimbabwe College of Health Sciences in Harare. The other, a trained biomedical scientist and medical and laboratory scientist, undertook a technical assessment of the United Bulawayo Hospitals in Bulawayo. The technical visit concluded with the donation of laboratory equipment for clinical services and technical capacity strengthening on quality assurance processes. Two female nurse practitioners were seconded to support mission hospitals Karanda Mission, Mt Darwin in Mashonaland Central and Mount Selinda Mission, Chipinge in Manicaland Province. Both nurses provided critical medical support in their respective areas of specialty and mentorship to local medical professionals in health governance, midwifery and mental health .



IOM supported local authorities to engage with diaspora associations in leveraging diaspora financial remittances into community-level socio-economic development projects. This entailed piloting participatory planning between local authorities and respective diaspora associations and mobilizing resources towards implementation of six social development projects, such as rehabilitation of schools, health facilities, livestock rearing and other community social infrastructure. The aim was to facilitate improved neutral platforms for dialogue and schemes through which Zimbabweans in the diaspora can contribute to decision making at the local level towards national development. The overall aim is to improve the standard of living through building diverse community livelihoods in a sustainable manner and fostering partnerships in all sectors of the economy. Of the six identified communities – Chiredzi, Bulilima, Mangwe, Mutoko, Kusile and Gwanda- all but Mutoko- and its diaspora members undertook social development projects with the available resources (labour, in-kind contribution and financial). IOM provided grants or direct funding to complement the implementation of the selected social development projects with coordination support in promoting the initiative from the Zimbabwe Diaspora Directorate.



### Improving data on the flow and impact of migrant remittances for development in Zimba-

IOM supported government to convene a workshop aimed at developing a Diaspora Engagement and Remittance Mobilization Strategy Paper (DERMS). The workshop brought together 28 technical experts (17M,11F) from 15 ministries, agencies and departments for a holistic approach to addressing diaspora issues. The DERMS paper will elaborate on and provide a coordinated approach to diaspora engagement at national and provincial levels and the leveraging of remittances through formal channels to enhance their developmental impact under the recently adopted National Development Strategy 1 (NDS1). The workshop produced a draft paper which will undergo further consultation before being presented to cabinet for adoption.

## Addressing irregular migration flows in Africa

IOM supported government to finalize the National Migration Policy to improve migration management in a four-day workshop. 36 participants (12F,24M) from the IMCM, UN agencies and INGOs, under the coordination of the Ministry of Home Affairs and Cultural Heritage were involved. They revisited the third draft of the National Migration Policy, incorporating the Sustainable Development Goals (SDGs), Global Compact for Migration (GCM) and the Migration Governance Indicators (MGIs).

IOM and partners supported the Inter-Ministerial Committee on Migration (IMCM) high-level Stakeholders Coordination Workshop in Masvingo. 50 participants were trained in Migration Governance in Zimbabwe, Migration Health Rights and Border Efficiency Management Systems (BEMS). The workshop was also an opportunity to share experiences and gaps on the state of preparedness for the planned reopening of borders in Zimbabwe.

IOM facilitated a cross border workshop at Chirundu, One Stop Border Post (OSBP), with Zambian counterparts. 50 (16F,34M) participants, drawn from key border agencies as well as selected national stakeholders from Zambia and Zimbabwe took part. The event was in response to the challenges posed by the COVID-19 pandemic and sought to improve and strengthen coordination amongst key border stakeholders.



IOM supported the Ministry of Public Service, Labour and Social Welfare to roll out the National Referral Mechanism (NRM) for vulnerable Migrants in Zimbabwe to sub national and district levels through a training workshop in Masvingo attended by 25 (10F, 15M) participants. The workshop sought to strengthen participants' awareness of international, regional and national legal instruments for the protection of migrants in need of assistance in Zimbabwe. Representatives from Ministry of Public Service, Labour and Social Welfare provincial and district offices were tasked to cascade the National Referral Mechanism for vulnerable Migrants to lower-level staff in their respective places.






Governments' improved capacities allow them to anticipate, better prepare for and respond to migration flows relating emergencies and crises.

IOM supported the Department of Civil Protection (DCP) to hold four capacity building workshops of its district structures in four districts within the main Points of Entry (POEs) in Beitbridge, Chirundu, Forbes and Plumtree. 80 participants were supported to update the district disaster response plans, thereby equipping local participants to anticipate, better prepare for and respond to migration flows relating to emergencies and crises.

IOM supported the Department of Civil Protection (DCP) to undertake training of trainers (TOT) workshops in Hurungwe, Mutare, Beitbridge and Mangwe. 10 district trainers in each of the four districts were capacitated to roll out the Community Based Disaster Risk Management (CBDRM) training at ward level in their respective districts. A total of 40 stakeholders were trained in the four districts and these in turn went on to cascade the training in one ward each. In each ward 50 participants were trained to formulate a ward plan. A total of 200 ward level participants were trained and they formulated ward development plans in each of the four wards per district.

 IOM facilitated the visit of five senior government officials, from the Inter-Ministerial Committee on Migration (IMCM) to monitor project activities and meet with frontline staff at eight border posts; Beitbridge, Plumtree, Kazungula, Victoria Falls, Kariba, Chirundu, Nyamapanda and Forbes. The team from Harare was led by the Director for Policy, Research, Monitoring and Evaluation, from the Ministry of Home Affairs and Cultural Heritage representing the chair of the IMCM, as well as representatives from the Department of Immigration and Ministry of Public Service, Labour and Social Development.





## Achievements

- IOM provided a solar system to ensure uninterrupted power supply to Childline’s toll-free phone system. The installation of the solar system increased the call center’s operational efficiency and will ensure uninterrupted access to child friendly, confidential and safe reporting mechanisms for victims of trafficking in Zimbabwe.
- IOM completed the refurbishment of Harare Repatriation Centre and Mazowe shelters for victims of trafficking. Harare Repatriation Centre is currently being used as a COVID-19 quarantine facility for returning residents particularly from Botswana and South Africa and to house homeless people during the national lockdown.
- IOM constructed isolation cabins at two shelters for victims of trafficking. The cabins in Mazowe and Harare shelters will house new clients awaiting COVID-19 test results.
- IOM produced and distributed 200 copies of the 10 Questions about Trafficking brochure in Mudzi, Bindura and Guruve. The brochure contains information about the helpline for those in need of assistance to reach out.
- IOM provided 750 Menstrual Hygiene Management (MHM) kits for women and girls in the three renovated shelters, along with information on TIP and GBV services. An additional 250 MHM kits were donated to Musasa for their other shelters.
- 10 (1M, 9F) victims of trafficking were provided with comprehensive direct assistance including counselling, mental health support, reintegration assistance and income generating support. One adult male victim trafficked to Zimbabwe in 2013 as a child was assisted to return home (repatriation assistance) and reunited with his family. The table below summarizes the projects that VoTs were assisted to start.

Project	Number of Beneficiaries
Poultry	3 Adult Females
Buying and selling groceries	3 Adult Females
Buying and selling electrical items	1 Adult Female
Buying and selling stationary	1 Adult Female
Catering	1 Adult Female





In order to address the heightened risk of human trafficking among populations affected by crisis, IOM facilitated capacity building training workshops in the following subject areas.



### Trafficking in Persons Crisis and Post-Crisis Settings and Considerations For Implementing the National Referral Mechanism

IOM, with assistance from a trafficking in emergency specialist based in Geneva, developed and conducted capacity building training on counter trafficking in emergency settings in Mutare from the 25th – 27th of February 2020. The training was attended by 35 (17M,8F) participants from five cyclone Idai affected districts in Manicaland province. Participants included shelter staff from Musasa, Buhera and Marange shelters, government stakeholders from Ministries of Health, Local Government, Social Welfare, Women Affairs and Civil Protection Unit, as well as NGO personnel from Care at the Core of Humanity (CATCH), Family Aids Caring Trust (FACT), Zimbabwe Association of Church Related Hospitals (ZACH) and Family Support Trust (FST). The training sought to address the heightened risk of human trafficking among populations affected by crisis and build the capacity of key protection actors to monitor trafficking trends, identify victims of trafficking, and respond to the needs of victims including referring them to appropriate service providers.

## Roll out of the National Referral Mechanism (NRM)

The overall goal of the training sessions was to enhance the functionality of the NRM and improve coordination and response to TIP cases between state and non-state actors, part of efforts to operationalize and institutionalise the NRM. The workshops covered the definition of trafficking, the legal framework, the trafficking situation in Zimbabwe, victim identification, understanding the effects of trafficking, basic principles for direct assistance and protection, services required by VoTs, reintegration support, information sharing and data management. The workshops ended with mapping of service providers for each district. Workshops took place as detailed below.

### •Bulawayo (18th-19th March 2020)

The training was attended by 20 (10M, 10F) shelter, government and NGO personnel from Bulawayo province. Participants' entry level knowledge on human trafficking was very low, with most participants unaware of the distinction between human smuggling and human trafficking. From the workshops, participants committed to ensure the functioning of the NRM to effectively identify VoTs and ensure that they receive the necessary assistance with the Department of Social Welfare taking the leading role.

### •Chiredzi (26th – 27th August 2020)

The training session was attended by 21(12M, 9F) government (Ministries of Local Government, Social Welfare, Women Affairs, Youth and Education), shelter (Chiredzi Children's Home) and civil society organizations (Sesithule Vamanani Caring Association, Childline, FACT, Free the Children Trust and Divine Trust) staff. The workshop was jointly facilitated by IOM and Department of Social Development resource persons from Harare Province.

### •Mudzi (9th -10th September 2020)

The training was attended by 27(16M,11F) government (Ministries of Local Government, Social Welfare, Women Affairs, Health, Youth and Education), and civil society organizations (World Vision, JF KAPNEK Trust, ZiCHIRE, REPSSI, CAMFED) staff.

### •Bindura (21st -22nd September 2020)

The training was attended by 18 (7M, 11F) government officials, including Ministries of Local Government, Social Welfare, Women Affairs, Health, Youth and Education, and civil society organizations, specifically Care At The Core of Humanity (CATCH), Real Opportunities for Transformation Support (ROOTS), Chisungo Men's Network, Zimbabwe AIDS Prevention and Support Organization (ZAPSO), Friends for Child Development, Development Aid from People to People (DAPP Zimbabwe), Institute for Young Women Development (IYWD), Zimbabwe Youth Council(ZYC) .

### •Guruve (24th – 25th September 2020)

20 (11M, 9F) participants drawn from government ministries (Health, Education, Home Affairs, Social Welfare, Justice, Local Government) and CSOs (Family AIDS Caring Trust (FACT), Devine Trust, JF KAPNEK , Campaign for Female Education (CAMFED) and The Salvation Army) attended the trainings

### •Mt Darwin (8th-9th November 2020)

24 (14M, 10F) participants attended the training in Mt Darwin drawn from the government ministries (Home affairs; Social Welfare; Local Government; Women Affairs; Youth, Art, Sport and Recreation; Education; Information, Publicity and Broadcasting Services) and Non-Governmental Organizations (World Vision; Justice for Children Trust; AFRICAID and Love Justice Zimbabwe).

### Mbire (11th-12th November 2020)

In Mbire the training was attended by 16 (14M, 2F) from government ministries, Mbire Rural District Council and NGOs (CAMFED and JF Kapnek Trust).

### •Rushinga (23rd-24th November 2020)

20 (12M,8F) participants attended the training in Rushinga from government ministries (Social Welfare; Local Government; Women Affairs; Youth, Art, Sport and Recreation; Education; Home Affairs; Agriculture and Health and Child Care) and Non-Governmental Organizations (REPSSI and Love Justice Zimbabwe).

## Supporting informal cross border traders (ICBT) in Southern Africa to do business safely during the COVID-19 pandemic.

IOM and partners launched the first phase of the ICBT project through several inception meetings. The project components include a national level policy engagement to integrate ICBTs into relevant national, and possibly regional COVID-19 related policies and plans, implementation of measures and operations at selected BCP in Southern Africa (Musina/Beitbridge, Chirundu, Mwami/Mchinji) which support ICBTs during COVID-19 and border community engagement to support ICBTs. IOM was appointed Secretariat for the steering and implementation committee of the project. The committee will be instrumental in ensuring the project is undertaken with government and beneficiaries' full participation and it will address the ICBT'S concerns during the COVID-19 pandemic in Zimbabwe and the region.

## 3.2 Transition and Resilience

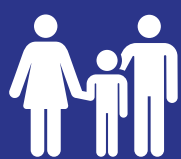




## Background

IOM provides technical support to government in areas impacted by mobility and irregular migration, with the overall aim of supporting Zimbabwe to facilitate community stabilization and recovery. Using community-based planning (CBP) as an entry point, IOM supports local authorities to implement participatory planning with the aim of re-building social cohesion in mobility affected areas, developing a plan for recovery and development as well as strengthening leadership at the local level. In addition, IOM supports the government and communities to implement recovery projects, ranging from improved access to basic social services to sustainable livelihoods, based on the priorities identified during the participatory planning process.

## Achievements



**105,090**  
Beneficiaries



**12,427**



**15,518**



**80,700**

ADVOCACY/ APPEAL TO LOCAL AND NATIONAL AUTHORITIES



**14,216**

COVID AWARENESS IEC MATERIAL



**3,340**

HUMAN RIGHTS AWARENESS



**1,977**

PERSONAL PROTECTIVE EQUIPMENT



**1,238**

SANITATION/ EMERGENCY WASH



**1,061**

MENTAL HEALTH & PSYCHOSOCIAL SUPPORT



**782**

SAFE HOUSING, TEMPORARY/ EMERGENCY SHELTER



**436**

MEDICAL ATTENTION



**421**

LEGAL REPRESENTATION



**360**

RESILIENCE TRAINING



**301**

NON-FOOD ITEMS



**247**

FOOD SUPPLEMENT



**10**

POLICE or MEDICAL ESCORT CARE



**1**

MATERNITY SUPPORT

Scaling up coordinated protection, promotion and enforcement of human rights for citizens and other vulnerable groups including internally displaced persons in Zimbabwe

The Embassy of Sweden in Zimbabwe further extended its support to IOM and its consortium partners for the Protection and Human Rights project. The approved extension of the project seeks to strengthen the current Swedish International Development Cooperation Agency (SIDA) funded “Scaling up Coordinated Protection, Promotion and Enforcement of Human Rights for Citizens and other Vulnerable groups including Internally Displaced persons in Zimbabwe” project. Since 2017, IOM and its network of CSO partners have been working to strengthen the capacity of the Zimbabwe Human Rights Commission (ZHRC) in monitoring and advocating for rights of at-risk populations. Following the outbreak of COVID-19 in 2020, an emergency response component was incorporated into the project for the period between April-December 2020 aimed at addressing and mitigating the spread of the pandemic.

The Protection and Human Rights Monitoring project reached 105,090 individuals in 2020 with direct emergency lifesaving assistance across Zimbabwe’s ten provinces. Despite challenges of the COVID-19 pandemic and the shrinking space, in 2020 partners supported 80,700 vulnerable individuals with advocacy/ appeal to local and national authorities.



IOM partner the Zimbabwe Human Rights Association (ZimRights) launched a report entitled “Rights in Crisis: A Human Rights Analysis of the COVID-19 Pandemic in Zimbabwe”. The report provided an analysis of the country’s COVID 19 response, the state of preparedness and looks into the future with a number of recommendations to ensure that Zimbabwe emerges from the crisis better than it entered and that the voices of communities are prioritized.



In 2020, ZHRC responded to 25 cases that related to arbitrary evictions and demolitions (8), the right to health care (5) and abuse of office or power (12). In two cases of arbitrary eviction, the ZHRC conducted a field investigative visit from the 10th to the 11th of December 2020 on the Budiro house demolitions. A total of 133 households (approx. 499 individuals) had their house demolished by the City of Harare following the issuance of a high court order. During the evictions residents were harassed and assaulted by the police which also led to the arrest of some of the residents. From the investigation it was noted residents left homeless, property was destroyed, and children could no longer attend school. In response to the demolition IOM provided emergency lifesaving support in the form of 133 NFI kits, 399 Hygiene Kits and 399 tarpaulin tents to the affected families. The material was handed over to the Department of Civil Protection Unit for distribution.



IOM partnered with Partnership for Development (PDI) in a COVID-19 risk awareness campaign which was broadcast on Diamond FM, a community radio station in Mutare. The event was held at Old Rank bus station, a major transit point in Mutare CBD for local commuters, cross border traders and migrants enroute to Mozambique.





International Institute for Development Facilitation (IIDF) in collaboration with the District Development Coordinator (DDC), Rural District Council (RDC), Ministry of Women Affairs Community, Small and Medium Enterprise Development, Ministry of Information and Media Services, Ministry of Youths, Sports, Arts and Recreation and ZRP and VFU and Ministry of Health carried out an outdoor awareness campaign educating community members on human rights, how they can be violated and types of violations at Murambinda Growth Point in Buhera. The outdoor awareness campaign was an effort to mitigate and eradicate the growing number of lockdown-related human rights violations, educate the communities on all forms of human rights violations and provide referral pathways to victims of human rights violations. 3 383 people were reached through the campaign.



IOM in collaboration with the Zimbabwe Lawyers for Human Rights conducted a mobile legal clinic (MLC) in Chiredzi district which was attended by 156 participants (97F, 59M). The MLC was in response to the potential displacement of 1000 villagers from Chilonga communal area. The planned eviction was in order to facilitate the use of their land by a private company to grow livestock feed. The community were not consulted. The objectives of the MLC were to capacitate the community and provide them with knowledge on how to defend their human rights.



## Achievements

In 2020, IOM contributed to influence public policy through collaborating with the Ministry of National Housing and Social Amenities to draft the National Human Settlement Policy. The draft policy was adopted by cabinet in December 2020 was subsequently followed by dialogue workshop hosted by the Civic Forum on Human Development (CFHD) to create awareness and sensitization for community-based stakeholder's participation on the policy. The workshop was aimed at identifying mechanisms and approaches for supporting operationalization of the human settlement policy, with the objective of promoting multi-stakeholder engagement on human settlements in Zimbabwe. The facilitation of the workshop involved a presentation of the formulation process of the policy, key provisions in the human settlement policy document, building blocks for engagement with the relevant authorities and resolving housing issues and priorities for implementation in the next quarter.



### 3.3 Emergency Preparedness and Response



## Background

IOM continues to maintain capacity to respond to natural disasters and other emergencies causing population movement. In collaboration with the Government of Zimbabwe's Department of Civil Protection, IOM's emergency humanitarian assistance programmes have reached out to tens of thousands of vulnerable populations affected by disasters across the country. Other direct humanitarian interventions range from provision of multisectoral interventions in support of Zimbabwe's COVID-19 response, emergency shelter, non-food items, temporary WASH facilities and livelihood support. Joint assessments and data collection are undertaken to determine the needs and profiles of beneficiaries. IOM participates in inter-agency cluster coordination, a mechanism to ensure coordinated response and to avoid duplication of responses.

## COVID-19 Response

IOM's activities sought to intensify monitoring, tracking and coordination at points of entry (PoE), strengthening the response for vulnerable migrant returnees and the National COVID-19 response. To address the concerns arising out of the COVID-19 pandemic, IOM is working to ensure that migrants, whether in regular or irregular situations, as well as returnees and forcibly displaced persons, are included in all aspects of COVID-19 preparedness, response, and recovery efforts.

### COVID-19 STRATEGIC PRIORITIES



## Coordination and Partnerships

IOM facilitated meetings to improve coordination mechanisms and enhanced surveillance of the vulnerable populations. Regular coordination meetings took place at PoEs among different stakeholders including the Provincial and District Medical Officer (PMD/DMO), District Social Welfare Officer (DSWO), Assistant Regional Immigration Officer (ARIO), Police Intelligence, District Officer in Charge Operations-Police, Superintendent of Social Services Centre, IOM staff, medical personnel and Port Health officers. IOM border weekly staff meetings are conducted to set up security and surveillance mechanisms and improve coordination between agencies and communication with the Rapid Response Teams (RRTs) at Provincial level.

Engagement meetings were conducted with different stakeholders at National, provincial and district level to present Displacement Tracking Matrix (DTM) tools, as well as to communicate planned activities and the logistics implications. Population Mobility Mapping (PMM) exercises were carried out to detect the COVID-19 outbreak, provide information on migration trends and mobility needs. This enabled the tracking of returning residents, improve surveillance to limit the spread of the disease, as well as to inform further public health interventions in the area.

## Points of Entry(POE)

In 2020 IOM had presence at eight points of entry (PoEs); Beitbridge, Chirundu, Forbes, Kariba, Kazungula, Nyamapanda, Plumtree and Victoria Falls. IOM installed isolation tents at each of these PoEs for screening and registration processes and to ensure adequate isolation of suspected symptomatic cases of COVID-19 from other returnees. Overall, there are 17 dedicated nurses, spread across the border posts, assisting migrants in need of basic healthcare services. Each border post has two nurses, Beitbridge has three nurses. There are also enumerators at each of the following border posts Chirundu (5), Forbes (3), Plumtree (5) and Beitbridge (11), collecting information and profiling returnees.





### Population Mobility Mapping and Flow Monitoring

#### *Beitbridge*

In support of the Government of Zimbabwe's National Preparedness and Response Plan for COVID-19, IOM facilitated a Population Mobility Mapping (PMM) in Beitbridge Border Districts from the 13th to the 15th of October 2020. The participants included representatives from government entities that were consulted during the previous national level engagements, local leaders who were knowledgeable about population mobility, public health, and the area of assessment in Beitbridge, which included: Ministry of Health and Childcare, World Health Organization (WHO), Zimbabwe National Statistics Agency (ZIMSTAT), National Migration Coordination Directorate (NMCD), Ministry of Local Government, Public Works, and National Housing, Ministry of Public Service, Labour and Social Welfare, Beitbridge Municipality, Rural District Council, Department of Immigration and Zimbabwe Republic Police (ZRP).

#### *Chirundu*

Participatory Mapping Exercise (PME) was conducted in Chirundu. This is the springboard for the Population Mobility Mapping (PMM) and Flow monitoring (FM) activities to be rolled out at all the borders. A two-day workshop was conducted in Chirundu with participation of local authorities, community councilors, Port Health officials and District medical coordinators. IOM staff presented the Displacement Tracking Matrix (DTM) tools that assisted in identifying regional mobility corridors, mobility trends and routes and identified high mobility wards within the district. The information was shared and consolidated between the different groups, to prioritize the most important high mobility areas to assess.

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#### *Plumtree*

A Population Mobility Mapping (PMM) exercise was cascaded to Plumtree border to kick start Flow monitoring activities in identified congregation points around Plumtree town and Mangwe area. This exercise will help to detect the COVID-19 outbreak, provide information on migration trends and mobility needs. This will enable the tracking of returning residents, improve surveillance to limit the spread of the pandemic, as well as to inform further public health interventions in the area.

## Infection Prevention and Control

IOM health staff conducted training in COVID-19 case management, infection prevention and control (IPC) measures and handwashing protocols and Mental Health and Psychosocial Support (MHPSS) for health workers and relevant stakeholders at the borders. IOM assisted public health officials to revise SOPs for quarantine facilities to not only identify protection gaps but also to address them. In collaboration with the Ministry of Health and Child Care, IOM facilitated the training of trainers to cascade knowledge on the management of quarantine facilities. This has improved the provision infection prevention and control measures, protection issues and the general coordination and management of the information within the facilities.



IOM contributed to Infection Prevention and Control (IPC) measures at border quarantine centres through the supply of personal protective equipment (PPE), sanitizers and disinfection chemicals to PoEs to cover the needs of front-line workers and mobile populations. To date 101 handwashing stations have been installed at PoEs and surrounding areas. They ensure increased adherence to hygiene protocols and COVID-19 preventive measures. Information Education Communication (IEC) materials were developed and are continually distributed in PoEs and surrounding communities to equip them with accurate and timely information on prevention, early diagnosis, and treatment of COVID-19.

## Basic Services

IOM engaged the Ministry of Public Service, Labour and Social Welfare to nominate social workers to support the provision of Mental Health and Psychosocial Services (MHPSS) for affected populations at designated quarantine and isolation centres. Each PoE has one counsellor providing MHPSS services. In 2020, 461 (61%M, 59%F) clients received counselling. Counselling services are offered after a Rapid Psychosocial Distress Screening tool is administered. Cases attended to include grief, violence and assault, health problems and financial problems. Referrals to other service providers such as Department of Social Welfare were made for continued support. In 2020, 59 such referrals were made.

IOM supported the transportation of migrant returnees through Zimbabwe United Passenger Company (ZUPCO) from PoEs to places of destination and from quarantine and isolation centres to communities of origin. In 2020, 6200 returnees were provided with transportation.

## Basic Services

IOM distributed 150 mattresses, quilts and sheets to Beitbridge quarantine centre and 50 mattresses, quilts, and sheets to Plumtree reception centre, to ensure a safe space on arrival for migrants as they await transportation. PPE was regularly distributed to front line workers at PoEs, as well as in quarantine and isolation centres for migrants without valid COVID-19 test certificates and were therefore required to spend some time in the centres.

## Risk communication and community engagement (RCCE)

IOM engaged Zimbabwe's largest mobile network operator Econet, to send bulk messages to border communities and other vulnerable populations to ensure the dissemination of COVID-19 infection prevention and control updates. In addition, IOM engaged major radio stations, Diamond FM, Capiltalk FM and those in the ZBC stable to disseminate educational jingles that IOM developed in collaboration with two local artists aimed at educating the public about the importance of adhering to governments COVID-19 protocols. IOM installed 19 billboards in PoEs, congregation and high migrant sending areas including Harare, Gweru, Masvingo, Rusape, Hwange, Mutare and Chitungwiza promoting safe migration and COVID-19 preventive measures.



With the reopening of borders IOM stepped up awareness raising campaigns to improve hygiene in border communities. As part of the Beitbridge district response plan, IOM set up a Risk Communication and Community Engagement (RCCE) team comprising of Ministry of Information and Publicity, Ministry of Health and Childcare (health promotions), Zimbabwe Republic Police (community liaisons office) and representatives from the two local authorities (Municipality of Beitbridge and Beitbridge Rural District Council).

The district team has been actively involved in community awareness raising exercises with logistical support from IOM.

Through a local NGO, Perch Media Trust, IOM coordinated health promotion campaigns in Nyamapanda, Mutare, Chipinge, Chimanimani, Bikita Zaka, Masvingo, Beitbridge, Gwanda, Bulawayo, Plumtree, Tsholotsho, Lupane, Gweru, Kwekwe, Kadoma and Chegutu. In addition to the information campaigns, pamphlets explaining guidelines for self-quarantine were distributed to migrants as a way of increasing awareness and knowledge on infection prevention and control.



## Addressing Socio-Economic Impact of COVID-19

IOM's DTM team conducted socio-economic surveys on the impact of COVID-19 on Zimbabwean returnees at a community level. This socio-economic survey took place in 15 districts to assess the impact of COVID-19 on returnees from June to August 2020 (Round1) and from the 17th of November to the 20th of December 2020 (Round2). The socio-economic survey took place in Beitbridge, Bulawayo, Chegutu, Chipinge, Chimanimani, Chiredzi, Esigodini, Gokwe South, Gwanda, Gutu, Harare, Kadoma, Sanyati, Shurugwi and Zvishavane. DTM and the Ministry of Public Service, Labour and Social Welfare were jointly involved in the fieldwork where staff from the national and district level were engaged to mobilize the returnees. 95% of the returnees indicated that they had financial constraints whilst 88% of them cited hunger as their main vulnerability. 21% of the respondents said they had limited access to health-care services. 11% of the returnees highlighted that they did not have shelter whilst 13% indicated that they had challenges in accessing identity documents.



The analysis provided IOM and the Ministry of Public Service, Labour and Social Welfare with insights on the most critical needs to foster sustainable reintegration of returnees by assisting to rebuild their livelihoods beyond COVID-19. In the short term, IOM targeted 2 384 migrant returnees to provide cash transfers. These cash based interventions (CBIs) will cushion returnees from immediate shocks and prevent them falling further into the crisis.

Through enumerators and local community counsellors, population mobility mapping exercises took place and flow monitoring points were identified in Beitbridge, Chirundu and Plumtree. Information on mobility trends, PoEs, congregation points and high mobility areas was collected to understand the flows of population along the mobility corridors. This information will inform new programmatic activities to be targeted to assist migrant populations.

IOM has distributed Menstrual Hygiene Management (MHM) kits to assist and support the dignity of vulnerable migrant women and girls. 2,400 MHM kits targeting women and girls were distributed at Beitbridge, Chirundu, Forbes and Plumtree border posts. 5 500 Non-Food Items (NFI) kits and 7000 Hygiene kits were set for distribution at the borders for returning migrants. The distribution of 6 890 NFI kits began, to ensure all the main borders have stock to assist migrant returnees in need. A PDM exercise is in place after distribution.

## Addressing Socio-Economic Impact

In order to support migrant returnees affected by the socio-economic impact of the pandemic, IOM engaged Foundations for Farming, a local NGO with an initiative aimed at bringing transformation to individuals and communities through faithful and productive use of land. Foundations for Farming has developed the Climate Smart nutritional garden training programme which encompasses all the principles of Conservation Agriculture (CA) and Foundations for Farming's key principles to provide healthy, nutritious vegetables for a family. This training may be used as the foundation for commercial vegetable production once the trainees have met their own nutritional requirements and honed their skills as gardeners. IOM has earmarked the training for 1200 beneficiaries. Beneficiaries were identified by IOM, Social Welfare and Port Health officers at PoEs, through registration and profiling of migrant returnees on arrival.

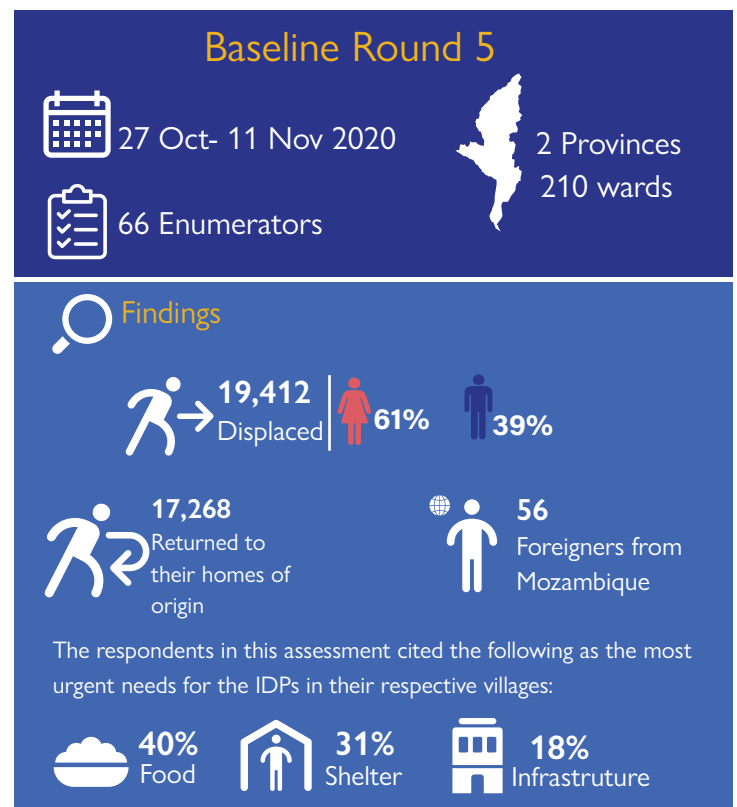


In 2020, 322 beneficiaries have received skills training and agricultural kits to start their own nutritional garden which ensures an immediate food source and a long-term livelihood opportunity. To complement this training IOM procured 1 500 locally sourced agricultural kits with tools, seed and fertilizer. The kit also contained a guide on how to ensure efficiency in the garden and increase production. The kits' contents were based on recommendations from agricultural experts working as trainers for Foundations for Farming. They are constituted to adapt to the context and the needs of the land. The kits will be distributed to the beneficiaries after the training.

## Assessing the needs and vulnerabilities of Cyclone Idai affected populations in Zimbabwe. Zimbabwe Idai Recovery Project (ZIRP)

The Zimbabwe Idai Recovery Project (ZIRP) is a coordinated multi-sector project implemented by the United Nations Office for Project Services (UNOPS) and leveraging the implementation and sector experience of the World Food Program (WFP), Food and Agriculture Organization (FAO), United Nations Children Fund (UNICEF), World Health Organization (WHO), and IOM. This 'One Project, One Team' approach facilitates active coordination and planning across organizations and components, providing sustainable solutions by combining interventions across sectors to reduce vulnerability, catalyze recovery of productive assets, food production, and livelihood systems in the Cyclone Idai affected areas. IOM supports the ZIRP through data collection in the form of assessments that give an indication of the assistance needed by the households affected by cyclone Idai. With this information, the ZIRP implementing partners can continue providing support while anticipating the needs amongst the most vulnerable of the communities.

### Baseline Assessments



### Return assessment, reintegration and recovery survey.

Since March 2019, IOM has been monitoring the population affected by cyclone Idai through the Displacement Tracking Matrix (DTM) tools. From the 26th of August to the 17th of September 2020, the DTM team conducted a Return Assessment, reintegration and recovery survey (Multi Sectoral Village Assessment) in 79 villages across Chimanimani and Chipinge Districts of Manicaland province. The main objective of the survey was to better understand the living conditions of the population in order to support recovery and reintegration efforts. Enumerators and key informants collected the required data. 13 791 IDPs were identified, making up 2439 IDP households. The selected key informants included village heads, councillors, chiefs, headmen, village health workers, community childcare workers, village secretaries and representatives of other civil groups. Local leadership and authorities were engaged throughout the whole process to ensure ownership and cooperation. Those interviewed cited the following as the most urgent needs for the IDPs in their respective villages: food 40%, shelter 20% and drinking water 17%.



## Return Intention survey

From the 26th of August to the 17th of September 2020, the IOM DTM team, in close coordination with the Government of Zimbabwe, conducted a Return Intention Assessment in six wards of Chimanimani District and four wards of Chipinge District, Manicaland province. This exercise collected data from a total of 713 households (HH) in the 10 wards combined. The main objective of the survey was to better understand the intentions and living conditions of the population residing in these affected areas in order to support recovery and reintegration efforts by providing the support needed in terms of shelter and livelihoods. The survey found that 87% of the HH do not intend to relocate. 93% of the HH own the land that they were residing on. 30% of the HH intend to start poultry projects. 78% of the HH have no access to agricultural inputs. 91% of children in the HH were going to school before the start of the COVID-19 pandemic and 62% live in houses made of poles and dagga.

## Multiple support to Cyclone and drought affected population in Zimbabwe (USAID – BHA)

The purpose of this project intervention is to assist already vulnerable populations in this crisis context to avoid further pressure in the affected areas and reduce health risks as a result of overcrowding in host communities and displacement sites. Activities included collection of data on a regular basis in affected districts and wards, establishing of camp coordination and camp management activities, setting up transitional shelter structures in camps and host communities, ensuring communities have improved awareness on Disaster Risk Management (DRM), climate change and resilience building through hazard mapping and training for the community and stakeholders in Disaster Risk Reduction (DRR).

IOM's project activities were endorsed by the National, Provincial and District Civil Protection Committees. Collaborating with IOM are the following, the Department of Public Works providing technical support in shelter construction, the District Development Coordinator supporting DRR and DTM activities while the Department of Social Welfare are the Camp Coordination and Camp Management (CCCM) partner. In pursuance of the need to strengthen CCCM activities, three camp offices were set up at Garikai, Arboretum and Nyamatanda camps as administration hubs and for use by partners for service provision in camps. In 2020 IOM has resumed weekly coordination meetings in the camps to solicit feedback and address major concerns raised by IDPs for timely redress and to improve communication between IDPs and local authorities.

### Achievements



**624**  
Transitional  
shelters

**315**  
Tarpaulins

**153**  
IDPs evacuated from IDP camps to  
Mutambara and St Patricks Mission

**224**  
Solar Lamps

**68**  
Training of Community  
builders and carpenters

**60**  
Shelter Construction  
Tool Kits

**40**  
IDPs participated in  
Climate Smart  
Nutrition Garden

**24**  
Handwashing  
Facilities

As CCCM cluster lead, IOM re-established physical presence in the three formal (Arboretum, Garikai, Nyamatanda) and one informal (Kopa) IDP camps in Chimanimani to ensure that appropriate immediate shelter solutions in the form of transitional shelters are provided for those who have lost their homes in the disaster and are being housed in displacement sites and in host communities. IOM deployed dedicated camp staff to manage and coordinate day to day operations in the camps, to ensure the rights of the displaced persons are respected, and that the overall humanitarian lifesaving response is well coordinated. IOM has worked to ensure that accountability for affected population (AAP) is in place through the establishment of a toll-free line and suggestion boxes to address complaints and feedback.



IOM in conjunction with the Chimanimani District Civil Protection and Public Works Department identified 285 households (1227 individuals) with the most critical shelter needs for transitional shelter support. The village leadership used participatory approaches and identified households for transitional shelter support targeting households currently staying in tents or living with relatives because their houses were completely or partially destroyed by Cyclone Idai.



IOM distributed 315 tarpaulins and 24 hand washing facilities in the four camps in Chimanimani. The tarpaulins are for rehabilitation of the roofs of the IDP shelters in camps which are now worn out, exposing families to adverse weather conditions. Each household received two tarpaulins and have since covered the shelter roofs. Hand washing facilities are in place in camps to improve hygiene and to prevent transmission of COVID-19. IOM provided materials to repair taps and bathroom floors in the camps to ensure access to water and ablution facilities. IOM distributed 224 solar lamps to 224 IDP households at Arboretum, Nyamatanda, Garikai and Kopa camps. The solar lamps have improved the protection of IDPs especially women and children by providing lighting in tents and when visiting the toilets at night. IOM is providing toilet disinfectants to improve the health and hygiene situation in the camps, and suggestion boxes for easy and convenient feedback on issues affecting IDPs in camps.

IOM commenced the construction of two-roomed transitional shelters for 674 IDP households. 224 are IDP households in camps while 450 are households in Chimanimani and Chipinge host communities. IOM in collaboration with relevant government departments identified vulnerable households for transitional shelter assistance prioritizing households with destroyed houses, households staying in tents and with host families because their shelter was destroyed by Cyclone Idai.

IOM supported the training of community builders and carpenters to assist with the construction of transitional shelters. A total of 68 builders and carpenters (67M, 1F) were trained, and Public Works Department and Rural District Councils technical personnel facilitated the training.



A field warehouse was identified and improved at Bumba Primary School in Chimanimani for storage of construction material. The following items were delivered to Bumba warehouse in preparation of the commencement of shelter construction.

- **6,740 x 3.6m IBR roofing sheets**
- **2,022 x 6.6m lengths of roofing timber.**
- **5,392 x 3m lengths of framing timber.**
- **4,599 lengths of timber for the superstructure.**
- **1,574 kg of wire nails and 674kg of roofing nails**
- **1,348 x 5 litres of termite poison**
- **450 cubic meters of river sand.**

60 shelter construction tool kits have been delivered to Chimanimani. The kits comprise of wheelbarrows, trowels, builder's lines, wood saws, hammers and spirit levels and will be used by builders and carpenters for construction of the transitional shelters and afterwards for maintenance of the shelters.

Through IOM advocacy, the government committed to providing legal land ownership rights to IDPs who are going to be allocated plots at Bumba relocation site. The District Development Coordinator indicated that IDPs are likely to be issued with plot ownership documents in January 2021. The government has completed pegging of 500 residential stands for relocation of IDPs at Bumba and is finalizing the verification process of IDPs in camps for relocation to the new site.

IOM supported a Disaster Risk Management (DRM) capacity building workshop for 25 members of the Chipinge District Civil Protection Committee (DCPC). The workshop improved the knowledge of the DCPC members on DRM and enabled them to review the emergency preparedness and response plan for the district ahead of the La Nina inclined 2020/21 rainfall season. During the workshop, the Chipinge DCPC identified hazards that affect the district and developed appropriate mitigation and response strategies which informed the review process of the district emergency preparedness and response action plan. The Chipinge DCPC identified 25 wards that are at risk of rainfall related hazards and with support from IOM, conducted community sensitizations for the communities to be better prepared for La Nina inclined 2020/21 rainfall season. Chipinge district experiences heavy windstorms, flooding, and cyclones which come with heavy rains. 375 people comprising ward councilors, traditional leaders, community health workers, government extension workers and local champions of community development participated in the community awareness sessions conducted in 25 wards in Chipinge district to spearhead disaster risk management activities at community level, ward DRM committees were established. The DRM sensitization sessions in December 2020 contributed to early action by most of communities in Chipinge district to voluntarily move to identified evacuation centers in the district following the onset of Tropical Storm Chane and Cyclone Eloise in January 2021.





IOM carried out Tropical Storm Chalane preparedness response in Manicaland after the Meteorological Services Department forecast heavy rains and string winds in Manicaland. IOM collected information through the Sub-Office in Chimanimani and other reliable sources to generate daily updates on the storm in Zimbabwe. The flash updates were shared with the UN Resident Coordinator and OCHA as well as the Inter-Cluster Coordination Group for preparedness and response planning. IOM as the shelter/NFI/CCCM cluster lead, coordinated cluster partners for collaborative preparedness for Chalane by supporting the DCP to evacuate people to safe places identified in the district. 153 IDPs were evacuated from IDP camps to Mutambara and St Patricks Mission.



40 IDPs from Arboretum and Nyamatanda camps participated in the IOM organized Climate Smart Nutritional Garden training. This was a three-day training aimed at equipping participants with the sustainable agriculture skills and income generation for IDP households. The IDPs received agriculture start-up kits comprising tools and seed to establish nutritional gardens. The benefiting households are already producing fresh vegetables from the gardens and generating income from the sale of vegetables.

IOM as the shelter cluster lead coordinated Shelter/NFI/CCCM partners in the Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) processes. 106,000 individuals were identified as people in need across the country and 90,000 individuals were targeted for possible support under the 2021 HRP. OCHA – ROSEA is finalizing the HRP.

### Multiple support to Cyclone and drought affected population in Zimbabwe (JAPAN)

This project supported 50 households (approximately 250 individuals) affected by Cyclone Idai in Chimanimani district, Manicaland province in need of further shelter assistance, as well as supporting 2,000 households (approximately 10,000 individuals) who are still estimated to be displaced, through Shelter/NFI (Non-Food Item) cluster coordination and training. The cluster coordination supported partners involved in Shelter related activities to improve targeting and delivery of humanitarian-development aid. IOM distributed the shelter material and construction tool kits targeting 50 most vulnerable households. IOM partnered with the Department of Civil protection in adopting a participatory approach used to select households who qualified to benefit from the project supporting those with destroyed and partially destroyed homes. IOM supported the training of community builders and carpenters to assist with the construction of transitional shelters. 68 builders and carpenters (67M, 1F) were trained, and Public Works Department and Rural District Councils technical personnel facilitated the training. Construction of the transitional shelters is due to begin in early 2021.

## 3.4 Health Assessments



# Background

Human mobility is a significant public health issue both in terms of the epidemiological aspects of diseases and physical access to health services. The strategic objective of the Migration Health Unit's (MHU) programme is to address the health vulnerabilities and challenges faced by migrants and communities affected by migration in Zimbabwe. Accordingly, the programme seeks to contribute towards the formulation and strengthening of policy and institutional frameworks on migration health. Further, the programme seeks to facilitate, provide and promote access to migrant sensitive health services, information and referrals in order to improve health outcomes of migrants and migration affected communities.

## Health Assessments

In 2020, 2 578 clients (1 412F, 1166M) applying for visas to the UK were screened for TB, compared to 2 279 applicants in 2019. The visa applicants screened for TB were applying for settlement and dependents visas, work visas, student visas, family reunion and other visa categories.

The US Refugee Resettlement and Admissions Programme (USRAP) seeks to provide movement assistance to refugees accepted for third country resettlement. IOM carried out health assessments (PDMS) on 86 Congolese refugee migrants bound for the USA for resettlement.

Upon request from the Australian High Commission (AHC), IOM performs DNA sample collection for migrants intending to resettle to Australia. In 2020, IOM carried out DNA sample collection from 11 applicants applying for dependent visas to Australia.

As part of the Canada Interim Federal Health Programme (IFHP), IOM carried out health assessments on 11 refugee migrants bound for Canada for resettlement. The IOM nurse conducted further tests on seven refugees as part of Canadian Health assessment program. IOM Harare's nurse travelled to Tongogara Refugee Camp to collect blood samples from five refugee cases and sputum samples from two refugee cases that are undergoing health assessment under the Interim Federal Health Programme for resettlement in Canada. UNHCR assisted with mobilizing the refugee cases that were needed and provided space at the camp's COVID-19 Isolation facility for IOM personnel to conduct the activities.



## Achievements

- 2 578 clients (1 412F, 1166M) applying for visas to the UK were screened for TB, compared to 2 279 applicants in 2019
- IOM carried out health assessments (PDMS) on 86 Congolese refugee migrants bound for the USA for resettlement.
- IOM performed DNA sample collection for migrants intending to resettle to Australia.
- IOM carried out health assessments on 11 refugee migrants bound for Canada for resettlement.
- Joint assessments of the COVID-19 quarantine centres were conducted at 29 quarantine facilities across the country including ZiPAM, Plumtree, Beitbridge and Bulawayo centres.



## COVID-19 Response

The MHU aims to contribute to the overall objective of the IOM COVID-19 Global Preparedness and Response Plan to halt further transmission and mitigate the impact of the outbreak. In 2020 the unit assisted national authorities in developing, revising and strengthening national contingency plans for COVID-19. IOM developed and disseminated PoE specific Standard Operating Procedure (SOPs) including those for detection, notification, isolation, management and referral of suspected COVID-19 positive migrants. MHU participated in the National COVID-19 response's assessment of international airports, namely Victoria Falls, Joshua Nkomo and Robert Mugabe. The assessments were jointly conducted with Ministry of Health and Childcare and WHO. Joint assessments of the COVID-19 quarantine centres were conducted at 29 quarantine facilities across the country including ZiPAM, Plumtree, Beitbridge and Bulawayo centres. This helped to establish the immediate needs, regarding the reception, transportation and care of returning migrants. IOM also participated in the training of quarantine staff on the integrated management of individuals in the quarantine centres for prevention of COVID-19 in Zimbabwe which was conducted by the Ministry of health and Child Care. The MHU oversaw the setting up of IOM isolation tents at the borders and conducting training on infection prevention and control measures for COVID-19 for frontline border staff at all the PoEs in which IOM has presence.



## 3.5 Resettlement and Movement

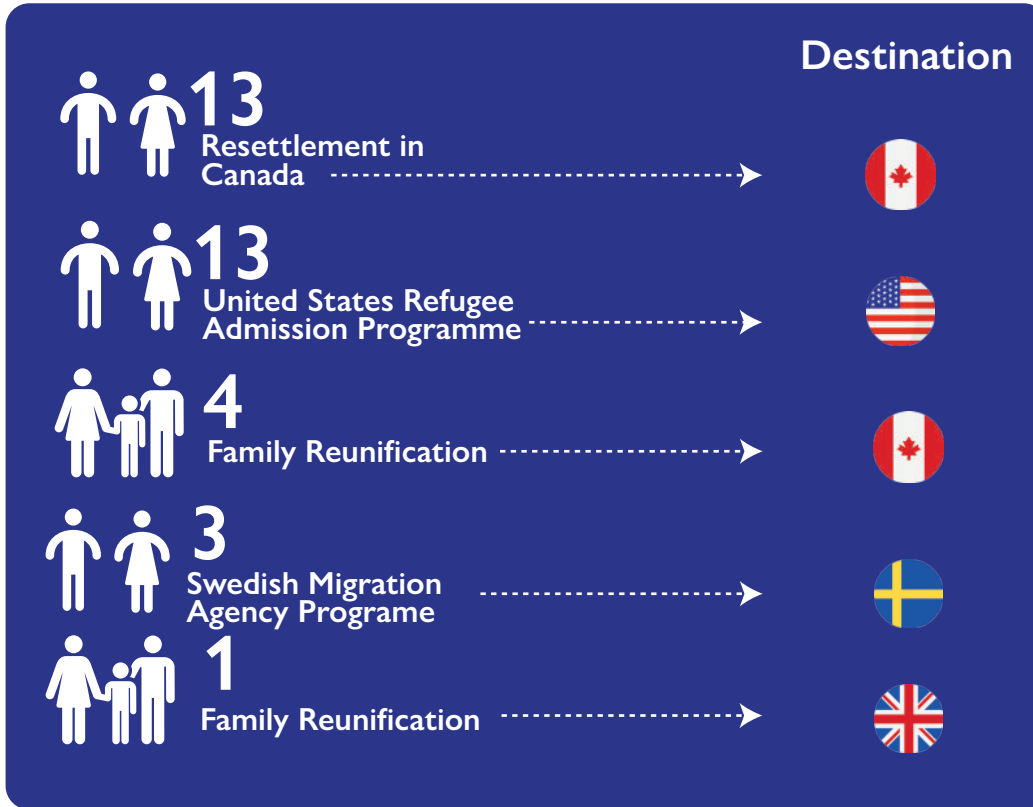




## Background

In collaboration with partners, the Resettlement and Movement Unit manages the refugee resettlement program, provides document verification services to the UK and Australian embassies, supports the local reintegration activities and the voluntary return projects for migrants.

### Resettlements



### Assisted Voluntary Returns

IOM, in collaboration with relevant Government authorities, Embassy officials and IOM receiving missions facilitates the voluntary return of stranded third country nationals, back to their countries.



#### South Africa

51 Zimbabwean nationals were assisted to return to Zimbabwe and 50 of the migrants were provided with reintegration grants of up to EUR749 per person to start a small business or cover essential needs for their children.

Family tracing visits were conducted to Marondera and Kwekwe for two families of five individuals whose contact numbers were not reachable. Four individuals in Marondera were successfully traced and have submitted their reintegration plan for payment. One returnee in Kwekwe could not be traced, the physical address he provided on arrival does not exist.

Project monitoring visits were conducted on five individuals who arrived in October. Three adult returnees in Harare were engaged in poultry projects, one returnee in Mutare opened a carpentry workshop. All the projects are established with potential to expand.



Reintegration Support Project			TOTAL
Poultry Project	1	16	17
School Fees and Uniforms	10	6	16
Carpentry Workshops	1	-	1
Grocery Store	-	5	5
Cattle Farming	1	1	2
Baby essential needs (diapers, formula, groceries)	2	4	6
Fish Farming	1	-	1
Selling baby wear	-	1	1
Cake making and Tailoring	-	1	1
<b>TOTAL</b>	<b>17</b>	<b>33</b>	<b>50</b>

### Germany

Four Zimbabwe nationals were assisted to return home through the Starthilfe Plus project. They were provided with a cash reintegration grant of EUR1000 per person.

### Algeria

Ten returnees (9M,1F) arrived from Algeria through the assistance of IOM Algeria under the PROTECT II project. They were provided with an in-kind grant of USD1300 per person to use for accommodation, education, housing, starting a small business or as an allowance if they get job placement.

### Uganda

The Department of Social Welfare requested IOM to assist with repatriation for a Ugandan national who was stranded in Zimbabwe. He was assisted with transportation, COVID-19 tests, PPE, onward transportation and was met by IOM Uganda colleagues on arrival.

### Namibia

Two Zimbabwean nationals were assisted by IOM Namibia to return to Zimbabwe and will be assisted with a reintegration grant to start a small project.

### Ethiopia

55 Ethiopian nationals who were in detention were assisted to return home following a request for assistance from the Embassy of Ethiopia. They were provided with COVID-19 tests and hygiene kits.

### Netherlands

Two migrants (2M) returned from the Netherlands and they were supported with an in-kind reintegration grant of EUR1500 per person.

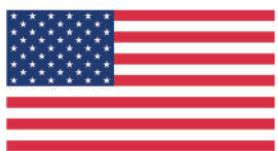
### Switzerland

One migrant travelled from Switzerland on the 25th of August. He is entitled to an in-kind reintegration grant of USD3000, which he is planning to use to start a dairy cow project.

### Malawi

Following a request for support from the Embassy of Malawi, 123 Malawian nationals stranded in Zimbabwe were assisted to return to Malawi. They were provided with personal protective equipment (PPE), food allowances and onward transportation from Blantyre to their final destinations. IOM Malawi colleagues met the migrants at Mwanza Border port of entry to provide arrival assistance.

# WITH THANKS TO OUR DONORS





4 Duthie Road, Alexandra Park  
Harare  
Zimbabwe

T: +263 242 704285/88/90 | E: [iomharare@iom.int](mailto:iomharare@iom.int)



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