Communication Bridges
how to cover Venezuelan migration and refuge

GUIDE AND GLOSSARY FOR JOURNALISTS, COMMUNICATORS, AND THE MEDIA

EFECTO COCUYO

Venezuela migrante
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COMMUNICATION BRIDGES
HOW TO COVER VENEZUELAN MIGRATION AND REFUGE
Guide and glossary for journalists, communicators, and the media

This guide is an edited compilation of the contents provided by instructors throughout the “Journalistic Coverage of Migrations” course carried out by Efecto Cocuyo and DW Akademie with the support of the German Federal Foreign Office within the framework of the Communication Bridges project. A glossary with the standard terms used in the coverage of migratory and refugee processes in Latin America and the world has been included at the end, collecting terms related to the Venezuelan context in particular.

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Criminals, beggars, job robbers. These are some of the adjectives that, unfortunately, appear in certain media when referring to the over five million Venezuelan migrants or refugees who have left their country in recent years. The criminalization of migrants and non-nationals is observed in different parts of the world and has increased in recent decades. In the United States, there has been an attempt to stigmatize Mexicans and Central Americans. In Europe, Syrian refugees have been the focus of far-right groups. In Latin America, mainly in South America, Venezuelan migration has been the target of this type of attack.

This image, promoted in some cases by the media, negatively influences host societies’ perception of migrants. If Venezuelans are stigmatized on the radio, newspapers, and television programs, if sensationalism prevails over this crisis’s context and meaning, conflict deepens, and integration becomes difficult.

Communication Bridges was created to help societies better understand the problems that migrants face, seeking joint solutions that improve coexistence. The project
is promoted by the Venezuelan news site Efecto Cocuyo and German organization DW Akademie. It has been made possible thanks to the financial support of the German Federal Foreign Office.

One of the first activities of the project was the execution of a virtual course. “Journalistic coverage of Venezuelan migration and refuge,” aimed at journalists from Bolivia, Chile, Colombia, Ecuador, and Peru. During three months, 62 professionals were trained in new trends in investigative journalism and in the use of digital tools applied to the coverage of migratory processes from a human rights perspective.

This guide brings together the contents created by the instructors of the course, to which a glossary of essential terms has been added to facilitate storytelling of migratory processes with quality and precision. From DW Akademie, we hope that this tool will strengthen the work of the region’s media and contribute to achieving better coverage on Venezuelan migration from its multiple edges and complexities.

We are convinced that journalists and the media can build bridges between those who arrive and their hosts by following a path of rigor and professionalism, helping harmony and understanding prevail over stigmatization and criminalization.

David Olmos
Head of Unit South America | DW Akademie
Whether on the road, in shelters or camps, children play, people fall in love, sing, have sex, cook, keep living. This must always be kept in mind because the story that we are going to tell will almost always be the story of the survival of the human spirit.

Eileen Truax
Arriving at this guide is like making a stop on the road that we walk with Venezuelan migrants and refugees. Like having a guayoyo (Venezuelan word for black coffee), a tinto (Colombian word for black coffee), a cafezinho (Brazilian word for black coffee) at the house of a relative who welcomes us, a friend who lends us a hand, a refuge that opens its doors so that those traveling thousands of kilometers on foot, eyes set on a destination that promises a better life, may spend a night under a roof.

Efecto Cocuyo began to cover Venezuelan migration, almost from its beginning, as an independent news source in 2015. At first, the articles coming out were all positive, beautiful. A Venezuelan at NASA, another at the head of a large institution, another at the head of a transnational company. These were stories of personal growth and self-praise for the achievements of our co-nationals.

In 2016, we began to see the undertones. We call it the #DiasporaDeLaArepa (the arepa diaspora). Yes, we use this way of writing to create hashtags on social media. The main indication that Venezuelans were migrating in unprecedented numbers was the availability of an essential part of our breakfast: the arepa. Our bread-and-butter, the home-made stuff.
The alarms went off during a visit to New York when dozens of Venezuelans told us other kinds of stories. The first: HIV-AIDS patients looking for a place that would guarantee their access to health, others had experienced episodes of persecution for their sexual orientation, others for political reasons, others simply and plainly affirmed that the country expelled me. Perhaps the story that marked me the most was that of a young man who comes to New York thanks to a person who offered him housing and some money. He left with a mere $500 on hand. After a few days, the kid began to work, violating the conditions of his visa. His host made sexual requests of him that he refused. In retaliation, the person withheld his passport.

At that moment, those returning to Venezuela would carry medicines, sanitary pads, and other products for daily use in their suitcases. Still, most of those who left were leaving the country on planes. The United States and Spain were the countries that received the highest quantity of Venezuelan migrants at the time. We were the “air rafters.” In 2017, the concern grew. Land migration to countries in South America, and its impact, began to be noticed. The Venezuelan government denied the exodus, and this challenged us as journalists to look for more information
so there would be no doubt about it. We began to ask ourselves the questions that gave rise to a great alliance that resulted in Venezuela a la fuga (Escaping Venezuela) in 2018. The series was led by our colleague Ginna Morelo, from El Tiempo’s (a Colombian newspaper) data unit alongside Laura Weffer, from Efecto Cocuyo, and involved the participation of journalists from 6 countries of the region. Some of us saw each other for the first time when our coverage received the 2018 Gabo Prize.

By mid-2020, Venezuelan migration has exceeded five million people. According to official UN figures, the Venezuelan displacement crisis is one of the five worst crises in the world and the second after Syria’s.

There are many challenges related to the coverage of this process that Venezuela is experiencing. This is true for host and transit countries as much as it is for the country being left behind. This challenge led us to start Venezuela Migrante (VM, Migrant Venezuela) in April 2020, a platform created by Efecto Cocuyo that aims to be a useful place for journalism on the migrant and refugee population, threading networks of migrant journalists and training journalists to cover migrations.

One of the sources that VM has nurtured is conversations with Venezuelan migrants and refugees through the program Un guayoyo con migrantes (A guayoyo with migrants). It premiered in September 2019, in Medellín, during the Gabo Festival. There, we joined efforts with El Colombiano, a Colombian newspaper, for an initiative led by colleagues Danisbel Gómez, from Efecto’s management team, and Margarita Borrero, editor-in-chief of Diario Paisa (another Colombian newspaper). A meeting in Sao Paulo followed, in alliance with the NGO Conectas, and in 2020 we held two virtual meetings with over 50 participants.
We asked them how we could do better journalism, journalism in which they are the protagonists. Some of their responses were: don’t be sensationalist; tell positive stories of the things we are doing abroad, but also in within the country. We don’t want them to see us as people who left Venezuela because we wanted to, but because our conditions were unbearable. Avoid saying that we have come to take other people’s jobs or that we are criminals.

This guide is precisely the product that came about from the objectives of the course and the concerns related to how we can do better journalism on migration and refugee issues. How to find narratives, how to find ways to inform people without falling into what we have called pornomiseria (poverty porn). Since we are a country with no experience in migrations, we detected that we were not very clear about how these mobilizations should be covered. We struggled with the terminology, with the approaches, with our doubts, with the resources available to create better results.

In 2020, we came across the Deustche Welle Akademie initiative and thus Puentes de comunicación (Communication bridges) was born, a proposal to train journalists in five host countries of Venezuelans in South America: Colombia, Peru, Ecuador, Chile, and Bolivia.

In this guide, Professor Ligia Bolívar, colleagues Eileen Truax, Ginna Morelo, Esther Vargas, Francisco Godínez and Jorge Daniel Morelo explain many of the lessons learned that can help us to do better storytelling of migrations.

This kind of guide is also evidence of another of the great lessons learned during these years: the creation of alliances, with organizations specialized in the subject, with the media, with colleagues. These partnerships multiply the possibilities of improving our coverage.
However, learning never stops.

Amid the pandemic, we received yet another lesson. I’ll tell you the story:

Nathali is a Venezuelan mother of four children. In 2017, she and her husband decided to migrate to Peru, leaving Venezuela by land and traveling thousands of kilometers south. Nathali left her children behind; one of them only a few months old. One of Nathali’s daughters has a congenital disease, the family’s income was dwindling, and it was increasingly difficult to live a decent life in the country. Although at first they thought it would be the father of the family who would migrate, they had to change their plans given he did not have a passport. They also had to act fast, because her passport was about to expire. So, one morning, Nathali packed a backpack and set out on her own to seek a better life, with less than $500 in her pocket.

She arrived in Lima, settled in, and then her entire family followed. However, with the new reality imposed by the Covid–19 pandemic, Nathali, her husband, and her four children had to return to Venezuela.
They did so by land, crossing officially closed borders, until they arrived in Venezuela.

Nathali and her family’s journey shows us that while many of us are still sheltered in our homes, migrants and refugees are still in motion, they continue to pursue better living conditions and challenge us to do better journalism.

This guide is part of that search. I invite you to review its pages calmly. With a guayoyo or a tinto, a mate, or a tea on hand.

Luz Mely Reyes
Director | Efecto Cocuyo

October 12, 2020
and human rights

By Ligia Bolívar
HUMANITY ON THE MOVE

Human beings have always moved from one place to another, and their motivations are varied.

Many people or groups migrate voluntarily. They do so to explore new horizons, as was the case with the Viking expeditions from the 11th to the 13th centuries, to expand their territories and widen their sources of wealth, as the Roman or Inca Empires did, or to seek better options for subsistence, such as the migratory waves of Latin Americans to the United States, especially in the second half of the 20th century.

On other occasions, people are forced to leave their country due to circumstances beyond their control, such as famines and natural disasters, as in parts of Africa due to droughts, as a result of human trafficking, as was the case between Africa and America from the 15th to 19th centuries, due to religious or racial persecution, which is the case of Jews during Nazism, or due to an armed conflict, which is perhaps the most frequent and visible cause, examples of which are countless.

Positive Impacts

Migration has a myriad of positive impacts in different areas. Among these are the richness of miscegenation, the influence of culinary ingredients, the exchange of cultural traditions and customs, and the expansion of horizons. There have also been important contributions in engineering from migrant* populations in receiving countries. In general, when a society is more exposed to other cultures, it tends to be more open and tolerant.

*Migrant. The generic term which refers to a person who leaves the territory they inhabit or arrives at another place to settle there. That is, the word migrant includes emigrants and immigrants.
Negative Impacts

Regarding the negative impacts of migration, perhaps the most evident in our continent was the subjugation of some 14 million people from Africa as slaves, which also resulted in racial prejudices that are still present today. Another example is Spanish imposition upon indigenous cultures of the Americas that destroyed and denied the social, cultural, and religious wealth of American civilizations.

Furthermore, when a colonizing vocation accompanies migration, some negative effects are the plundering of resources; which occurred, for example, between Spain and the Americas and between the British Empire and various territories in Africa and the Middle East.

*Migrant, refugee, asylee*, displaced person, and stateless person are often used interchangeably. Specifying these concepts is not a simple semantic exercise since each of these terms has different legal implications and refers to persons’ specific rights while in such conditions.

Later, we will also learn about the international organizations that have competence on these issues, and other resources, with emphasis on the Venezuelan case.

*Migrants*: According to the International Organization for Migration (IOM), “any person who moves away from his or her place of usual residence, whether
within a country or across an international border, temporarily or permanently, and for a variety of reasons.”

*Persons in need of international protection (PNIP):* is the term used as a common denominator for refugees*, asylees, displaced persons and stateless persons. The Office of the United Nations High Commissioner for Refugees (UNHCR) explains:

“The need for international protection arises when a person is outside their own country and unable to return home because they would be at risk there, and their country is unable or unwilling to protect them. Risks that give rise to a need for international protection classically include those of persecution, threats to life, freedom or physical integrity arising from armed conflict, serious public disorder, or different situations of violence. Other risks may stem from: famine linked to situations of armed conflict; natural or man-made disasters; as well as being stateless.”

**Differences between migrants and PNIP**

What distinguishes them is that a migrant’s departure from their country of origin is voluntary.

The migrant:

- Is driven by positive motivation (job improvement, a scholarship, starting a family).
- Plans their departure (brings documents and has them legalized and apostilled.)
- Is not afraid of returning to their country and often do so on special occasions.
- Is protected by their government while abroad.

*Refugee. A refugee is a forced migrant, who does not have additional alternatives because their country does not provide the minimum conditions for a life with dignity. They are persons who cannot safely return to their country.*
On the contrary, refugees, asylum seekers, and displaced persons leave their country (or their region, in the case of internally displaced persons), motivated by a well-founded fear of a threat to their life, integrity, or freedom. Their departure is forced, not voluntary.

People in need of international protection:

- Are driven by fear.
- Cannot plan their departure and leave with the bare minimum, so it is possible they may not have a passport.
- Are afraid to return to their country.
- Are not protected by their government.

**Cartagena Declaration**

The Convention on the Status of Refugees indicates that a refugee is a person who “owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.”

The traditional definition of refuge was broadened in 1984, in the context of wars in Central America, as many people left their
countries. Still, the definition did not fit into the classic concept, which is why the countries of Latin America approved the Cartagena Declaration, to include:

“persons who have fled their country because their lives, safety or freedom have been threatened by generalized violence, foreign aggression, internal conflicts, massive violation of human rights or other circumstances which have seriously disturbed public order.”

The expanded definition of this Declaration has been incorporated in the legislation of 15 countries in the region.²

Another category worth taking into account is that of political asylee, a person who requests protection from a government, within its territory (territorial asylum) or outside of it (diplomatic asylum), when they are persecuted and are accused of having committed crimes of a political nature.³

On the other hand, although displacement was initially recognized as a right within the same country (internal displacement), it is also possible that an international displacement that requires protection is recognized, as is the case of people fleeing a natural or environmental catastrophe. These may be people who do not qualify as refugees but who require temporary or medium-term protection.

The Inter-American Commission on Human Rights presents other important definitions in its publication Human Mobility and Inter-American Standards.⁴

- **Asylum seeker or refugee seeker:** “a person who has requested recognition of his or her refugee status or condition and whose petition has not yet been decided.”
Internally displaced persons: “persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border.”

Stateless person: “a person who is not considered as a national by any State under the operation of its law.”

Differences and implications of the concepts from a human rights perspective

There are differences within these categories that are important to highlight.

- A migrant is not protected by the principle of non-refoulement (prohibition of expelling and returning a person to the border of the country where they are in danger), while PNIP do have that protection.

- Despite not being a PNIP, migrants have a set of special rules that protect them before emigrating, en route, in the country of destination, and upon return. In this regard, we recommend consulting the Manual on the Human Rights of Migrants, published by the Institute of Public Policies on Human Rights within Mercosur.

- States may establish migration policies that limit or encourage the reception of people of certain nationalities or occupations. However, they cannot be selective when it comes to PNIP. Just as they cannot return PNIP, they cannot close their doors to them because they are fleeing and need shelter.
Consequently, the refugee applicant cannot be prevented from accessing the State’s territory or refugee procedure, while a migrant or diplomatic asylum applicant can.

Refuge is a human right that the person has from the moment they flee, which is recognized by States when they grant refugee status, so the person’s right should not be confused with the procedure to obtain recognition. To explain this point, I propose a simple analogy: a child is a person from the moment of birth, even if they do not have a birth certificate, and requires protection (breastfeeding, shelter, grooming). They have the right to protection from the moment they are born, not from when they are registered.

The granting of political asylum (territorial or diplomatic) is a power that governments have (not States), therefore, if a government changes, it can revoke political asylum; instead, refuge cannot be revoked.

Statelessness is the absence of recognition of a person as a national of a State. It differs from irregular status in that the person is recognized as a national of a State but lacks a regular legal status in the State they are in.

On the other hand, there is a common principle to every category, including that of migrant: all people, regardless of their migratory status, are holders of all human rights, without any discrimination.

There may be restrictions on some rights (for example, the right to vote or hold public office). However, these restrictions must be previously established by law and based on reasonable criteria.
Are Venezuelans refugees?

When trying to conceptually locate the Venezuelan population leaving the country, a frequent question is: can the Cartagena Declaration be applied to this population? According to the UNCHR, yes, it can.

In March 2018, UNHCR published a guiding note in which it urged the States of the region to recognize Venezuelans as refugees, per the Cartagena Declaration. In other words, the reasons why Venezuelans flee are considered to be within the circumstances indicated in this Declaration. Furthermore, as the Declaration is incorporated into the legislation of 15 countries, it should be possible to apply it without significant difficulties. Later, in May 2019, UNHCR published a second note that ratified and expanded on what had already been established.

THE SITUATION OF VENEZUELAN S IN THE REGION

This is a summary of the research carried out by the course participants, giving rise to this guide on the laws and regulations that should be applied in Colombia, Ecuador, Peru, Bolivia, and Chile for people arriving from Venezuela.6
Bolivia | “The Situation of Venezuelan Migrants and Refugees in Bolivia” report, prepared by the Organization of American States (OAS), shows that by May 2020, at least 10,000 Venezuelan citizens were in the country as migrants and that only 240 people had refugee status, based on the Refugee Law.7

When the media mentions that refugee status is being granted to Venezuelans, they tend to cite the Law for the Protection of Refugees.8

Additionally, writers argue that Bolivia is a signatory State to the 1951 Convention on the Status of Refugees and its 1967 Protocol. Additionally, the Political Constitution contemplates the right to seek and receive asylum, regulated in Law 251 for the Protection of Refugees.9

There are other resolutions that recognize some rights, such as Law 148 of 2020 that recognizes Venezuelan children’s identity through a simple photocopy of their birth certificate or the expired document, or Resolution 242, which allows for their temporary stay for 60 days at no charge.10

Colombia | Even though Colombia is part of the Convention on the Status of Refugees, of the Protocol on the Status of Refugees, a signatory State of the Cartagena Declaration and recently signed the Global Compact for Safe, Orderly and Regular Migration, in 5 years of Venezuelan migration, only 57 permits have been granted to refugees. There have been 17,666 requests. Decree 1067 of 2015 does not provide terms for each stage of the procedure or the decision’s adoption.11

There are several laws that regulate the migration and refuge of Venezuelans. Law 1873 of 2017, which in its article 140 provides that the national government, in response to the social emergency that occurs on the border with Venezuela, will design a comprehensive policy of humanitarian assistance and will allocate resources in the fiscal period through the National Unit for Disaster Risk Management. Decree 542 of 2018, which partially develops Law 1873 of 2017 and adopts measures for the creation of an administrative registry of Venezuelan migrants in Colombia that will serve as input for the design of a comprehensive humanitarian aid policy. This decree ordered the creation of the Admin-
istrative Registry of Venezuelan Migrants in Colombia, RAMV. The information gathered will serve as the basis for the formulation and design of the comprehensive policy of humanitarian assistance that is required and the expansion of institutional services. Decree 1288 of 2018 adopts measures to guarantee the access of people registered in the Administrative Registry of Venezuelan Migrants to the institutional services and other measures are dictated on the return of Colombians. With this decree, the Special Permit of Permanence, PEP, is modified to guarantee the access of people registered in the Administrative Registry of Venezuelan Migrants to institutional services. Subsequently, Decree 117 of January 28, 2020 regulates the creation of a special residence permit for the promotion of formalization (PEPFF) as an immigration regulation mechanism for access to employment contracts or contracts for the provision of services. 

Additionally, taking into account the rights contemplated in the Constitution, Colombia grants nationality to children of Venezuelan parents born as of August 2015 in Colombian territory.

Since the end of 2019, the Colombian Government has tried to instill some concern in public opinion about Venezuelans’ presence in Colombian territory. Certain news outlets follow this line of highlighting the illegal situation of many. Other media highlight the incorporation of Venezuelans into the Colombian economy, and in particular, from border regions. However, they refer to them as migrants and not as refugees.

**Ecuador** | The 2008 Constitution of Ecuador guarantees the rights of people in a situation of Human Mobility. Due to the inclusion of these rights, this Magna Carta was considered one of the most advanced in the world as it recognizes the principles of human mobility and universal citizenship. Art. 40 states: “No human being shall be identified or considered as illegal because of his/her migratory status.” Furthermore, Article 41 states that “Their rights to asylum and sanctuary are recognized, in accordance with the law and international human rights instruments.” It adds that “The State, in exceptional cases and when the circumstances justify it, shall recognize the refugee status of a collective group, in accordance with the law.”

Ecuador’s Human Mobility Law is also considered one of the best of its kind, with a solid principles approach to regularize the status of refugees, asylum seekers, and...
migrants. However, various investigations analyze the scant application of this law.\(^7\)

Ecuador does not recognize the refugee status of Venezuelans, despite the implementation of the Humanitarian Visa. Presidential Decree 826, on which the creation of this permit is based, establishes a more flexible migration mechanism for this population. However, it maintains requirements and conditions that exceed the capacities of many migrants. The Decree requires Venezuelans to possess a stamped passport and to have entered the country before July 26, 2019, requirements that exclude all those who do not possess a passport due to the institutional, economic and political crisis in Venezuela. In addition, it establishes that Venezuelans without this document will not be able to enter Ecuador. This treats Venezuelans as migrants and not as refugees.\(^8\)

**Perú** Despite the inclusion of certain protection standards based on human rights, the Geneva Convention of 1951 and the Cartagena Convention of 1984, Law 27891 of 2002 (Refugee Law in Peru) is far from being considered a legal reference in the region.\(^9\)

a) Regarding the scope of protection, the Refugee Law contains an expanded definition of refugee, in the spirit of the Cartagena Declaration. Although it does not expressly include the right to seek and receive asylum, the declarative nature of refugee status or the principle of *non-refoulement*\(^*\), are derived from their international obligations.

b) On the other hand, the law establishes some guarantees for refugees and asylum seekers, such as double instance in the determination procedure and prima facie recognition in situations of massive flows of asylum seekers. Likewise, although not through the Refugee Law, the State prohibits the detention of minors, protects victims of migrant smuggling, and provides a humanitarian visa in certain circumstances. However, unlike other countries in the region, the Refugee Law does not provide free legal services for asylum seekers and does not grant complementary protection for those who are not recognized as refugees, but whose return violates the principle of *non-refoulement*\(^*\).

\textit{*Non-refoulement. A principle of international law that prevents a person from being returned to a territory where their life or freedom is in danger.\(^\textit{10}\)}}
c) Finally, in order to achieve the integration of refugees in the country, Peruvian legislation provides for non-discrimination based on refugee status, recognizes the right to work and health, guarantees family reunification, grants free identity documents and guarantees temporary residence (with the possibility of accessing permanent residence after 2 years).

Chile | In Chile, Decree 237 (Official Gazette 42,386, June 22, 2019) establishes a consular visa for Venezuelan citizens’ tourism. This norm recognizes the “democratic and institutional crisis” that Venezuela has gone through and repeatedly uses the term “migrant” in reference to these citizens in Chile. It highlights that “since June 15 (2019), immigration control authorities of the Republic of Peru allow entry to that country, only those Venezuelan nationals, holders of ordinary passports, with visas granted in consular offices of Peru abroad, either as temporary immigration status, as a resident or as a resident in its humanitarian version. This provision anticipates an increase in the flow of Venezuelan migrants, as tourists, to the borders of Chile.”

Consequently, this document requires: “a comprehensive management that tends towards migratory governance, regular stay in the country, the protection of the migrant and the full exercise of the rule of law.” Evidently, Chile offers Venezuelans treatment as migrants. Furthermore, they use the tourist status to restrict a greater entry of Venezuelans who, according to the State, could enter with the pretense of staying in conditions of “irregularity” without recognizing other legal figures. From June 24, 2020, Venezuelan nationals can apply for a democratic responsibility to settle in Chile.
MIGRANTS AND REFUGEES: AGENCIES AND MONITORING

Within United Nations

- **The Committee on Migrant Workers (CMW):** monitors compliance with the obligations of States parties to the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families; it is made up of 14 independent experts and meets in Geneva twice a year, with the secretarial support of the Office of the United Nations High Commissioner for Human Rights (OHCHR).

- **Special Rapporteur on the human rights of migrants:** this person is an independent expert with a mandate on the subject in all countries, whether they are party to the Convention or not. It is one of more than 40 special procedures appointed by the UN Human Rights Council. It works with the secretarial support of OHCHR.

- **International Organization for Migrations (IOM):** a UN agency dedicated to migration, with headquarters in Geneva and offices in more than 100 countries. One activity carried out by the IOM is the gathering of information through the Displacement Tracking Matrix (DTM), which aims to quantify and monitor mobility and human displacement. To date, more than 25 DTMs of people from Venezuela have been carried out in at least 11 countries receiving Venezuelans in the region.

- **Office of the United Nations High Commissioner for Refugees (UNHCR):** a specialized UN agency with a mandate for all types of PNIP. Its headquarters are in Geneva, but a decentralization process has recently begun, thus the
entire UNHCR operation for the Americas is now carried out from Panamá.

- **R4V Response for Venezuela**: a structure established by the UN Secretary General’s decision to ensure a coordinated response by the main UN agencies dedicated to the issue: IOM and UNHCR. The platform works from Panamá. Guatemalan Eduardo Stein was appointed Joint Special Representative of UNHCR and IOM to ensure coordination between both bodies.

### Regional Scope

- **Rapporteurship on the Rights of Migrants of the Inter-American Commission on Human Rights (IACHR)**: covers everything, migrants, refugees, stateless persons, victims of human trafficking, and internally displaced persons. Headed by a rapporteur and has the support of the IACHR Secretariat, based in Washington.

- **OAS Department of Social Inclusion**: It contemplates migration between its areas of work and has been paying special attention to the crisis of human mobility in Venezuela, based in Washington.

- In 2018, the OAS Secretary General created a Working Group on Venezuelan Migrants, which a Permanent Office succeeded at the end of 2019. It is based in Washington and does not have its own electronic media.

Additionally, promoted by the Government of Ecuador, the so-called Quito Process was created in 2018. It is a mechanism in which 13 countries of the region initially participated in with the purpose of coordinating the response of countries receiving the Venezuelan population. Eleven of the thirteen participating countries signed the Declaration of Quito. Five meetings of this group have been held. The
sixth is pending, to be held in Santiago de Chile, and it has not yet been determined whether it will be virtual or in person. The Quito Process is a closed space that has not given access to civil society organizations.

**The Functions of the Agencies**

- Guidance and coordination in public policies.
- Guidance and legal protection for migrants and refugees, and establishment of international standards that States must apply regarding the protection of the human rights of this population.
- Accompaniment and direct relief to the needs of the migrant and refugee population on the ground.

**Other resources on the Venezuelan case**

The Venezuelan human mobility crisis has generated an enormous number of responses in receiving countries, some of which have led to spaces for coordination between civil society, academia, churches, and human rights and humanitarian organizations.

VENEZUELAN HUMAN MOBILITY

The massive departure of Venezuelans takes place amidst a complex humanitarian emergency, which is defined by the UN as follows:

“a humanitarian crisis in a country, region or society where there is total or considerable breakdown of authority resulting from internal or external conflict and which requires an international response that goes beyond the mandate or capacity of any single agency and/or the ongoing United Nations country program.”

In the DTMs carried out by the IOM in various countries of the region at the beginning of the crisis (2017 - 2018), people indicated the main reasons for leaving Venezuela were:

• Economic/ employment situation
• Insecurity/ violence/ organized crime
• Lack of medicine, medical supplies, and health care
• Food shortage

Evolution of flows*

Venezuelan migration has gone through various stages since the beginning of the 21st century. Below is a proposal for periodization.

The first decade of the 21st century

Profile of migrants is composed of highly qualified professionals who were persecuted and fired from the oil industry and basic companies. Receiving countries were those with an oil and mineral processing industry.

*Exodus. Mobility that occurs in a group, at once or in an isolated and sporadic manner, but in a constant fashion, of persons leaving their country of origin.
**SINCE 2007**

National investors who prefer to transfer their capital to other countries. Receiving countries: some states of the USA and countries of fast growth in investments in the service and real estate sectors, such as Panama, Colombia, Costa Rica.

*Beginning of the second decade of the 21st century*

The migration of professionals and other people in the middle-class is increasing, which have less purchasing power, but with the possibility of settling in countries of the region.

Children of migrants who return to other countries, mainly European, due to the possibility of having another nationality.

**SINCE 2016**

A new type of migrant, with a more modest socioeconomic profile, without a professional background, who moves to nearby countries using secure or insecure land routes and is exposed to higher levels of vulnerability, often without travel documents.

**Profiles of migrants and refugees**

According to this periodization, the profiles of the population have varied. During the last 18 months, a significant change is observed. The following infographic shows the evolution in Peru, although in the rest of the countries, the data is very similar.
Other expressions of the migratory flow

A) PENDULUM MIGRATION

Pendulum migration occurs in border populations between Colombia and Venezuela. This kind of migration is undertaken by people who do not settle on the other side of the border, but part of their lives is in Colombia (medical care, purchase of food and other products, children’s education, etc.).

B) RETURN

Return events have been recorded for a small proportion of the Venezuelan population, mainly from Colombia, around Christmas and the end of the year. However, in most cases, it is a temporary return. People travel to Venezuela to reconnect with their loved ones during the holidays, but with no expectations of ever settling there again.

As the expectations of a change of government in Venezuela have dissipated, the vocation of permanence has increased.
During the COVID-19 pandemic, a spike in returns is taking place, though it is not significant. Thus far, returns do not reach over 1.5% of the population that has left Venezuela. However, it is a human drama that is being handled from a military and rights-violating logic.

**Nora’s testimony, a real history...**

*Well, because of stress I was going through, I spent four days with a stiff neck, I got tired of asking for a doctor, who never showed up. Rather, a military prosecutor and a judge said that we were in a pandemic, that it was the same as if we were at war, so we had duties, we were forced to be in isolation in different rooms, we had a duty to respect the militiamen and a very long list of other duties.*

**What is happening to returnees in the context of COVID-19?**

- Venezuela limited the daily passage through the border with Colombia, so those who wish to return are imprisoned in several Colombian cities. Armed groups control the passage through illegal crossings (trochas).
- In theory, the protocol is:
  - Test,
  - 14 days in a Shelter for Integral Social Care (PASI) at the border,
  - Test,
  - transfer to PASI at the city of destination for 14 days,
  - test,
  - end of quarantine.
- In practice, these times are not met, tests are not properly applied, shelters are militarized, many lack water, food is scarce and of poor
C) DISPLACEMENT WITHIN VENEZUELA

We have observed three types of internal displacement:

- Due to violence by organized crime groups that take control of the population and territory. In these cases, families flee from situations of extortion, kidnapping and fear of possible recruitment of young people to join these criminal organizations.

- There was a migratory flow to Caracas due to the crisis in public services that initially affected medium-sized towns and cities along with some state capitals.

- The possibility of obtaining better income in a foreign currency and easier access to goods and services has led professionals and merchants to settle in border areas, from where they offer their services on both sides of the Colombia-Venezuela border.
Bibliography and supplementary materials

- Venezuelan woman in Ecuador wishes to quit sex labor to become a lawyer [http://bit.ly/historiamigrante]
- The life that awaits when going through the underworld [http://bit.ly/atraviesainframundo]

NOTES

2. More information on these countries can be found in the UNHCR document “Regional Definition of Refugees”. [http://bit.ly/refugiadoacnur]
13. 17,666 requests for refuge and only 0.32 percent granted. [http://bit.ly/solicitudrefugio]


No refuge here: when does the State invisibilize migrants (and when does it not)? http://bit.ly/invisibilidadmigrantes


The total number of international migrants is equivalent to just 3.5% of the world population. If migrants represent such a low percentage of the world population, why is migration perceived as a threat?

A few possible answers:

- Previous personal or collective experience.
- Political discourse presents migrations negatively.
- The media presents migrations negatively.
- The use of words related to natural disasters, military terminology, crime, and conflict that define migration as:
  - A wave
  - An avalanche
  - An invasion
  - A combat
  - An assault
  - A confrontation
  - A robbery
  - A crisis
  - Illegal
Think...
Could you identify some of these metaphors, or others, present in the news or political discourse in your country? What do they intend to communicate? To what extent do they reflect the community’s previous experience with migration? Who benefits from a media environment that does not put the use of such language into question?

This is a good time to address a controversial aspect of migration reporting: the use of the term “illegal” to define a migrant person. This characterization is used by some governments and other groups to link human mobility with illegality and to present migrants as guilty by default.

However, people cannot be “illegal”. Rather, their actions can be illegal: they can drive illegally, work illegally, migrate illegally; but there are no illegal drivers, illegal workers, and illegal migrants. No human being is illegal.

Some alternatives descriptors are:

- undocumented migrants;
- migrants without documents;
- migrants in an irregular situation;
- migrants who are seeking asylum;
- unauthorized migrants.
How is the migrant perceived?

Think of the images of migrants that appear in the media.

Here are some images we have taken from different sources. From what you see, would you say these people are migrants?

Now take a look at this other group of images, which also appear in the media. From what you see, would you say these people are migrants?
What are the prejudicial attitudes we have about migrants? How does this affect our work as journalists? When we think of writing a story about migrants, who do we think of?

Migrants compose 3.5% of the world population

What are the prejudicial attitudes we have about migrants? How does this affect our work as journalists? When we think of writing a story about migrants, who do we think of?

Numbers do not sufficiently explain migration

If we stick to certain media narratives – which, remember, also include political discourse – the most frequent reason for which people reportedly migrate is “to search for a better life.” What does that mean? For different groups in different regions and at different moments, “a better life” can mean many things.

- Improving the economic situation (of the person who migrates and those who remain in the place of origin).
- Escaping from the violence of the State or other entities from which the State is not capable of providing protection.
(refuge, asylum, or sometimes undocumented migration). Fleeing sexual orientation-based discrimination.

- Fleeing domestic violence.
- Studying.
- Finding a new source of income when farming is no longer possible [or any other activity as a combination of political decisions and climate change].
- Finding medical treatment that is not available in the place of origin.
- Family reunification.
A journalist’s main task is not just to provide data on an issue, but to understand the issue’s variables and explain them. So, one of the most important questions we must ask is why. Why do we migrate?

“"A better life" is something that every human being aspires to, but it does not mean the same for every person. For one person a “better life” may mean making more money; for another, saving their daughter from kidnapping or seeing their son walk again. Explaining what a better life means to a person helps to connect the audience with the concrete situations faced by those who migrate.

WHAT IS SAID
- There are 271 million migrants
- Migrants send remittances
- Migrants leave their family behind
- It is the fault of the developed countries and their interventionist, capitalist policies
- Receiving countries exploit migrants (the United States is the usual case)

WHAT IS OFTEN LEFT UNSAID
- Each of them has a name and a story
- How do migrants earn that money? How much do they have to work to earn that money? How do they send the money back home?
- What happens to the relatives that are left behind?
- Interventions are allowed, and sometimes promoted, by the governments of the countries of origin; these include military or commercial agreements, among others
- Migrants know that they are being exploited, but sometimes they were also exploited in their countries of origin. They “choose” a form of exploitation that provides better compensation
This meticulous task is the job of the migration reporting: finding the reasons and motivations behind forced or voluntary migration.

How the media has built a visual, written and auditory narrative

Part of the contemporary migration narrative has its origins in the terrorist attacks that took place in the United States on September 11, 2001. As a result of this event, security has been the focus of conversations on migration, both in the US and in other countries, where governments fear becoming the next target. This attitude generates fear in citizens, who accept the control and limitation of people’s movement throughout the world, especially across borders, as an immediate solution.

This narrative has evolved in the last two decades, turning migration into an instrument to feed the xenophobic, nationalist and protectionist ideas of governments that seek to justify changes in migration policies. The management of migration flows focuses on control and containment aimed at blocking the movement of people.

Some outlets unquestioningly reproduce these narratives, at times without even verifying the information, increasing the support within public opinion for physical measures that are being implemented: physical barriers like walls, fences, bars; surveillance systems; immigration detention centers; deportation flights; and cooperation agreements.
between governments to prevent people from reaching the countries of destination.

These measures, however, have questionable efficacy. Migration does not stop, these actions just makes migration routes* more dangerous, human rights violations at the borders more frequent, and the business of transporting people illegally more lucrative.

The construction of a new migration narrative needs to break with the vision of border security and political and economic interests. Instead, the new narrative should build a discourse focused on human rights and the recognition of citizenship, not in the sense of “nationality” but in the exercise of the rights and duties of citizens in their societies.

Polarization in the discourse

Although there is a wide range of nuances in the discourses on migration, Fundación por Causa,1 a non-profit organization based in Spain, dedicated to the study of migration, has identified two grand narratives.

A) The discourse based on the concepts of illegality and invasion, which reinforce the idea that protection and control are necessary. In this case, the migrant is presented as a threat, in a dynamic that reinforces the narrative of “them” and “us”. Some examples:

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*Migration route. The route along which those who come from another country travel. It is subsequently followed by others.
Stereotyping, slogans and marketing campaigns. Journalists sometimes replicate this type of discourse without question.

- Using the anger, frustration, and disappointment of the working class.


- The reinforcement of identity by discrediting that of others: Venezuelans are the ones who steal, the ones who come to mess things up, implying that we do not steal, we do not mess things up.
• The construction of a discourse targeted towards uninformed people or those without formal education, characterized by the manipulation of emotions and the absence of concrete proposals.

B) The discourse that seeks to confront the previous approach through compassion and social assistance. In this case, the image of the migrant revolves around their condition as a victim: “poor migrants”. This approach, while apparently more generous than the previous one, also reinforces the “them” and “us” narrative. They, the ones who need to be saved; we, the saviors.

The additional problem with this type of approach is that human rights rhetoric has increasingly less of an impact in comparison to the increasing success of the anti-immigration narrative. Polarized narratives tend to force people to choose one side or the other.

A new narrative on migration

All people have a self-protection mechanism that leads them to accept and adopt the messages that make them feel safe, regardless of whether they are true or not. Ungraspable situations, with characters that seem alien to the day-to-day reality of the public, seem far away. Audiences feel that such issues have nothing to do with them and/or that they have no way of solving them. For this reason, a new narrative on migration needs to be established; one that describes the reality of the phenomenon without giving ground to reductionist positions. Fundación porCausa summarizes this in three rules for content creation:
Case studies, analysis of the most common mistakes, and how to do better

The way of building a narrative on a specific topic does not imply that the person receiving the message will read the whole story or stay until the end of the transmission. Every day we find posters with advertisements and billboards along our streets with a word or an image that sends a message. Think of the front pages of newspapers hanging on the newsstand: they work just like one large poster with a message. Even if they don’t buy these newspapers, people who pass by will see the headline or the photograph, or both. They will process that information and will build an image of the people and the events presented based on it.
The same happens with information shared on social media, especially on Facebook. When people scroll down on their screens, messages and photographs pass before their eyes and leave a trace in their way of perceiving the world. If a headline is sensationalist, they might figure that out when they read the full story or watch the video... or they might not, which is also common. Nonetheless, most of the things we see while scrolling down on our screens are headlines and short sentences, with some images. This is enough to send certain information to our brain.
SOLUTIONS JOURNALISM FOR MIGRATIONS

As we have seen, the way in which the narrative of “them” and “us” has been constructed and preserved constitutes a challenge in the coverage of migrations. One reason for this is that, in general, we do not see migrants as part of our society because once they arrive in the receiving country, they are no longer considered worthy of reporting.

Stages of the migration cycle

Most journalistic pieces on migration focus on the moment of migrants’ transit: the journey by train, by boat, in the trunk of a bus, by ride or hitchhiking, or on foot. These reports narrate the obstacles faced by those who migrate. The story usually has one of three possible endings: the person dies, gets deported or decides to return, or reaches their destination.

This will allow us to connect with migrants and blur the line between them and us. In this sense, it is necessary to ask ourselves some questions regarding the migrants who arrive in our country.

But stories of transit - though dramatic and let’s accept it, great click bait that may attract higher ratings - is only one stage in the broader migration cycle. To understand migration in a comprehensive way, it is also necessary to look into the planning and departure stage and, above all, the stage that follows arrival at the destination: integration.
<table>
<thead>
<tr>
<th>The day after arriving:</th>
<th>Six months later:</th>
<th>Two to five years later:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where did they sleep?</td>
<td>If they already have</td>
<td>Do they already have</td>
</tr>
<tr>
<td>What did they eat?</td>
<td>a job, how do they get</td>
<td>children born in the</td>
</tr>
<tr>
<td></td>
<td>paid? Are they paid</td>
<td>country of destination?</td>
</tr>
<tr>
<td>Were they carrying any</td>
<td>fairly?</td>
<td>How are tensions handled</td>
</tr>
<tr>
<td>money?</td>
<td></td>
<td>in a separated family or</td>
</tr>
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<td></td>
<td></td>
<td>among relatives with</td>
</tr>
<tr>
<td>Did they have family</td>
<td>Do their children go</td>
<td>different migration</td>
</tr>
<tr>
<td>here, did they know</td>
<td>to school? Have they</td>
<td>status?</td>
</tr>
<tr>
<td>someone? Did they travel</td>
<td>adapted?</td>
<td></td>
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<tr>
<td>with children?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do they know the system?</td>
<td>What if they get</td>
<td>Are their parents alive?</td>
</tr>
<tr>
<td>Who do they turn to in</td>
<td>sick? Do they have</td>
<td>If they get sick, can they</td>
</tr>
<tr>
<td>the first instance?</td>
<td>access to health</td>
<td>go visit them?</td>
</tr>
<tr>
<td></td>
<td>services?</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Do they want to stay?</td>
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<tr>
<td></td>
<td></td>
<td>Can they stay? Do they</td>
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<tr>
<td></td>
<td></td>
<td>want to return? Can they</td>
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<td></td>
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<td>return?</td>
</tr>
</tbody>
</table>

**Migrants in first person**

Interviewing migrants is not easy. Asking someone to give us details of their private life in a moment of great vulnerability, or to recall traumatic experiences, is a task that must be done with care and attention. This implies being sensitive in understanding what the person is sharing, and accurate in explaining it fairly and honestly.
It is very common for journalists to feel that they are called “to give a voice to the voiceless when covering migrations.” This is a mistake. All people have a voice, including migrants. The journalist does not “give a voice” to anyone; journalists amplify the voices of their interviewees.

Seeking to listen to the voice of migrants, the team of the International Symposium on Migration Journalism asked migrants in different countries about their experience with the media. The event is organized every year in the city of Mérida, Spain, by Fundación porCausa.

Migration is an opportunity.

Global case studies

There is a more or less homogeneous international criteria to identify the strategic activities of each country, “critical for public health and economic and national security.” The COVID-19 pandemic showed that many developed societies have put these activities in the hands of immigrants. Examples range from the nearly two million immigrant farmworkers in the United States and a similar number in the health care sector, to the 300,000 farmers and 200,000 health workers living in Italy in an irregular situation. In Spain, more than two million people in the labor market are immigrants, and it is estimated that half a million of them could be working without documents. As in other countries, the main fields where this population works are farming and the care sector.

Despite the evidence, each country’s response in the context of COVID-19 has been different. Portugal and Italy announced the immediate regularization of immigrant workers. In the first case, as a preventive measure to reduce the risk of coronavirus infections; in the second case, a temporary regularization sought to guarantee the flow of labor. Spain has resisted doing so, although in June...
In European countries, there is a political and economic effort to keep migrants - especially those who come from Africa - out of the territory. This, however, is a contradiction: most of these countries face the challenge of an aging populations and the transformation of their labor markets, which creates a growing need for immigrant workers.

The COVID-19 pandemic was an ideal moment to remind the wealthiest societies of the irreplaceable role of foreigners in health systems, the field of eldercare, in countries like the United States also childcare, the harvesting of agricultural products, and food delivery. More importantly, it also reminded them that those who perform the essential activities of their societies are sometimes the most unprotected due to their irregular migration status.

A couple of examples on the subject:
- A Former Farmworker on American hypocrisy.
  https://www.nytimes.com/2020/05/06/opinion/sunday/coronavirus-essential-workers.html
- Essential in the pandemic: “we hope for recognition. If immigrants don't work, there won't be food for anyone”.

There is evidence that, if an orderly, flexible immigration system that adjusts to the needs of the market is established, countries can benefit from immigration and immigrants through their incorporation into the society of the receiving country. Many countries spearhead these initia-
tives, such as Canadá and New Zealand, where governments maintain a discourse of integration* regarding immigration. Their policies reflect the role that immigrant communities play in their societies.

It is possible to start with small measures, such as those taken by Portugal and Italy, or others that have been proven to work, such as the New Zealand visa for temporary workers, work permits for refugees in Uganda, or the rural immigration program in Canada, that seeks to bring new workers to small communities.

Migrant workers do not need charity, they need strong and predictable legal systems that guarantee rights and opportunities. Journalism has a role in that. Journalists that cover migrations must better understand the diversity of their audiences to reach them with new narratives. They must understand that, although for the sake of journalistic rigor they must work with solid facts and figures, an important sector of society finds statistics much less important than a story that empathizes with their personal ties, mutual dependence, and the value of diversity in their lives. The certainty that “we are in this together” outweighs any number.

*Integration. Process by which immigrants, both individually and in groups, are accepted into a society. The requirements for acceptance vary from country to country. The responsibility for integration lies not only on immigrants but also on the host government, institutions, and communities.
We recommend the following readings related to the contributions of immigrant work:

Opportunities in the Venezuelan exodus

From what has been reviewed so far, we can deduce that there are tools to replace the discourse on migration based on economics and politics with one that springs from a narrative focused on human rights and personal experience. In most of the cases that we have seen (United States, Spain, Portugal, Canada), migration flows have been more or less constant for decades, allowing for both positions to be shaped and reinforced over the years.

In the case of Venezuelan migrants in our countries, the fact that the phenomenon is relatively recent offers us a canvas to draw a fair narrative through journalism. There is no recipe to achieve this given that each country has its autochthonous contexts and references, so the arrival of migrants occurs in different conditions depending on the country. Nonetheless, there are general guidelines that offer an opportunity to look at the issue from new and interesting angles that are close to our audiences. Let’s look at possible approaches on this topic below:

A) Talking about specific groups within the immigrant population, preferably among those who are already part of our community.

This allows audiences to identify particular situations for particular communities. [At this point, it is worth remembering that, according to the figures mentioned at the beginning of the module, almost half of migrants are women. Making their stories visible, their incorporation to the productive apparatus, and the pressures to which they are subjected, is a debt of journalism with this demographic sector].
Some examples:

- Boys who have traveled with their families.
- Girls who have traveled with their families.
- Boys and girls who for some reason are not with their parents.
- Women traveling alone.
- Women who have left their children in Venezuela.
- People who have left Venezuela for medical reasons.
- Professionals overqualified for the work they do in the country of destination.


**B] Showcasing the intersectionality of migrant groups with other groups through stories.**

For example:

- Migration and feminism.
- Migration and the LGBTQ+ community.
- Migration and the transsexual community.
- Migration and cultural syncretism.
- Migration and languages.
- Migration and social class.
- Migration and sexual health ([a great topic that has been scarcely explored]).
- Migration and racism ([pay attention to this: do we present a fair-skinned immigrant the same as a dark-skinned one?]).


**C] Learning about the legal aspects of immigration and contrasting legislative frameworks in different countries.**

This can be a bit tedious, but it can also lead to the inter-
interesting work of questioning why two countries treat the same immigrants differently.

- **Example 1:** In Spain, whenever a person gets a job, they can regularize their migration status after a few months, provided they have a contract and a specific income. On the contrary, in the United States, an immigrant cannot regularize their situation even if they have been working and paying taxes for decades.

- **Example 2:** In the United States, whenever a child is born in the national territory, they become a United States citizen, even if their parents have an irregular migration status. On the contrary, in Spain, if a child is born to parents with an irregular migration status, they are not a Spanish citizen but a national of their parents’ country.

In the case of South America, we know very little about how the legal frameworks for immigration operate. There is an open field to influence this issue through journalism.

**D) Tracking internal migrations.**

Once migrants arrive in Peru, Chile or Ecuador, how do they move throughout the territory? Which cities are becoming nodes of attraction? Why?

For example: *The UN of Torre del Burgo: this is how ‘Spanish Lapland’ is repopulated with immigrants*,

**E) Looking around. You don’t need to go far to write a great story on migration.**

One of the most beautiful works on migration was inspired by a story picked up on the same street where the journalist who wrote it lived. Familiarity with the environment results in close and emotional stories, which encourage the
reader to comprehend what things like a phone call means to migrants. Here is that story:


**F) Coming up with novel formats and presentations.**

The structure “(Name) arrived in this country at dawn on this day” + “things didn’t turn out as expected” + “now he hopes for an opportunity” worked for a while but has become a formula for telling migration stories that is no longer providing any surprises. How can you draw attention to an old topic and present it in a new light?

This can be achieved through formats as simple as a graphic that explains the importance of migration in the construction of one’s own culture to collective work involving cross-border and multinational reporting to set eyes on a kinds of migration stories that have not been extensively told yet:


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A campaign designed by Fundación porCausa using the Spanish omelet, an iconic Spanish dish, as an example of the benefits of cultural diversity.
The history of migration is indeed as old as humanity itself, but a well-reported and well-told story can make a sensitive person, someone willing to listen, discover the strength and value that exists in someone who goes through deserts and seas in the search of a better life for the first time.

LESSONS LEARNED ON THE MEDIA COVERAGE OF MIGRATIONS

Journalists often go through reports, press releases, academic studies, legal documents, and a pile of readings to end up writing a short newspaper article on the subject. That is the talent of journalists: to become a filter that separates the rock from the sand, to give the audiences a refined work that is pleasant to the eye.

In the case of migration, good journalism will necessarily address economic, legal and political issues, but it will also turn that knowledge into small pills of information in a well-told story that can be assimilated by the reader. Some suggestions for doing this are:

A) Use simple figures.

“In the United States, 75 percent of farmworkers are immigrants.” This figure says something, but it will not stick in the reader’s memory. The same information can be delivered in the following way: “Three out of every four farmworkers in the United States are immigrants.” The average
reader will build a mental image of this information and assimilate it more effectively.

B) **Numbers can also become an effective way of telling stories if we contrast them.**

For example, when a government announces the budget for the upcoming year, the expenditure for attention to immigrants can be contrasted with the estimate of the annual economic contribution of migrants to that country. Interesting stories can emerge from these comparisons.

C) **Ask simple, empathetic questions and offer an answer to the reader.**

For example: And what happened next? This question, which is not always used by journalists, can lead to great stories (see [Los niños perdidos](https://example.com) [The lost children], a book by Valeria Luiselli).

D) **Remember who welcomes migrants and approach them.**

In all countries of destination, religious organizations and other civil groups play a fundamental role in the attention and incorporation of migrants. Although sometimes it will be necessary to use government figures and testimonies, it is worth contrasting them with the experience of those on the ground, who often make up for the lack of protection of States towards migrants.

E) **Do not omit responsibilities.**

Even if the immigration policies of the national government - or the lack thereof - are covered, the responsibility of the

*Human dignity. The cornerstone of all human rights, which is why the term is found in the preamble of the Universal Declaration of Human Rights. The recognition that there is an inalienable dignity in all people by the mere fact of existing. This should guarantee the recognition and protection of all human rights.*
expelling State, in this case Venezuela, should not be set aside, especially in cases of refuge and asylum.

F) Read, read, read on the subject.

As we have seen in this module, migration policies and the role of migrants in their destination countries are ubiquitous topics. There are a number of common points through which we can connect experiences. Reading about the situation of Moroccan migrants in Spain, or Syrian migrants in Germany, or Hondurans in Mexico, or Haitians in Chile, broadens our vision of the phenomenon in our own country.

G) Perhaps the most important thing. Do not forget that joy finds its way among migrant populations, no matter how difficult their situation.

In the past, the bravest of every town would go on adventures to unknown places, facing dangers, overcoming obstacles, and learning. When they came home three or five years later, they were greeted like heroes. The people sat around the fire to listen to the stories that this person who was returning from afar had to tell; perhaps some minstrel would later spread those stories around the region for months. Migrants are people who go into the unknown to face danger, overcome obstacles, and learn. It is worth sitting around the fire to listen to their story.
How to reformulate a headline

The participants of the course on Media Coverage of Migration propose the following alternatives to the headlines of some frontpages in the region that present the refugee or migrant population in a stigmatizing or pejorative way. Do the exercise of writing your own!

HEADLINE: *Fue banda venezolana (It was a Venezuelan gang)*

The headline on this frontpage emphasizes nationality instead of the crime. When the news is the national origin of the criminals, a stigmatizing message is being sent, especially when it comes to organized crime. Another flaw in the sample headline is that it assumes a version. It affirms: “It was a Venezuelan gang”, without conclusive evidence from security forces. The article says that the police will find the whereabouts of the assailants, which means that no detention had been made at the time of writing the headline. The news should not be a hypothesis.

Alternative headline: “Police identify alleged Jockey Plaza assailants”

[Suggestion by Jorge Flores Riofrío]

HEADLINE: *Venezolano y peruano protagonizan intensa pelea en bus (Venezuelan and Peruvian engage in intense brawl on a bus)*

What strikes me the most is that a verbal fight between two people became news. Beyond that observation, the fact of emphasizing the nationality of the people involved in the incident generates polarization and exalts a nationalist sentiment, while the epigraph borders on xenophobia by emphasizing that one of the men was a Peruvian “citizen” and the other a young Venezuelan.

Alternative headline: “Brawl between two people on a bus goes viral on Facebook”

[Suggestion by Liliana Aguirre]

HEADLINE: *Delincuencia: el efecto colateral de la migración venezolana (Crime: the collateral effect of Venezuelan migration)*

This headline reinforces the perception of mistrust against all Venezuelans, causing others to avoid renting to Venezuelans or giving them job opportunities. I looked for data and found an article in the same site [http://bit.ly/delitomigra](http://bit.ly/delitomigra) that shows that the number of Venezuelans captured from 2015 to 2019 only reaches 2 percent of all detainees and that it has not been possible to establish a causal relation between migration and increased crime.

Alternative headline: “The Prosecutor’s Office asks the Minister of Foreign Affairs to implement crime prevention policies”

[Suggestion by Alexandra Léon Quiroga]
HEADLINE: **Venezolanos mendigan en Bolivia**  
*(Venezuelans beg in Bolivia)*

By showing the woman’s face, the image leaves her and her children in a condition of vulnerability as she is accused of begging when, in reality, she and her partner sell candy.

Alternative headline: **“Venezuelans seek opportunities in Bolivia”**  
*(Suggestion by Liliana Aguirre)*

HEADLINE: **ONU formará a migrantes venezolanos en Colombia y Perú**  
*(UN will train Venezuelan migrants in Colombia and Peru)*

The announcement of the program does not have to be accompanied by the word crisis. It could be written differently by emphasizing the training program instead of the legal status.

Alternative headline: **“Professional training project for 400 young Venezuelan migrants in Peru and Colombia”**  
*(Suggestion by Laura Carolina Vásquez Roa)*

HEADLINE: **Chile “rebota” a venezolanos por montones**  
*(Chile rejects a bunch of Venezuelans)*

The headline encourages the nationalist narrative of “them” against “us”, adding a touch of sensationalism and subjectivities,
through the use of words like “bunch.” How much is a bunch? Furthermore, it incorrectly refers to Venezuelan migrants.

Alternative headline: “Venezuelan migration decreases 80% after implementation of tourist visa”

[Suggestion by Mercedes Bluske]

HEADLINE: Migración venezolana, causante del desempleo entre los peruanos (Venezuelan migration, cause of unemployment among Peruvians)

The newspaper Perú 21 used a sensationalist tone to emphasize that Venezuelan migrants are to blame for the increase in unemployment in Peru, which incites hatred and xenophobia. Unemployment is a problem that has many factors and that has always been present in Peru. On the other hand, it is worth highlighting the political criticism against former president Pedro Pablo Kuczynski, known for his openness and acceptance of Venezuelan immigration. To highlight this fact, a photo of the former president wearing a cap with the colors of the flag of that country was placed alongside the article.

Alternative headline: “Unemployment increases in Peru”

[Suggestion by Arnol Piedra]
Further reading


NOTES

1. Fundación porCausa. https://porcausa.org/
CHAPTER 3

in investigative and data journalism

By Ginna Morelo
Building a passionate team makes investigative work possible. To work with a group that has decided to continually ask questions based on what the public does not understand and needs answering. Answers which journalists will provide.

There are three aspects to take into account when deciding to be part of an investigation and data team or when invited to participate in one:

1. If we must be curious when we do investigative journalism, we must be thorough examiners for data journalism.

2. In investigative journalism, we must immerse ourselves in vast amounts of documents to find good data; this is what Argentine investigative journalist Daniel Santoro calls 'gluteal brain.' Instead, in data journalism, we **process everything that we are reviewing**. The data must be categorized so that the content is usable, contributing to our work and making it useful for others in the future.

3. While one should doubt everything while conducting investigative journalism, one should question oneself when analyzing data, reviewing it, and editing the story in data journalism. We must not lose sight that investigative and data journalism is precision journalism, and any error will subtract value from the published result.
The key to doing investigative and data journalism is understanding that it is the result of teamwork. Lone wolves do not exist in this new scenario of ecosystems, in which professionals of varying expertise coexist. Some of them are:

- Editors and journalists
- System engineers
- Designers
- Data analysts

This practice’s richness opened up a field of its own, earning a respected space in the newsrooms of The Guardian, The New York Times, La Nación of Buenos Aires, among others. Coordinators believe that the richness of good investigative and data journalism teams lies in the sum of various disciplines, which complement each other.

“The key is that each member knows the skills of the rest of the people who make up the team to work with data in the best possible way and know how to ask for things. Another key is to be able to think about the possible stories that readers would like to read and how to tell these from the beginning of the project,” answered Romina Colma when asked about the bases of doing investigative and data journalism. At the time, Colma was in the Data Unit of La Nación, Argentina.

Moreover, why is this interdisciplinarity necessary? Precisely because, at first, data is almost always misunderstood. Its technical languages involve various analyses. Despite having such a varied universe of information on the Internet, many are unaware of the existence of vast amounts of data, discouraging citizens from getting closer to this source of information.
That is when investigative and data journalism fulfill their role:

- Systematize
- Analyze
- Translate
- Transform
- Create a better way of providing information in a public and freely accessible way

What data journalists do is:

- Break down the barrier between governments/companies and the community.
- Bridging misunderstandings and channeling information towards clarity, transparency, and truth.
Factsheet

We are clear about who should integrate the team. The next step is to think of an idea and put together a factsheet step-by-step as follows:

1. **Think of an idea that is complete, concise, and straightforward.**
   - The journalist that builds a scheme attempting to narrate a story must always look after something they wish to portray.

   **Where to find ideas?**
   - In previous reporting and what is published by the media.
   - In press releases, press conferences, and interviews, which always contain loose data.
   - In documents and archives, which are worth reviewing once in a while to find new perspectives.
   - In questions that have stopped being asked on issues that have not been resolved.
   - On the streets, listening to ordinary people.
   - In notes taken while reporting.

2. **Provide context on the reality one wishes to investigate along with other similar issues which:**
   - Make the idea universal
   - Re-signify the idea
   - Make it transcendental

3. **Choose narrative models that contribute to the work.**
   - The key is to read a lot and have an ample linguistic universe to enrich and potentiate the story.

   **Respond to these three key questions:**
   - What is the story about?
   - What is the geographic and spatial dimension of the story you want to tell?
   - What aspects of the story have not been told?

Where to look for stories on migration?

1. A HUMAN RIGHTS APPROACH

Beyond any nationality, a migrant is a human being. Therefore, they have rights. Go over the Universal Declaration of Human Rights* and the rights of migrants, and there one will find important ideas to approach the issue. This topic was discussed in-depth in chapter 1.

In “Clues To Telling the Story of Migration” (Pistas para contar la migración), José Guarnizo says: “Journalism is sometimes a bridge between the State and citizens to monitor that people, regardless of their nationality, have their rights guaranteed. The lights that a journalist can turn on in that type of darkness make the audience aware of what is not working well in a country and more so if someone’s life is involved. Journalism can be anything but indifferent and insensitive”.

2. LOOKING BACK

Review the historical episodes of migration of the country where you live and ask yourself:

- Has my country been an expeller, receiver, or both?
- What are the most notable nationalities, and what was their process of insertion in the country?
- What regulations were adopted at that time? Which ones are in force? Which ones were reformulated?
- At what point did migration become positive after talking about the pain?

3. Be careful, do not stigmatize
If migration is a right and not a crime, how can we avoid falling into the issues that stigmatize and violate the rights of migrants? This is a reasonable question to ask from the beginning of the coverage process, avoiding falling into uncareful perspectives. These clichés do not contribute to the explanation of the phenomenon from a journalistic perspective.

4. REVIEW
What crimes could migrants be victims of?
- Fraud
- Human trafficking*
- Recruitment
- Slavery*
- Sexual violence
- Forced disappearance
- Migrant smuggling

5. GET TOGETHER WITH EXPERTS TO STUDY
Identify the standards that migrants must meet in countries. Some of these topics were discussed in the gatherings of the course that inspired this book.¹

Establish a hypothesis: The Data Rakers matrix
A story’s success results from its planning, or at least a more orderly, focused, and rigorous process. For planning, I recommend using the Data Rakers matrix.

What is the Data Rakers matrix?
It is a roadmap that helps raise investigations based on statements or questions about:
- Editorial approaches
- Sources and databases that can be consulted
- Formats for presenting and sharing the investigation

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*Human trafficking. A crime enshrined in the Colombian Criminal Code under the form of migrant smuggling. Many migrants fall prey to human trafficking networks and end up being exploited or enslaved.

*Slavery. Condition of an individual over whom the attributes of property rights, or some of them, are exercised (Art. 1 of the Convention on Slavery, of 1926, as amended by the Protocol of 1953). Slavery is identified by the exercise of ownership or control over the life of another, coercion, restriction of movement, and the person in question is not free to leave or change employer (forced labor, status as a servant, slavery for ritual or religious purposes).
The initial key that will help fill in the matrix is in defining the investigation’s hypothesis. A hypothesis is a statement about what we believe to be a reality, based on the best information available, as conceptualized by the UNESCO Investigative Journalism Manual.²

The Data Rakers Matrix is a story planning tool that allows a journalistic team to design a roadmap to develop its work. The matrix will be assembled collaboratively once the hypothesis is clear.³

An example of Data Rakers use

The following example shows how we completed the matrix used for the joint report El Retorno,⁴ a podcast series that tells the story of Venezuelan migrants who had to return from Colombia to their country of origin amidst the pandemic.

1. Support your topic in a complete sentence:
   Venezuelan migrants are returning to their country because COVID-19 wiped out the meager hopes of finding employment and covering their expenses in host countries.

2. What is the main question you would like to answer?
   What are the main risks faced by Venezuelan migrants who decided to return?

3. Connect this question to others
   • How many people are returning?
• How many men, women, children?
• What routes are they using to return?
• What kind of help are they receiving from governments?
• How are xenophobia, stigmatization, and aporophobia* made explicit?
• Do laws and decrees by governments target xenophobia, stigmatization, or aporophobia?
• What happens at border points where migrants gather?

4. Intersection of data

• Walk the routes where migrants leave and check out which decrees or resolutions place them in danger.

• Cross border exit routes, where cases of violence and aggression may arise, among other crimes.

5. Identify the four types of sources:

Expert: Sociologist Tulio Hernández.

Wise person: Martha Duque, owner of a foster home in Pamplona.

Lord of the documents: Migration Colombia, Border Management.

Protagonists: Migrants who return.


• Protagonist: the one who lives through the events.

• Lord of the documents: the one who can track information and data in files.

*Aporophobia. The fear of poor or disadvantaged people, such as people who have been displaced or are refugees.
• The wise person: the great connoisseur of the subject at a general level.
• The expert: the specialist on the subject.

6. **Database to consult:**
- Migration Colombia
- R4V Platform
- UNHCR

7. **Define your narrative format:**
Chronicle / choral story / podcast

8. **Identify barriers and possible exits:**
The quarantine makes it challenging to get out to do reporting. How to use the available digital resources to get the voices that are necessary for the choral story?
Take into account all biosecurity measures for reporters and sources.

9. **Visualization toolbox:**
Fixed viz data for networks and maps for digital stories.

10. **Time and resources:**
One month. Resources:
• 1 editorial director
• 2 podcast editors
• 4 journalists
• 1 web developer and digital designer
Fieldwork

When you go to fieldwork, keep in mind the following ten points:

1. As a journalist who researches migration, do not just count migrants; explain their realities.

2. As teacher Miguel Ángel Bastenier said, “every reader is a Martian,” so investigate the context of the events.

3. Never take facts for granted. They are always complex in all their forms and cases.

4. Never follow the herd if you want to deepen reporting; make your reporting different.

5. The starting point is profound observation if what you want is to do investigative journalism.

6. Imagine what your mother would think about what you write. It is the best way to try to put yourself in someone else’s shoes.

7. Do not conjugate the verb “to judge” in any of its tenses.

8. Protect yourself when reporting because no one will do it for you.

9. Do not negotiate the code of ethics of the journalist who investigates.

10. Take distance when finally evaluating the findings of the reporting or data mining. Ask for help; always keep your judgments at bay.

The double agenda: find other migration stories

In the foreword to the book “Pistas para contar la migración” (Clues To Telling the Story of Migration), I wrote that the
co-authors agree that all immediate coverage requires the construction of a double agenda that addresses, in addition to the testimonial, other issues: the opportunities generated from what the host country earns, in every sense, what exactly is lost when a government expels its nationals; and the strategic and legal planning of the States to make the assistance, care, shelter and insertion into the labor market of migrants are just two issues.

This is perhaps the most significant challenge that the coverage of migration supposes to journalism, the construction of an attractive, innovative, rigorous, and service-based agenda, which is expanded towards these two dimensions: stories and analytical research, not only descriptive, also preventive and perhaps prospective, based on the use of data.

BUILDING AN AGENDA

When building an agenda, firstly decide to:

• Leave social media and go with migrants to **live their needs** and thus reformulate the questions about the services they are entitled to. This way, you will avoid sounding similar to others when telling their stories.

• Study the narratives of migrants, academics, and the host society to **risk building an inclusive narrative**.

• And when you feel ready, **think about the need to tell, to reveal with respect and completeness**.

• **Integrate networks of journalists** who are doing this coverage so that they share, above all, lessons learned from what is happening on the ground.
REPORTING, DATA MINING, EXHUMATION JOURNALISM

“In Valencia, Carabobo state, Naycore Gallango, a 37-year-old surgical technologist, packs her nurse uniforms, clothes, shoes, an electric mixer, two cookbooks, a budare to make arepas, and two bags of wheat flour. In a black backpack, she keeps all of her legalized, apostilled documents and her passport, the processing of which cost her 100 dollars, about 21 million bolivars. If a Venezuelan had all that money in the bank, taking it out would mean going to the financial institution 215 times, because they can only withdraw up to 100,000 bolivars a day.”

This is how I began the story of a Valencian nurse, who is part of the joint report “Venezuela on the run” (Venezuela a la fuga). I accompanied her from Venezuela to Peru on a week-long trip aboard a bus with 35 migrants. They all fled their homeland in search of a better life.

In the first two paragraphs of the piece, a chronicle, there is not just a narrative; there is data. The sum of them leads us to get the pace. This is what I learned from Germán Castro Caycedo, in his text “The Narrator’s Toolbox” (La Caja de herramientas del narrador).

Sandra Crucianelli says: “Many colleagues ask me what data journalism is. They do not find logic in the

Data has always been needed for journalism; it is not exclusive to those whom today call themselves data journalists. Without them, investigative stories fall apart: not only do they lack veracity, but also the necessary contrast. Any journalistic
name, since journalists have always used data to produce journalistic content. Actually, it should be called “database journalism”; but, due to custom, the shorter denomination predominates.”

This reflection shows us the challenges involved in the use of data. Data has always been necessary and has always been used. What makes it different now when we talk about strengthening journalistic investigation with it?

- That data is seen as a potentially powerful source.
- That the work will involve the processing of micro and macro amounts of data.
- And that once systematized and processed, the key lies in analysis to reach profound findings.

Let’s go back to the report “Venezuela a la Fuga,” by journalists from El Tiempo (Colombia), Efecto Cocuyo (Venezuela), and a dozen more colleagues from Latin America. In this work, the massive Venezuelan migration throughout three geographical routes, and whose flow has not stopped in the last three years, was told jointly.

Let’s analyze the treatment of data at different levels, understand the concept of data journalism, or that of databases or precision, all synonymous. In the end, what those of us who have implemented the format do agree on, beyond semantic disputes, is that it involves the systematic use of technological tools to provide background and texture to an investigation.

piece without sufficient data does not contribute anything; it is trivial, inconsequential, and does not build memory or the principle of remembrance.
We are seeking to tell stories with data. Doing reporting and data mining gives a complete story that has to do in the first and last instance, with people.

Data reporting

Going out to report in the field involves a series of skills all connected with the senses. Ryszard Kapuscinski specifies it well in detail in his text “The Five Senses of the Journalist”:

- To be
- To see
- To listen
- To share
- To think

Here I show how I used each one of them in my data reporting in “2,900 kilometers with Naycore and another 34 broken lives,” included in Venezuela on the run.

To be, to verify

I walked with migrants for seven days on a route of 2,900 kilometers. I had to start by systematizing their personal data: name + age + occupation + telephone + where they came from + where they were going (it does not matter if they were not all going to be published). From that moment, the strengthening of the book of living sources began to cover the immigration issue that I was opening. We included some of this data in the publication:

- Out of 35 migrants, 19 traveled to Peru.
• 7 traveled to Ecuador.
• 3 traveled to Colombia.
• 2 went to Santiago de Chile.
• 3 went to Buenos Aires, Argentina.

To see, to ask

Only when you are on the spot can you pick up details from which to ask questions that seek more data. This is the result within the report:

“The fleet gives José a commission of 25,000 pesos for selling Naycore’s ticket, about USD $9. He also wants to go to Guayaquil but must raise USD $1,200 for tickets for his two children, his wife, and passport procedures. He needs at least 130 more clients.”

To hear, to verify

In reporting, active listening is strengthened to tell mini-stories with data within the main narrative. This how we did it in the publication:

“Welcome to Ecuador,” says the sign. They are greeted by a row of 376 Venezuelans waiting for their documents to be sealed. Babies, women, adults, and the elderly are clothed from head to toe. Because of the accent, you can tell they are all Venezuelan. “My God, Venezuela is going to be a ghost country,” says Naycore.

“The monthly minimum wage is a joke, kid,” says Yunaira Martínez while standing in line.

“But the Government says that everything is fine, that nobody suffers. So why did we come to withstand this cold weather and try our luck? We must have made it all up,” says Luis Valero.
Two Venezuelans walk to the bathroom. “Don’t worry, they’ll come, and soon we’ll be working like the man I told you about,” says the tall, green-eyed blonde. The other woman looks nervous. The lady who cleans and charges 25 cents per person intervenes:

“And what job did they promise you?”

“First, we go to Quito. Then they will tell us which city in the world offers well-paid jobs,” answers the blonde.

“Be careful, pretty Venezuelan women are stolen,” the cleaning lady tells them.

The youngest, slim, dark, with long brown hair, turns pale.

The girls rejoin the long migration line.

To share, to trust

Reporting is an exercise in which you walk with the other to meet and share. Through this action, trust is gained, silences are respected. This is how we published it:

“Naycore bends down to rearrange a suitcase that is already arranged. She takes her passport out of her bag. She puts it back. She rubs her hands. At last, she agrees to say goodbye to the journalists. Her chin trembles. She is more than 2,900 kilometers from her home, and the battle to take her family away from hell is just beginning. “Dreams hurt sometimes,” she says.

To think, to continue

And when we believe that we have finished a trip and a project, the job we have completed is just a door that opens for new stories, more data to come:
“Venezuelans are running away desperately. They cross countries, trails, seas. A cross-border journalistic team walks with them and has already traveled to eight countries in the region. The reporters also listened to people staying in the nation of nonsense, taking the pulse of the Colombian borders through which migrants travel.”

Tips for Data Mining

We just addressed field reporting from a data perspective. Now let’s talk about data mining, which is searching for much more data, required for a story with diverse sources, contributing to the creation of an in-depth explanation.

Suppose we continue with the example of Venezuela on the run. In that case, we are talking about seeking a very rigorous documentary, and statistical review of at least five sources consulted that allowed us to reach the following conclusive analysis:

“Between 2015 and 2017, Venezuelans’ migration to all parts of the world increased by 132%. In the case of those going to South American countries, the increase was 895%. In net figures, in these couple of years, approximately 925 thousand people left Venezuela, which adds up globally, in the last 13 years, to one million 622 thousand people. Of these, one million 552 thousand 407 are distributed in 15 countries: 885 thousand 891 Venezuelans in South American nations and the rest in 3 European countries”. 
We can also explore exercises that combine field reporting with data analysis to arrive at useful explanatory tools. For example: for Venezuela on the run, I accompanied a family to a supermarket in San Cristóbal to do grocery shopping. While they were choosing products, I took photos of everything on the shelves, including the prices. Upon arriving in Colombia, I asked the designer to think about how to explain, with this material, how impossible it was to eat well in the neighboring country due to the high price of food. I put together a database of the food prices in Excel, including the cost per unit or by weight, the value in bolivars and the equivalent in dollars at that time. Then we visualized it on a digital calculator.

In this way, the data mining exercise seeks to combine the traditional “nose for news” and the ability to tell a compelling story, with the scale and scope of the data.
Let’s go to another example of work with large amounts of data: the Migrant Children project, prepared by the research teams of Historias que Laten and El Pitazo, from Venezuela, and La Liga Contra el Silencio from Colombia.

The project reveals findings supported by data, which showcase Venezuelan children’s vulnerability while migrating to Colombia, joining 450,000 more Venezuelan children.

The journalists contrasted different types of sources. After a rigorous exercise of fact-checking and data verification, they arrived at concrete proposals on the migratory phenomenon’s relevance involving children.

Data mining brings incomprehensible information produced by governments and organizations to citizens, to awaken their interest and contribute to their having sufficient elements of judgment to make decisions.

1.18 million are children or teenagers
They represent 20% of the global diaspora

5,093,987 Venezuelans have left the country
They represent 15.9% of the population

Source: Projection based on data analysis in UNHCR reports (2019) and Unicef (2020). Given under-estimations, the number could be higher.
Jumping into massive data mining

Recently, the Latin American Center for Journalistic Investigation (Centro Latinoamericano de Investigación Periodística, CLIP), directed by María Teresa Ronderos, published a transnational report entitled “Migrants from another world” (Migrantes de otro mundo). The initiative told the stories of thousands of people who make the great journey from Asia and Africa to Latin America, seeking to reach North America, and they did so from the most frequent routes.

“This map shows the flow of Asian and African migrants to North America, by the most frequent nationalities and according to reports by different countries. It is built with official statistics available on public portals of some countries or that this journalistic alliance requested from their authorities.”

Map. Migrants from another world: The routes of America

Other maps in the report are the result of data mining made by the Missing Migrants project, of the International Organization for Migration (IOM) for the Americas,
and those drawn by the journalistic investigation *Migrants from Another World*. The database reveals the names of those killed on the routes, especially on the border between Colombia and Panama, in the Darién.

**Visit the map: the fallen**

Note that the data can be downloaded, contributing to the credibility that we talked about at the beginning of this lesson. When downloading the data, we obtain an Excel sheet with all the information processed by the journalists after the data mining exercise.
We can conclude that data reporting and data mining exercises, necessary for this new form of journalism, propose a new way of telling stories.

Previously, the traditional discursive forms ruled the land: explanation, description, narration, and argumentation. Now, they are complemented by tools that digital media provide for in-depth analysis and corroboration.

These forms of interaction offer unlimited novel territories for digital narration, which require constant nourishment and can be built alongside the citizenry, who assume an active role in this new journalistic scenario.

**Techniques to strengthen data mining**

**A. INTERVIEW WITHOUT ASKING**

Journalists are experts in asking questions; schools train us for this, but we learn much more through practice. We start with what, who, how, when, where - the 5 W’s. We continue with why (context) and ‘for what’ (consequences), which are the keys to investigative journalism. And we strengthen our questions in practice through the use of genres such as reports and chronicles. Finally, we transcend journalism with a constructive approach.

However, based on experience and practice, it will be necessary for journalists to return to observation. Yes, the kind of observation that comes from social sciences, drawing powerful ways to understand the contexts not given in the collection of data. Observation that does not need to start with direct questions.

An example: the Colombia refugee data report, *Colombia refugiada,* which I wrote with colleagues from the Data Unit of the newspaper El Tiempo. At the end of June 2015,
we announced that “The Colombia of those are refugees, of those who are ignored, is equivalent to Manizales’ population: almost 400 thousand inhabitants. Of that universe, 2,872, the majority expelled by violent groups, have already been recognized as victims by the Government”.

With Gino in Mexico and Colombian refugees in Ecuador, we walked for days throughout two different countries to understand their situation. We reached out to the refugees through various sources, but not just to interview them quickly. We wanted to know how they lived, what they thought and felt about the host country, what they expected from what they were going through. It was a fluid communication in which three elements allowed such reporting to occur:

- The time spent walking and listening to the other. We stayed with Gino for four weeks. With the exiles in Ecuador, seven days.

- The necessary obligation to integrate into their environment, with respect and humility, but with determination and permanence. We got to know their homes and workplaces, their closest colleagues and friends, the routes they traveled through to get around the city, the most intimate routines, such as going to religious services or knowing what time they went to sleep.

- Keeping all senses alert to process each phrase, observing elements and data that the place of the report gives us, to analyze later. In both cases, we collected data on, for example, the cost shown on utility bills, how many pairs of shoes were in their rooms.

- We also reviewed databases of Colombian refugees in other countries; we had several interviews with refugee and migration experts.
To interview without asking, one should:
- Sharpen the journalistic nose.
- Employ all research techniques.
- Find and consult those who know the context of the issues.

Keywords in this process are:
- Listen
- Observe
- Inquire
- Cross information

b. Exhumation journalism

When it comes to investigations with historical data, one must keep in mind that time is the researcher’s friend while it seems to be the media’s enemy. It is necessary to find a balance to move forward because the keys to explaining events in the present are in history.

In the chapter that I wrote for the journalistic guide “Pistas para narrar la memoria,” (Clues on narrating memory) I explain: “For investigators, identifying the void in a fact can lead them to galleries with hundreds of documents, to judicial offices where the story is piled up in files and pages. The fear of getting lost has been turned into a strength.” The way to do it, the ‘for what’ and ‘why’ in researching archives, is what I call exhumation journalism. This name invites us not to forget that data within files need to be systematized when looking to deepen an investigation.
The ten key points, collected from other colleagues, to keep in mind are:

1. KNOW WHAT A FILE IS, HOW IT IS COMPOSED, HOW IT WAS METHODOLOGICALLY ORGANIZED.

   Take into account the differences between those that are:
   - Judicial
   - Documentaries
   - Testimonials
   - Historical
   And that you can find them in the following formats:
   - On video
   - Sound
   - Text
   - Image
   - Databases
   And be careful; you can get data from all of them.

2. KNOW WHY IT IS WORTH TRAVELING TO THE PAST

   Everything that journalists investigate has roots in a past. Those roots explain what happens in the present. To ignore them is to erase history and leads to our getting lost in the superfluous.

3. WHAT DOES IT MEAN TO INVESTIGATE FILES?

   - Get allies. People who deal with documents and files, those who already know specific routes and shortcuts. But remember, they don’t determine your search, they only guide it.
   - Discover the taste within you. Researching files shouldn’t be a tedious task. You have to have a liking for history and reading to know how to deal with those documents that seem to be dead but are often more alive than interviews.
   - Make onion peeling a routine. That is, repeat an activity until it becomes a habit. An excellent way to do this is to access permanent information through legal mechanisms.
   - Connect historical findings with current events. In this navigation towards the past, it is necessary to connect the sea with the coast so that issues are anchored in the public interest and an explanation that makes them relevant.
4. IF I WANT TO WORK WITH FILES, WHERE DO I START?

- Have patience and learn to digest, process, and study.
- The information is somewhere, but it is disorganized, hidden.
- You have to make a list of what you are looking for to clarify about the subject.
- You have to understand that the first document is a clue, not the great finding.
- First, let your mind wonder.
- Turn your wonderings into a working hypothesis.
- Search for the information.
- Verify or distort the findings by appealing to verification mechanisms.

5. HOW NOT TO GET SICK WITH INFOXICATION?

You have to discover:
- Contradictions
- Inconsistencies
- Incoherence

6. HOW DO I KNOW WHAT INFORMATION IS NECESSARY?

Rate the different types of versions:
- Official
- Legal
- Testimonial
- Private

7. HOW NOT TO DROWN IN ARCHIVES?

- Establish the research problem.
- Know the context and origin of all your research.
- Do file-mining.
- Authenticate your documents. If you cannot verify the credibility of the document, you are lost.
- Know how to interview the documents to arrive at the findings.
- Classify the findings in cards. What is not categorized gets lost.
- Connect documents with others. It is never a single document or a single file. This can be done from concept maps or by adding a new column to the previous tab.
- Collect testimonies from all sides to cross them with the findings of the archives. This can be done from concept maps or by adding a new column to the previous tab.

You can see a complete example of this in chapter 4 of the book “Clues on narrating memory” (Pistas para narrar la memoria).
The stories behind people leaving their countries involve complexities and amounts of information for which words sometimes fall short. However, with the advent of the Internet and digital platforms, journalism has tools at its disposal to tell these stories in a more interactive and impactful way. We will briefly comment on three of them:\footnote{21}

- The first is related to \textit{time}, to chronological histories. There are many tools available to create timelines, but the one that we will mention due to its simplicity and the fact that it is free software is \textit{TimelineJS}.

- The second has to do with \textit{space}. Tell stories through maps. Our software of choice for this purpose is \textit{StoryMapsJS}, developed by KnightLab.

- And finally, tools that help us to visualize data. In this case, we recommend \textit{Datawrapper}.
NOTES

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narratives and conversations with audiences

By Esther Vargas
EVERY IDEA DESERVES TO BE CREATIVE

So let’s define a concept often found in bibliographies: storytelling.

Storytelling is the art of telling a story.¹ In marketing and digital journalism, it is considered a powerful tool to deliver a message. A story has great power of remembrance if told with creativity and enthusiasm. And let’s always add the word rigor.

“In journalism, storytelling leads us to stories that appeal to the emotions of the audience.”

Pulitzer Prize-winner Jacqui Banaszynski, who holds the Knight Chair in Editing at the Missouri School of Journalism, argues that there are eight distinctive paths to create different stories on a topic.²

1. **A profile.** Find the people behind a story, the characters driving the issue. You can profile not just a person, but a place, an event, even a building.

2. **Explanatory piece.** Show readers why something happen or how something functions.

3. **Issues and trend stories.** Ask yourself if there is a larger picture to explore. Trends are not exclusively related to culture or lifestyle; think crime or economy.

4. **Investigative.** Look into wrongdoing, “follow the money,” analyze power struggles, and make use of available documents.³
5. **Narrative.** A story with a character, scenes, and tension.

6. **Descriptive/Day in the life.** The alternative to a narrative, focusing on a particular moment, such as a ride-along with the police, a visit to the new museum.

7. **Voices or perspective story.** Have people tell a story in a unique way: Q&A, roundtable discussion, a rail of quotes, or vignettes.

8. **Visual story.** Photographs, graphics or illustrations might be the best ways to tell some stories.

And from our experience, we will add podcasts, meme videos, ad hoc content for social media, and narrative proposals for mobile phones, which leads us to take advantage of social media such as Instagram.

### Specifying some concepts

**PODCAST**

Various sources define podcasts similarly. Félix Riaño, author of ‘Todo sobre el Pódcast’ (All about podcasts), describes them as follows: “A podcast is an audio or video piece that is digitally recorded and edited, automatically and periodically downloaded by subscription. Users have full control to choose the details regarding how they want to listen to or visualize it.” Another definition provided by the author: “A podcast is an audio file that you can listen to whenever you want, wherever you want and however you want. This is different from traditional radio, which you listen to here and now.”

**MEME VIDEOS**

A term used in digital journalism slang referring to a video characterized by its briefness, usually in square format.
and its use of subtitles. They can run for 1 to 7 minutes long, but there are always exceptions according to the needs of the author.

MULTIMEDIA

“The multimedia narrative mixes various forms of media — including formats such as images, sounds, and texts — in the transmission of information,” according to Professor Miguel Álvarez. As the name implies, we find multiple means or resources that focus on a single goal: inform.

TRANSMEDIA

Carlos Alberto Scolari, an expert in digital media and interfaces (and all aspects of transmedia), maintains that “people talk about transmedia and I always say the same thing: transmedia is an adjective, not a noun. We are talking about transmedia narrative, transmedia communication, transmedia education... even now, people talk about transmedia branding. The transmedia narrative is like a story. A story that is told through several forms of media and platforms. A story begins in cinema, then it becomes a video game, then the comic comes out, then they make a T.V series, and in its ideal form, each platform tells a different part of that whole narrative world. The second vital component is that users also participate in this narrative expansion through different media and platforms, generating fan fiction, making YouTube videos, parodies, alternative endings... fans also collaborate in the expansion and construction of that narrative world.”

The transmedia narrative, the author points out, encourages people’s participation: “People are going to participate whether you like it or not, whether there is transme-
dia or there is no transmedia. If one also creates spaces to interact, this participation is further enhanced. When good stories, good research, and good information is created, people’s participation eventually pays off, especially through feedback”.

When we talk about transmedia, we are also dealing with online and offline narratives that can create spaces of direct participation with users.

That said, we are challenged to build creative multimedia and multi-platform stories.

Brainstorming

Editors, writers, and reporters organize themselves to tell stories in newsrooms, or Zoom, or some other videoconference technology nowadays. Here is where the so-called brainstorming takes flight, where topics, angles, and issues to investigate emerge.

There are many pieces, including chronicles, reports, video reports, and others, regarding the issue of Venezuelan migrants. What are new angles to contribute?

First, it is good to know what has already been done and to have some guidelines, since not everything is summed up in ‘human stories,’ as claimed by certain outlets.
To address migration, we can have at least three axes, as recommended by journalist María Teresa Roneros:

1. **Before leaving the country of origin:** What causes them to leave their country.

2. **During the journey:** The hardships they suffer between their origin and destination.

3. **When you have already settled in a new country:** Problems of discrimination or even exploitation.

When it comes to looking for stories, we don’t always have to focus on telling the sad side. There is always another side, a story of success, rewards for outstanding efforts, stories of communities that, despite adversity, have come out ahead.

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**Tools for collaborative work**

To work on narratives or informative teamwork, some tools we recommended are:

- **Slack.** According to its website, Slack is “a collaboration center that can replace email to help you and your team work together seamlessly.”

- **Cacoo.com.** An easy-to-use tool. According to their website, the tool can “can be integrated into Google Drive, making work easier as one can open, create, save, share, and export diagrams directly from the Drive. It has hundreds of templates and graphics to use.”
After arduous and prolonged reporting, we conclude whether what we want to tell indeed can and should be told. The reporter and the editor’s criteria are key to taking the second step: development and presentation.

**Text.** On the Internet, stories of 500 to 800 words work well. However, a good story always deserves to be read. Therefore, extensive writing shouldn’t be used as a corsé. Stories can be told in the first, second, or third person, according to media and the reporter’s expertise. Not everyone can write first-person stories, and not all stories need to be in the first person. Lists are a success on the Internet. For example: 10 jobs that Venezuelans have in Peru, or the 10 cities in Peru with the highest number of Venezuelans.

**Photos.** Photo galleries empower stories, or are often the stories themselves, as we see in the photo report “Venezuelans in Peru: visible to the virus, invisible to society”, by the Spanish newspaper El País, where captions concentrate essential information that provides context for each image.

**Video.** Not all stories can include video, but it is necessary to remember that video consumption is gradually increasing and that there are several video options that we must consider: meme videos (videos with text) that can be inserted on a website, square or vertical videos for Instagram; Instagram stories and IGTV videos; documen-
taries; and animations that can be uploaded to the web or social media.

**Illustrations.** Illustrations can be used à la Pictoline or one even create comics. Check this example out:
Audio. Podcasts have become a widely used format, which is why we must propose audio narratives. According to Voxnest, in 2018, the Spanish-language podcast market grew 13% in Latin America. According to the latest 2020 study, podcasts in Spanish grew 94% during the first six months of the year.

The most popular categories are: education, arts, society and culture, music and health and fitness.

Seeing the increased use of this format and its journalistic possibilities, we will fully develop its use in this chapter a little later.

Listen to some examples:

- The Return: Voices of return to Venezuela.
- Radio Ambulante: Temporary stay.
- Radio Ambulante: Exodus.

Infographics and data. We discussed these extensively in the previous chapter.

- Coordination Platform for Venezuelan migrants and refugees.

Multimedia specials

Multimedia content has some characteristics in addition to using multiple formats:

- It must be enlightening, revealing, explanatory.
- It must contribute to the debate.
- The reporting should be felt. It is not a compilation. It implies research.
- It transcends numbers while including them.
When a story is poorly told, nothing, not even the most sophisticated and attractive device, will save it. There is simply no way out. Therefore, it is vital to remember this decalogue to address migration, which expands on what was learned in chapter 2.

10 stigmas of immigrants (that we must end), according to Rui Marques, former Deputy High Commissioner for Immigrants and Ethnic Minorities in Portugal:

• They constitute an invasion
• They come to take away our jobs
• They use our scarce resources in health, social security, and public services
• They are criminals
• Women migrants are prostitutes
• They carry diseases
• The government and international organizations help them: they give them what they deny us
• They are different, weird
• They do not pay taxes
• They are not reliable
JOURNALISTIC PIECES ON MIGRATION AND REFUGE

Course participants searched for podcasts and multimedia reports on migrations around the world. Here we recommend some of them.

Podcast

*Once upon a time there was Venezuela (Univision)*
A podcast that helps us understand why Venezuela reached its current situation, producing a mass exodus.
(Recommended by Rocío Lloret Céspedes).

*Venezuelan migration narrated by children (El Comercio)*
Addresses the migration process through the testimony of Dayibed, a 7-year-old Venezuelan girl who migrated to Peru.
(Recommended by Gian Torres).

*Journey to Uncertainty (Historias amfibias), (Amphibian Stories)*
A story about Venezuelan caminantes (walkers) entering Colombian territory.
(Recommended by Laura Vásquez Roa).

*Coihueco, the Chilean town that can change the way you understand migration in Latin America (Radio Ambulante)*
A report that includes photographs and two podcasts addressing Haitian migration to a town deep within Chile.
(Recommended by Liliana Aguirre).

*Ruth flees in a migrant caravan (Gato encerrado)*
A 9-year-old girl who was forced to flee 15 times with her family to escape from the Mara Salvatrucha gang.
(Recommended by Giovana De la Cruz).
**Migrants: caught in the middle of the pandemic [El Hilo]**
It discusses the violations of rights or deportations of many migrants in several countries. (Recommended by Ana Cristina Basrantes).

**Multimedia specials**

**Chamos [Venezuelans] who put on the jersey. [MigraVenezuela / Semana Magazine]**
A compilation of 6 stories starring young people from Venezuela who continue to work and contribute in the country that welcomed them, Colombia, even in times of covid-19. (Recommended by Mariana Álvarez López).

**The hunger generation [El Pitazo / Connectas]**
A multimedia piece, winner of the Ortega y Gasset Award. A contrast between the official discourse of the Venezuelan government and testimonies of Venezuelan citizens and specialists. (Recommended by Yvonne Alexandra León).

**10 Migrant Stories [Chicas Poderosas]**
Migration stories of women and non-binary people. (Recommended by Arnol Piedra).

**The Syrian exodus in 5 stories [Univisión]**
In five stories, this work exposes the reasons behind the departure of Syrian refugees to Germany. (Recommended by Mercedes Bluske).

**Another perspective of the same problem through photographs.**
(Recommended by Xiomara Montañez).
In Trump Land (Folha)
A report on the 70 walls that impede human mobility in different parts of the world.
(Recommended by Rodolfo Huallpa).

Two NYT reporters were given the task of touring the border and reporting on the integration that exists in this territory between Mexico and the United States.
(Recommended by Jefferson Díaz).

From migrants to refugees: the new Central American drama (Univisión)
Stories of thousands of people who flee from violence in the Northern Triangle and agglomerate in Mexico, Belize, Costa Rica, and the United States, asking for protection.
(Recommended by Cielo Galarcio).

Migrations are also female (5W Magazine).
Twelve photographs to fight against the invisibility of women in movement.
(Recommended by Jeanneth Cervantes Pesdamientos).
Other works

In this case, not all focus on migration, but they are inspiring and good case studies that we can analyze in-depth.

_They fight, stories of resistance_
A collaborative work published by Ojo Público (Public eye) contains an important narrative and data to understand indigenous women’s situation.

_Migrants from another world_
A good example of collaborative journalism that shows us the drama of migrants. Twelve American and two European outlets participated in this cross-border joint investigation, joined by other journalistic allies, as the story required, in Cameroon, India, and Nepal. The journalists completed the project hand in hand with an exceptional and committed production, design, digital development, and audience team.

_Venezuela on the run_
Three journalistic teams from EL TIEMPO and Efecto Cocuyo accompanied migrants on the three routes they take to reach Lima, Buenos Aires, and Curaçao. This work won the 2018 Gabo Award in the coverage category.

_The deserts of Sonora_
A transmedia journalistic and cultural project that gathers several platforms around the same story, told from different perspectives, concepts, and formats.
**Women for sale**
A transmedia series that includes a downloadable comic, video, and other formats.

**Unpunished excess**
This journalistic series reveals the patterns of behavior of extractive industries in Peru and their impact on the lives of residents of the Andes and the Amazon, based on the massive analysis of data alongside permanent field reporting. The journalistic project includes a dozen reports, two web applications, multimedia specials, and an e-book.

**Gabo’s legacy**
A multimedia and interactive special designed for different audiences.
SOCIAL MEDIA AND CONVERSATION

Social media has become a critical liaison between content and audience. In the last three years, newsrooms have understood the need for an audience team made up of social media editors and community managers. These professionals help distribute our material efficiently, and, above all, they connect us with the audience.

Before thinking about which strategy to use, the first thing is to determine which social networks are fundamental to our work.

Each social network demands a specific language, and therefore we must proceed carefully when choosing the network we are going to use. Although the process can be automated with https://www.dogtrack.es/ or https://hootsuite.com/es/ to post content on many platforms, the truth is that manual publication, from my point of view and daily work, maintains more direct contact with audiences and provides better information on what is happening with my content in the digital environment.

Time constraints and the usual understaffing in many outlets make the community manager’s work automated at times; however, such automation implies risk.

This third step will analyze some strategies to manage our social media for holding conversation with audiences efficiently.
Social media strategy

The first thing in strategizing is knowing what the target audience is consuming. Recent ComscCore statistics can be great for making decisions.2

According to these and other statistics, three leading social media have the most impact on audiences today: Facebook, Twitter, and Instagram. However, the growth of TikTok is also important to consider, and hopefully, more data will be available on its impact soon. YouTube is still the leader in video, but we generate much more engagement when we post a video directly on to Facebook.

It is necessary to have a differentiated strategy:

- Breaking news: Twitter
- News of the day, with further development and analysis: Facebook
- Visual content: graphics, animations, video memes: Instagram

Recommendations for each social media

Twitter: We recommend using at least two hashtags, a short message that is specific and powerful, up to four photos and you can also resort to using gifs or videos. It’s perfect for real-time reports.

News usually shows up first on Twitter, and everyone, from outlets to on-site journalists, use Twitter to update the public on the development of a story. Journalists must identify themselves as such – except in life-threatening circumstances as it happens in Mexico – because by interacting, retweeting, and answering questions from audi-
ences, they increase their followers and generate more trust in their work, according to Twitter itself.  

Why is it important to use Twitter

- To join our audiences’ conversations.
- To look for additional information. The public is a journalist’s best source of information and clues.
- Answering questions directly is the best way to clear up misunderstandings and improve the public’s knowledge about an issue.

According to its site for journalists, Twitter continues to be the site for news during the pandemic. You can take advantage of the network’s lists and moments functionalities. Lists are a great informational resource, and Twitter makes searching easy. Another possibility is the use of threads, which are worthwhile when delving into information.

Facebook: With this network, we have several options, from content distribution to live broadcasts. Facebook is the largest social network worldwide, and journalists must give it particular importance since most of the audience is very active in this digital space. Still, it has its risks. That’s why we wanted to share this safety guide for journalists on Facebook with you.

Instagram: Beyond videos and photos (galleries of up to 10 pictures), we can post stories, videos for IGTV, and online broadcasts, which have had a significant impact during the quarantine.

What about WhatsApp?: The network has grown steadily in recent years and is useful to:
- Contact sources and exchange messages (text, photos, videos, audios).
• Conduct interviews through voice notes, which can then be used in podcasts.

• Gather relevant content for multimedia work, as shown in this investigation carried out by El Comercio, the Peruvian newspaper.\textsuperscript{16}

It is important to point out the dangers of this platform. An extensive analysis by The Guardian states that "WhatsApp is certainly an unbeatable conduit for circulating conspiracy theories, but we must also admit that it seems to be an excellent tool for facilitating genuinely conspiratorial behaviour."\textsuperscript{17}

\textbf{How should you hold conversations with the audience?}

Audiences are changing, explosive, and mobilizing. It is important to understand and analyze them, and above all, to forge ties with people who can serve as sources or informational allies.

Therefore, it is essential to be part of the community, actively participate in networks, understand the language, write our message or information, and evaluate what is said about topics of interest.\textsuperscript{18}

The conversations must be transparent, useful for the medium and the audience, and they must be public, so having a well-trained community manager is pertinent.

We must dialogue with audiences about the content we are sharing, invite them to participate in our work, or ask what they would like to read. We can even invite them to comment on what was good or bad about a piece or what else they would like to know.

The process of conversing with and conquering our audience is not instantaneous; it requires work, strategy, and
patience. Establishing audience loyalty is a challenge we will only achieve if we invest time and resources. For example, you may need experts and academics to answer questions directly so that people understand that we take this bond seriously. As in love, this relationship with the audience is not eternal or bulletproof. Once we fail, regaining trust means starting from scratch.

- Redacción de Argentina uses these tools to encourage audience interaction: https://actionbutton.org/publishers.
- The so-called solutions journalism can be an effective way to get closer to the audience.\(^{19}\)

**Trends in narratives**

1. **Ephemeral content of great value is growing.**

After the arrival of Snapchat a few years ago, Instagram and Facebook incorporated stories onto their platforms. Stories have 24 hours to live online and are very popular. The trend in 2020 confirms that this type of content is increasing, so it is necessary to have a visual strategy that allows making the most of these tools. Hootsuite has also reported on the growth of TikTok, a phenomenon that has increased during the pandemic.\(^{20}\)

2. **Video content continues to grow year after year.**

Youtube is still significant. And the growing success of TikTok shows the rise of video as a content format among younger generations amid the dispute that has broken out between China and the United States. According to a Cisco study, by 2020, 82% of content will be video. Today, we recommend creating short, well-edited, and creative videos specially designed for social media: vertical for stories and square or horizontal for Facebook and Youtube.\(^{21}\)
3. **Influencers are gaining traction on social media and flooding into other spaces.**

Counting on influencers for journalistic campaigns and strategies is not a bad idea.

4. **In 2020, podcasts will continue to grow, so it is important to create content in this format.**

However, quality is critical considering that the variety and quantity of content continue to grow. Many experts have emphasized that podcasts are not radio shows. I spoke with Jorge Caraballo, Growth Editor for *Radio Ambulante*, who explained that “the main thing is to understand that podcasts are the result of the digital age.” Success doesn’t mean reaching millions, but a group of really interested people, Caraballo tells us. He emphasizes the importance of spontaneity and informality, a big difference from a traditional radio news program. This does not mean that rigor should be set aside.

5. **You can consume news on both Instagram and TikTok.**

On the contrary, in these times of fake news and content of dubious origin, we do well by producing validated content that includes the necessary cross-over of sources to deliver the best product to our audience.

Instagram is optimized for showing pretty images on its feed. TikTok works better for short comedy videos, which is why *The Washington Post* generates that kind of information on the platform. It is important to understand such trends before developing a strategy for these networks.

6. **Instagram users are growing in Latin America.**

According to Sprout Social, vertical videos are the most significant trend on Instagram. We can see it in live
broadcasts, stories, and on Instagram TV. This trend will continue in 2020, and this format is now available on YouTube and Vimeo.

7. **Pay attention to newsletters to disseminate your content.**

While the 2000s were times of blogging, 20 years later, we have, among other resources, the newsletter or informative bulletins. This tool allows you to choose key information that is sent by email to a group of users. These can be used by both the newsroom itself or the individual journalist.

8. **WhatsApp groups promoted by journalists generally serve two purposes:**

a. To become a source of information, mobile communication.

b. News distribution.

“The media use WhatsApp to share their content (also called “newsletters”) with their audiences. The audience may have migrated from Facebook or Twitter and uses WhatsApp to discuss and share news with friends. Another reason for creating a WhatsApp channel may be that the media wants to reach a younger audience [Jenkins and Nielsen, 2018].”

One in four Internet users in Brazil said that used WhatsApp as their primary news source during the country’s 2018 general elections. According to Sergio Spagnuolo, a journalist from Brazil who conducted this study, this is how WhatsApp can help news organizations.

- It facilitates the registration of new users into broadcast lists with WhatsApp Business. Specifically, it would
be useful for news organizations to have a way to automatically record the names and phone numbers of people who choose to receive news through their WhatsApp or WhatsApp Business channels.

- It provides publishers with at least basic engagement analytics such as click-through rates and link exchange data.
- It creates verified accounts for news organizations.
- It facilitates the use of WhatsApp Business through a desktop client, not only from telephone applications.
- It provides the option of not downloading the messages and “Status” stories of all users, which demand too much from a mobile device and tend to crash the app.
- It creates a one-way publishing system – a channel– for news companies, in which publications can send content but will not receive messages from users, which could overload the system. Users can still communicate through other means, but not through this channel.
A podcast is packaged radio content, published on the Internet and ready to be listened to, downloaded or shared whenever.

- **Freedom.** As a producer, you can explore and try things without fear of making mistakes. As an audience, you can choose what to listen to, when, and how often, in which place and with what device.

- **Independence.** You do not depend on the editorial decisions of a station.

- **Length.** There is no predefined length.

- **Timing.** You can take the time you need to develop an investigation and production. Broadcasting dates are more flexible.

- **Experimentation.** You can break away from the classic radio formats. It is an opportunity for sound innovation. As an audience, you can also exploit curiosity and look for unique content.

- **Serialization.** The podcast allows you to think as a series and address issues in-depth, organize production, give periodicity, and generate expectations.

- **Permanence.** The content no longer disappears, it can be listened to repeatedly.
1. Before we begin: the idea

The idea can come from anywhere: a topic of interest, a comment from a friend, a dream, a movie. The important thing is to shape it and give it a radiophonic format.

Keep in mind that the language of radio is made up of several elements and has infinite combinations. Voices, music, sound, silence, and noises that have great narrative potential. We recommend you delve into them all, give your content a twist. Here are some guidelines.

A useful exercise when thinking about your podcast is to ask yourself a few questions before starting the project and during its development. This exercise will test your idea so you can adjust it, modify it, and identify problems.

- **What do I want to say?** Be clear about the topic and your cuts.
- **Why do I want to tell this story?** Your motivations. Why do you think it’s worth it.
- **How am I going to tell it?** The way you will choose to approach the subject.
- **Is that the only way to tell it?** Do not stick to the first thing that comes to your mind. Do your research and experiment!
- **Is it feasible to produce it?** Evaluate if it is possible – economically, technically, narratively – to take on the project.
- **What will be the added value of your podcast? Why would people listen to it?** It can have a thematic or aesthetic differential.
The podcast can take different forms; you can choose them separately or, why not, combine them:

- **Chronicle**: narration of an event in chronological order. Ideal for storytelling.

- **Report**: investigative journalism content that is used to address a topic in-depth through multiple sources, data, voices, and the presence of a narrative. Ideal to talk about social problems.

- **Interview**: an in-depth conversation with actors concerned with an issue that is being discussed.

- **Program**: a series in which thematic axes are discussed, with guests, columnists, information and opinion, sections, recommendations. In the style of live radio.

- **Radio drama**: an audible fiction, with performances, scenes, with or without chapters. If you choose audible fiction, learn more here.

- **Audible documentary**: a hybrid between journalism and art. Like a report, it can discuss a problem, but with particular emphasis on the aesthetic dimension of sounds. Delve into the genre here.

2. Overview

The overview is a short text of a few lines where your project should be straightforward. The simpler, the better. It should be enough for someone who is not part of the project to understand it. Here’s an example:

*The fortunes of a family of Venezuelan migrants in their attempt to reach Chile by land. The obstacles they must go through to get to Santiago and the challenges that starting their life there implies.*
3. Research and gathering of materials

On the one hand, you are moved by a question: what is this all about? Research to obtain information about the subject, understand it, obtain data and resources you can use to write your script. Here you will use the journalistic techniques learned in this handbook. Search in books, magazines, the Internet, and social media, but also among your contacts. Use a variety of sources.

During this inquiry process, you should already be thinking about sounds because whatever you find must have a sound. Gather audible content that can be used for your podcast: audio files from historical archives, radio and TV programs, testimonies. The sound radar must always be tuned in. By the time you reach this stage, you should also set up a list of interviews and recordings that you need to do.

TIPS

- Identify sounds that relate to the topic or story. Does this sound well? How could I make this sound well? What does migration sound like?

- Create a map of actors and scenarios. Identify the protagonists of the story you want to tell and the places where the story takes place.

4. Interviews and recordings

- Think about how useful the interview will be before moving forward with it. Think about how to approach it. Will you only use your interviewee’s voice or include the dialogue with you?
• **Create a questionnaire that you can use as a guide.** But try not to be staring at it all the time and risk cooling the conversation. Improvise.

• **Be careful with your interventions** during your interviewee’s testimony in case you need to record their voice without your interventions.

• Ask your interviewees to start their answer by picking up the question so that the listener can guess the question even without hearing it. That is, avoid:
  - Where were you born?
  - In Maracaibo;

Aim for:
  - Where were you born?
  - I was born in Maracaibo.

• **Build trust so that the interviewee loosens up.** Ask some light questions at the beginning to get in the mood.

• **Show that you are paying attention to what they tell you.** by cross-examining or asking for details about the answers. Keeping an eye on the tape recorder or questions that cut the conversation short.

• **Take advantage of the first impression of the interview.** As soon as you say goodbye, write down the moments that seemed most relevant to you. This is the first filter to choose which parts you are going to select.

### 5. Transcription and catalog

Once all audio content has been collected, you must process and classify it. Transcribe interviews and testimonials. This will be useful for preparing the script, since you will be able to place fragments of the testimonies at different moments of the podcast.
On the other hand, listen to field recordings. Remember: you were able to record soundscapes, scenes, events. Name the content indicating what you find interesting about it and choose which fragments can serve as an ingredient in your podcast.

With all this material, you will also realize if you lack protagonists or specialists, if there is a fair representation of gender and if the story is being told as you want.

**TIPS**

- To transcribe the interviews, you can slow the audio down with any editing software. In Audacity, you must go to Effects/Change speed. This way, you will transcribe with fewer pauses.

- There is software that transforms audio into text. It can be useful for the first version of your transcription, which can then be modified. Explore Speech to text.

- For field recordings, choose a single way to save them throughout the production process. We recommend that you include the place, day, approximate time, people involved, and what things and sounds you find interesting about that recording.

**6. First version of the script**

The script is the textual guide of what will later be your podcast. It is the roadmap that will guide the final production. Include the texts you wrote for voiceovers, testimonial cuts, the chosen audio files, music, sounds.

At this stage, you must defeat the blank sheet. Write whatever comes to mind. There will be time to make changes to it; this is just the first version of the structure. You can write down what you should talk about in the script, which does not mean that you will not improvise later. That will
The script of a recorded production does not have a radio program’s temporal obligations broadcasted on traditional radio station, allowing greater flexibility.

TIPS

- **Write in the same way you speak.** Do not use words that are very difficult to pronounce or hear. Do not use unusual words.
- **Don’t use very long sentences.** Try to give it rhythm using short phrases. Whoever makes the voiceovers has to breathe, and so does the audience.

When you choose a verbatim quote from an interview or testimonial, cut the audio file segment and leave it ready and well-identified in the script to speed up production.

7. Rewriting

You have one more instance to improve the script. Previously, the important thing was to capture everything you wanted to say and locate the content you must read and correct in this instance. Remember that it is a radio script, so it must be pleasant to the ear. Balanced with its use of content and understandable.

TIPS

- See if any passage in your script is getting too long. The script provides that notion visually.
- Read the script out loud and record yourself. You will notice long sentences, words that sound unusual or are challenging to understand. Here you can make your script louder.
- Ask a friend or family member to listen and confirm whether it is understandable.
Pay attention to the last sentence or scene of each episode. It should provide suspense, an emotion, something to make the audience think about it after it ends.

The first thirty seconds are critical. Choose a strong testimonial, an eloquent sound, even before a narrator gives a welcome to the content.

8. Voiceovers

You have already recorded the interviews, some ambient sounds, or events in the field. It is time to record the voiceovers for the final podcast - the moment of airing. You can choose to do it live uncut and spontaneously or record it by reading a script and doing it several times until it turns out the way you want.

You can record using an external microphone plugged into an audio interface or your computer or directly with the recorder. Any audio editing program allows you to record. Audacity is a free multitrack editing program that offers that possibility. Some platforms like Anchor also allow recording directly from the computer, although it is not recommended.

Don’t underestimate the power of a good voiceover. An acoustically well-conditioned environment will improve the quality of the recording and add professionalism to the podcast.

TIPS FOR RECORDING

If you don’t have a studio, find a quiet place in your home; away from windows and hallways and not close to environments where there will be people when you’re recording.

Avoid recording near smooth, rigid surfaces where sound will bounce off. We must choose porous surfaces that
absorb waves and avoid reverberation: foams, curtains, blankets, cork.

- **Record multiple takes** to be able to choose your favorite version.

- **Breathe, relax, don’t rush.** Record part by part. Modulate words. Have a glass of water nearby.

- **Comfort above all.** Record sitting or standing. The important thing is that you are upright, looking straight ahead and with your chest open.

**9. Editing**

When it comes to assembling your final product, you will gather all the content that you have been producing. But you will also need music, sound, and audio from the archives.

**MUSIC**

Music serves to set the scene and is almost as important as voices. [Check out its possible functions here](#). Some platforms offer music and effects for free, others require a subscription. We recommend reading the terms of license carefully to know how to give them credit for free options.

- **Jamendo.** The music exchange platform with free licenses par excellence. It has a version for personal use and another for commercial use.

- **Pixabay Music.** A repository of free background music.

- **Free Music Archive.** A search engine for music with Creative Commons licenses.

- **Purple Planet.** Free medium-quality music for personal projects.
SOUND EFFECTS

Sound effects are not confined to foley, nor should they always be used literally. Explore some effects repositories to add to your podcast. Most of them are in English, use DeepL to translate whatever you want to find.25

- **Free Sound.** One of the most complete libraries of effects.
- **Zaplast.** Sound effects in wav and mp3 format.
- **BBC Effects Repository.**
- **Soundbank** of Spain’s Ministry of Education.
- **Record your own effects.** Think about the type of sensation you want to stir in the audience and what sound can provoke it. You probably have machines, surfaces, and objects that make noise at home - a drop of water, a comb, dishes.

10. Graphic and sound identity

An important issue is the design and realization of the art of the podcast. In principle, an opening wedge and a closing wedge for each episode. And you can add some separators to include during the podcast. This contributes a sense of continuity and personality to the whole series and provides the essential information.

To design the art, you must have the title and subtitle of the podcast. Perhaps a slogan. You must choose music or a sound to use with the voiceover that identifies your podcast. We recommend that the opening be short and that the closing includes contact information and platforms where your audience can continue listening to the content.

The podcast also includes visual identity. An identifying image to which you can add the title and adapt it to the
sizes of the various platforms and social networks. Try to use an image you create. If you can’t, make sure it has free licenses:

- **Unsplash.** Repository of photographs.
- **Freepik.** Repository of illustrations.
- **Pixabay.** Repository of photographs.

### 11. Uploading and distribution

Podcasts are radio-on-demand. The audiences do not go to the radio, but the radio goes to them. Whenever an episode is uploaded, it is automatically distributed on the different podcast aggregator platforms (podcatchers), through a method called RSS (Really Simple Syndication). In this way, you avoid uploading the audio file to each place separately, thus duplicating the information.

**AGGREGATORS (PODCATCHERS)**

Although you can upload the podcast to your website, music and sound content consumption is done mainly through a handful of platforms.

- **Spotify.** The simplest platform to publish podcasts for free. It initially offered music but expanded its offering to include this kind of content.

- **Google Podcast.** A free podcast application developed by Google. It is a bit more demanding when it comes to publishing.

- **Apple Podcasts.** The most popular podcast platform, mainly in the United States. It is so popular that many other platforms use their referral category system. To manually syndicate podcasts, you must have an Apple ID. We recommended doing it through Anchor. Apple Podcasts can only be heard on iTunes.
Distribute your podcast with Anchor

Anchor is a comprehensive solution to podcast production that automates the aggregation process to the leading content aggregation platforms. When an account is opened, and the first episode of the series is uploaded, Anchor opens its broadcast channels and distributes your podcast to all of them.

Anchor is a superior option because it is free, has unlimited space for podcast hosting, allows recording, editing, and uploading the episode on the platform, has detailed analytics, allows people who use the application to send voicenotes, and manages monetization in case of reaching large audiences. Some of these functionalities are only available through the web. To know how to open an account and distribute your podcast, read the Anchor tutorial in the recommended readings list.

12. Promotion

But the promotion and dissemination of the podcast should not be neglected because it is the only way to reach the audience and build an identity.

As journalists, it is quite usual that all of our energy is focused on the production of the podcast: finding the story and the point of view, writing, interviewing, recording, and editing. If you produce a podcast, it is meant to be heard.
PREPARE YOUR ONLINE PRESENCE AND LAUNCH

- It is unnecessary to have a website for the podcast, although it is a good idea. Free options like Tumblr or Wordpress.com allow you to use your own domain.

- **Produce promotional content for each episode.** Audio-grams can be created with Headliner, Veed.io, or the Anchor app. Images with excerpts can be done with Canva. Short promotional clips can be made with Soundcloud. Anything goes.

- **Plan the launch of the podcast.** Write a press release, send it to specialized journalists who may be interested. Do not forget to include contact info.

- Whenever you promote your podcast on social media, make sure you use a **URL shortener service** like Bit.ly that offers detailed metrics for each click.

- As people listen, you can obtain data to **get to know your audience.** From what device are they listening to you? From what platforms? That way, you can adjust your promotion plan and the contents of the podcast.

- Social networks are not programmed to distribute audio content. And although Twitter launched the ability to send audio tweets in June 2020, it remains an experimental feature for iOS users. **Headliner** is an online application to generate audiograms from your audio files. With a free account, you can create up to 10 small videos per month, optimized for social networks, with your podcast’s image, the graphic representation of the audio, and text with animations. **To learn how to make audiograms, check the Headliner tutorial recommended in the readings of this lesson.**
GENERATE AND INCREASE YOUR AUDIENCE

- **Post consistently.** Post trailers to generate buzz or cuts left out of the episode or behind the scenes to keep people interested between episodes.

- **Connect with other similar podcasts** and exchange promotions.

- Ask the audience to **rate the podcast** on their platforms of choice. They can give you five stars or likes.

- Publish a **transcript of the podcasts.** It improves accessibility, but it also helps the audience who wants to revisit specific aspects of the episode.

- You can send a **newsletter** when each episode comes out with Mailchimp or Moosend. Don’t add people to the mailing list without asking.

- **Talk to the audience.** Answer their questions, appreciate the promotion, get involved.

- **Connect with relevant actors** in your field. If you produce a podcast on migration, connect with non-governmental organizations that work on these issues, with migrant associations and migrant networks.

- You can also establish relationships with brands that are interested in your podcast and can sponsor you. You can lean on platforms like Patreon.

**Podcasts on migrations**

Here we share podcasts that can inspire you and help you identify the elements and types of production we have been reviewing. You will find them in the complementary readings or can listen to them in the Spotify playlist that we put together for you.²⁷
NOTAS

From field reporting to
more journalism
By Ginna Morelo, Eileen Truax
and Jorge Daniel Morelo
REMOTE JOURNALISM, INVESTIGATING IN CONFINEMENT

The reality is that journalists cannot go out on the streets as they did before. Newsrooms, large and small, traditional and independent, have had to begin to adapt to remote work after five months of confinement. Little by little, a new tempo has been imposed on journalism that could become permanent for some media.

Journalists, editors, and media directors went from newsroom committees to virtual meetings. The criticism of “desk journalism” directed at questioning the work of those who did not report from the field has been softened given that the remote work experience brought us closer to this practice. The newsroom’s traditional culture changed to one of newsroom platforms. Now we spend most of our time in virtuality.

Mary Meehan, 2016 Nieman Fellow and Health Policy Journalist, author of “The Potential Impact of Work-From-Home on Newsrooms” report, believes that “emotional support and empathy will be needed in ways not typically part of the hard-charging media environment. Especially as the coronavirus continues to ravage the world, there must be intentional recognition that the members of the media, as all people, are enduring unprecedented trauma and stress.”

Based on the reflections of ten Latin American journalists, editors, and digital creators whom we spoke to, we prepared a guide of recommendations, which we adjusted to the context of media coverage on migrations. With what objective? To provide suggestions on how to keep track of a phenomenon that is rapidly changing the social landscape worldwide.
The emergency caused by Covid-19 has limited field reporting. Every topic covered by journalism has been affected, especially those elaborated from following the trail of developing stories, including migrations. What to do? A good start aims at reinforcing:

**Research on context and fact-checking:**

Throughout this guide, we have seen how critical it is to research the context of an issue. In its remote version, journalism will require dedicating extra time to this task, with experts’ support and through adequate verification of the information collected in interviews with main sources.

- Understand and formulate a thorough answer to why people migrate. Work more on the context of the stories. Review previous publications, which will allow you to gather the information that, in the end, will serve for adequate verification of data.

- Answer this question with more emphasis: How much have we walked with migrants to understand the phenomenon? If we did it extensively, take a look at past lessons that will support the work you now undertake remotely. But if you are just getting started during this time of confinement, surround yourself with those who have done this work before so you can better formulate questions, analyze situations, and prepare your coverage. Another approach to the subject is to contact migrants who have been living in host countries for a long time. This could help understand the migrant in transit.
• There are operational, legal, and political definitions regarding migration that need to be studied further to find new angles for your stories. It is time to learn more on, for example, the legal frameworks in different countries, which serve to identify violations of the rights of migrants that may be the subject of a journalistic investigation.

• Although social media is a good channel to connect with migrants, it is unnecessary for most reporting on the subject. After the first contact through social media, we can start to comprehend some of the migrants’ needs and thus reformulate our questions. Nonetheless, journalists will only be saved from commonplace when sharing their stories by delving into migrant’s individual stories.
- Don’t only study the stories of migrants. Take the opportunity to also comprehend the narratives of the academics who study the subject, the governments that define policies, and the receiving society and its imaginaries so you can take the risk of building an inclusive story.

- Cultivate critical thinking: Ask yourself, for example, how we depict migrants in the media:

  a. There is no sharp distinction between voluntary and involuntary migrants or between internal and cross-border displacement. Everything ends up getting mixed in one way or another. Understanding these complex dynamics will allow us to write novel pieces.

  b. The definitions constructed by States and supra-state organizations do not do justice to the phenomenon of migration in all its forms and realities. Journalists have the task of listening and bringing the different forms of depicting migrants into the conversation.

  c. Remember that a large part of the narratives on migration is drawn from political discourse and media discourse. Be alert so that your work does not become a reproduction of one or the other, but a new, honest and plural proposal.

- In a document entitled How can we tell migrant’s stories better?, a group of journalists who have worked on the topic on the field contribute guidelines that can be adapted to remote work.

- If you need to corroborate documentary information with the main source, you or your employer must assume the costs of sending the documents either digitally or physically.
• Find official sources and/or contact non-governmental organizations in the area where the subjects of your story are located so that you can verify the information given by the interviewees. In some cases, religious groups - churches or missions that set up shelters - are a good place to find verifiable stories.

Field work

• Go where the story takes place
• Get ready
• Focus on the people
• Explain the context
• Transcend stereotypes

• Beware of misinformation
• Adopt a gender-based approach
• Follow up
• Words matter
• Cultivate empathy

Remote work

• Get closer to the story
• Emphasize the pre-reporting phase
• Select the subjects in advance
• Study the context thoroughly
• Be alert, stereotypes become more confusing in remote work
• Double check
• Demand more diversity and inclusion
• Second parts are mandatory
• Spend more time reviewing the language
• Try harder to comprehend, listen to and understand the other

• We suggest you consult this Editorial Board manual to learn more about fact-checking: *Pistas para chequear* (Ideas for Fact-Checking). In it, you can find practical steps to verify the authenticity of pictures and videos.
Challenges of remote reporting

• What to do if you lose contact with an interviewee in the process of working on your story?

Planning with forethought is an important exercise in remote journalism. From the moment you establish contact with the main protagonist of your story, make sure to keep their cell phone number, email address, and username in social media. Keep this same information on a couple of relatives or close friends.

• What to do if your interviewee cannot, does not know, or does not want to use any of the communication platforms you propose, and prefers to use a less secure one, such as Facebook messenger?

Do not make assumptions. It is essential to consult the interviewee about the communication platforms they use from the very first moment. A second step is to explain the benefits of the safest channels while committing to teach them how to use these for communications. You will have to work hard to convince interviewees to use secure platforms. It will not be an easy task, but you must insist without overwhelming or tiring them out.

• How to protect the information and identity of your interviewees during the reporting process and after publication?

Precisely, one of the principles of using secure platforms such as Signal instead of WhatsApp is to safeguard the identity and protect the interviewee’s confidentiality. Therefore, it will be critical to understand the pros and cons of the most widely used platforms while explaining them to your interviewees, selecting the option that best protects your source.

• What to do if your interviewees’ story does not match the official information — given that this time you are unable to go and see what happens?

In journalism, there is no single truth. Rather, there are as many as there are sources and protagonists. Sharp analytical skills in the reporter and the editor will be decisive in making the best decisions for a story. It is necessary to investigate,
contrast, and even in the absence of matching information, make it clear in the final story.

- How long should you stay in contact with the protagonists or the sources of the stories of your remote reporting?

If fieldwork is overwhelming, remote reporting is even more so. However, in both cases, the contact, communication, and empathy between the source and the journalist will be necessary to diminish the feeling that remains in the interviewees that we only seek them for their stories. It is about keeping constant communication while avoiding overwhelming them. We never know how, when, and where we will return to the stories of migration and their protagonists, but if we aim to have a permanent agenda, we must promote sustained dialogue over time.

SAVE YOUR CONTACTS
To avoid losing contact with an interviewee, always save their phone number, e-mail address and username on social media, as well as contact information from a couple of relatives and close friends.

SET UP A COMMUNICATION CHANNEL
Always ask what platform or app the interviewee uses to communicate. You can suggest using a safer one and offer to teach them how to use it. But you should not insist or overwhelm them.

PROTECT THE SOURCE
To protect the information and identity of your interviewees, use secure platforms (e.g., Signal over WhatsApp). Learn the pros and cons of each of them and explain to the interviewees that the reason for using them is to protect the source.

CONTRAST THE INFORMATION
If your interviewee’s story does not match the official information, inquire, contrast and, even in the absence of matching information, make it clear in the final story.

CONSTANT COMMUNICATION
If fieldwork is overwhelming, remote reporting is even more so. For this reason, empathy between the source and the journalist will be necessary to diminish the feeling that remains in the interviewees that we only seek them for their stories. We suggest keeping constant communication while avoiding overwhelming, to promote sustained dialogue over time.
Digital platforms for interviews:

Journalists need to be familiar with the various platforms that can help conduct remote interviews. According to researchers on digital technology, some are safer than others:

The safest free digital platforms are:

**SIGNAL**

An alternative service to WhatsApp. It is a free, open-source instant messaging and calling application with an emphasis on privacy and security and can be used to send and receive SMS, MMS, and encrypted data messages. So far, Signal is the safest of them all.


**WHEREBY**

This application has a free option that allows for video calls to be held through chat rooms. During video calls, you can also send text messages, share your screen or access basic user management functions.

**JIT.SI MEET**

Jitsi Meet is a fully encrypted 100% open-source video conferencing solution that can be used all day long, every day, for free, without the need for an account.

Tutorials:


The following applications are also free:

**GOOGLE MEET**

For efficient, simple and reliable video conferencing. Up to 250 people can participate in a single call.

Tutorials:

**Teams**

One of many collaboration tools designed to bring company workers together in one online space. It is not designed to communicate with family and friends, but rather provides an ideal platform for businesses, allowing for video conferencing, real-time discussions, and document sharing and editing.

Tutorials:


**WhatsApp**

A messaging chat application for smartphones. Allows one to send text messages, photos, voice notes, videos and video conferences with up to 8 participants.


Up to 8 people can participate in the latest version. If you don’t want to update the software, the older version allows for video calls of up to 4 people.

**Skype**

A software that allows you to communicate with people through video conferences, send text messages, videos and photos.


**Zoom**

A cloud-based video conferencing service that you can use to meet with others online, through video or audio only, or both, while the option for live chatting. Sessions can be recorded.

Its free version allows for calls up to 40 minutes long. You can buy the premium version for longer video conferences of up to 100 people. However, there have been controversies around the security of the platform.

Platforms for team or collaborative work

Thinking and working as a team is not an easy task, but it turns out to be the best way in times of confinement because you can redouble your efforts in investigating and publishing powerful stories. Keep the following things in mind:

- COVID-19 does not allow you to engage in investigative journalism on issues like migration on your own. Join a good team of journalists and editors and explore your possibilities.
- Integrate networks of journalists who cover the topic so that you can exchange lessons learned from events on the ground.
- Use platforms that allow you to monitor your project. These can store the memory and archives of the entire journalistic project. The following are very useful tools:

**GOOGLE DRIVE**

Allows users to store all their Google Docs files in a single place and synchronize those files across all their devices.

Tutorials:

**SLACK**

A channel-based messaging platform. With Slack, people can work together more effectively, connect all their software tools and services, and find the information they need to do their best work, all within a secure enterprise-grade environment.


**DROPBOX**

A cloud-based multiplatform file hosting service operated by the American company Dropbox. The service allows users to store and synchronize files online and across computers and share files and folders with other users, tablets and mobile phones.

Do you want to know more about the apps journalists can use to record interviews remotely?

Find more information here: http://bit.ly/entrevistapps

**TRELLO**
A virtual dashboard used for project management, which has practically unlimited organizational uses.


**AIRTABLE**
A cloud collaboration service. It is a database tool that will help you organize your collaborative projects.

How to hold on interview via digital platforms?

Conducting interviews through digital platforms involves a different pace from the ones we are used to doing in field reporting, requiring another set of considerations:

- Avoid asking for answers in writing, ask for voice notes. This way, you can perceive the tone of the person and capture their feelings.

- Never ask a new question without having heard the answer from the source to a previous interview. For example, if the interview is conducted through WhatsApp or Signal, formulate a question, wait for an answer, listen to it and, only then, ask the next question.

- Never send all your questions in a single message. You may overwhelm the interviewee. Sending questions one by one allows for the construction of dialogues.

- Transcribe the interview word for word and do it yourself to understand the character of the statement and all its narrative and descriptive color.

- Ask the interviewee to describe and photograph their surroundings to get a clear image of their circumstances. In addition to pictures and sounds, ask them to describe smells
and sensations for you. It is not the same to walk in humid heat, making your clothes stick to your body, than to walk in dry heat, filling your mouth with dust.

• If the source does not have a smartphone that allows them to take pictures, learn to emphasize description as a discursive form to engage in a constructive and valuable dialogue.

• If the source cannot afford a data plan, pay it yourself and ask them to record their conversations during the day: what are their thoughts, reflections, and everyday activities? This will nourish the story.

• If you have enough time to deliver a report, another way to write a creative story and gather information is to have the subject develop a field diary. You can ask them to send pictures of the places they traveled during their migration and make a reconstruction of their experiences.

You can take more risks with interviewees with certain skills and time and try asking them to write a migration diary and mail it to you.
Visualization and editing tools for audio and video

It will be increasingly necessary to differentiate your journalistic projects from others. Here we share a selection of the most used data visualization tools used by outlets around the world. They will surely nourish your investigative reporting on migration:

**FLOURISH**
https://flourish.studio/

- **Free version:** yes
- **Paid version:** USD 69 /month, USD 4999/year (The paid versions have special benefits and the option to privatize the information)
- **Online/local:** online

One of the latest and most famous tools that help us explore and explain large amounts of data with impressive visualizations and stories. No need to code or install software.

**CARTO**
https://carto.com/

- **Free version:** yes
- **Paid version:** USD 199/month (The paid versions have special benefits and the option to privatize the information)
- **Online/local:** online

From smartphones to connected cars, location data is changing the way we live and the way we run businesses. Everything happens somewhere, but visualizing data to see where things are isn’t the same as understanding why they happen there. CARTO is the world’s leading Location Intelligence platform, enabling organizations to use spatial data and analysis for more efficient delivery routes, better behavioral marketing, strategic store placements, and much more. Data scientists, developers and analysts use CARTO to optimize
business processes and predict future outcomes through the power of Spatial Data Science.

Tableau is a fully cloud-hosted analytics platform. It allows you to publish and share your dashboards and visualizations. You can do all of this easily from a browser, a desktop, or an application for mobile devices.

Tableau Public

Free version: yes
Paid version: USD 70/month (The paid versions have special benefits and the option to privatize the information)
Online/local: Online y local

AmCharts
https://www.amcharts.com/

Free version: yes
Paid version: Lifetime licenses from USD 180 to USD 8,925 (The paid versions have special benefits and the option to privatize the information)
Online/local: online

Juxtapose
https://juxtapose.knightlab.com/

Free version: yes
Paid version: no
Online/local: online

A go-to library for data visualization. When you don’t have time to learn new technologies. When you need a simple yet powerful and flexible drop-in data visualization solution. Includes all basic and advanced chart types, as well as is extendable by additional plugins like Maps and Timeline.

Juxtapose helps storytellers compare two pieces of similar media, including photos, and GIFs. It’s ideal for highlighting then/now stories that explain slow changes over time (growth of a city skyline, regrowth of a forest, etc.) or before/after stories that show the impact of single dramatic events (natural disasters, protests, wars, etc.).
### Audio

Audio is a powerful device that can add emotion or context to a story. Unfortunately, audio clips force uncomfortable choices: read or listen, but not both. Until now, SoundCite is a simple-to-use tool that lets you add inline audio to your story. The audio is not isolated; it plays right under the text you choose.

### Infogram

Infogram is an intuitive visualization tool that empowers people and teams to create beautiful content. Take your stories to the next level with object animation. Set objects to zoom, bounce, flip, fade and slide effortlessly into your work. You can create infographics, reports, maps, slides, dashboards, posters, and more.

### Quadrigam

Quadrigam is a tool for turning data into knowledge and engaging people by sharing stories that matter. Quadigram is a visual drag & drop data editor that will transform the stories you bring to the web. It is perfect for creating heat maps with particular behaviors.
INFOGRAPIA
https://infograpia.com/

INFOGRAPIFY
https://infograpify.com/

GENIALLY

Free version: no
Paid version: Lifetime licenses from USD 49 to USD 249 (Paid versions have special benefits and the option to privatize the information)
Online/local: online

The World’s Largest Selection of infographics in one package. With these three tools, create impactful presentations, reports, and visuals in minutes.

MIRO
https://miro.com/

Free version: sí
Paid version: USD 8/month, USD 16/year (The paid versions have special benefits in support and the option to privatize the information)
Online/local: online

Miro is an online visual collaborative whiteboard platform designed for remote and distributed teams. It is particularly useful to design diagrams or concept maps quickly.

POWER BI
https://powerbi.microsoft.com/

Free version: yes
Paid version: USD 9/month, USD 4000/year (The paid versions have special benefits in support and the option to privatize the information)
Online/local: local

Power BI is Microsoft’s data visualization tool, which allows you to create a data-driven culture in the media and any organization. Additionally, the tool allows collaborative work and is easy to use.
### Adobe Creative Cloud

**Free version:** yes (1 month)  
**Paid version:** USD 53/month for the entire collection of 20+ creative apps and services or USD 20 / month for each application  
**Online/local:** local

Adobe Creative Cloud gives you the world’s best creative apps and services so you can make anything you can imagine. Creative Cloud is a collection of 20+ desktop and mobile apps and services for photography, design, video, web, UX, and more. Photoshop, Illustrator, Premiere and After Effects are just a few examples of the applications offered by Adobe, the world’s leader in its category.

### QuickTime Player

**Free version:** yes  
**Paid version:** no  
**Online/local:** local

Quicktime is a tool by Apple that allows you to make screen recordings with audio and video. It is also available for Windows.

### CodePen

**Free version:** yes  
**Paid version:** no  
**Online/local:** online

CodePen is a collaborative social development environment. At its heart, it allows you to write code in the browser, and see the results of it as you build. A useful and liberating online code editor for developers of any skill, and particularly empowering for people learning to code. It focuses primarily on front-end languages like HTML, CSS, JavaScript, and preprocessing syntaxes that turn into those things.
SIGNIFICANT REPORTING EXPERIENCES WHILE IN CONFINEMENT

REPORT 1: Los confinados (The confined)

https://www.lavidadenos.com/losconfinados/
Outlet: La vida de nos
Interview with Albor Rodríguez, General Editor of the project

HOW WAS THE REPORT UNDERTAKEN?

Los Confinados can be understood as an extensive report. However, it is actually a special composed of several pieces in different formats where our storytelling style prevails, that is, our proposal that through the stories of ordinary citizens, we can understand reality and, above all, generate empathy and recognition of the other in the reader. The microsite includes 3 central stories, 13 micro-stories, 1 visual story, 1 context report, 1 directory of civil organizations that support Venezuelan migrants in Colombia, and finally, the history of the project, including a bina- tional map with all the people that made it possible.

We started from a concept: showing the effects of the conjunction of the pandemic, migration, and human rights violations, specifically regarding Venezuelan migrants in Colombia. To define the stories, we established 3 axes: the human condition of the migrants, the situations derived from the pandemic, and the solidarity* initiatives or responses of civil society in the face of these events. Each of the stories, in different formats (written, visual and audiovisual), delve into one of these axes. For example, we published the story of Yadira, a Venezuelan woman who separated from her children to try and make a living in Colombia. This story is thought of from the first axis because it talks about a mother who seeks the best for her children. The story elaborates on the universal human condition so that the reader can understand that Yadira’s experiences are common to any woman on the planet.
WHERE DID THE IDEA COME FROM?

The idea for this project was originally born from the desire of the Colombian organization Dejusticia and the Venezuelan website La Vida de Nos to create a joint binational project. For months, we had wanted to do something together that had to do with the drama that unites both countries, which is the unprecedented migration of Venezuelans. We had already worked on the concept when the pandemic hit and altered our lives, so we changed everything and decided to work under this new approach. With the arrival of the pandemic, any other topic was irrelevant.

The challenge was to develop a concept that could provide the best possible content for the conversation on migration, pandemic, and human rights. We came up with the 3 axes approach to show that, in the face of this great challenge for humanity, we are all vulnerable and that in the truncated life of each migrant, there are glimpses of every human being, fragile and incomplete.

HOW MANY JOURNALISTS AND EDITORS TOOK PART?

The development of the project began with the definition of an extensive list of situations that we considered relevant. After that, we convened no less than 20 journalists in Colombia and Venezuela to identify the stories that addressed those situations. We identified around 30 potential stories, 17 of which were eventually selected and developed by 14 journalists and photographers from both countries. The team was also composed of 5 editors, 2 lawyers specialized on migration issues, a proofreader, 6 experts in the design and execution of the dissemination campaign and one designer and web programmer.

DID THE PROJECT CONSIST OF FIELD REPORTING ONLY, OR WAS ANYTHING CARRIED OUT REMOTELY?

One of the premises of this project was to carry it out as if we were covering developing news, given that the subject is a current issue in which the consequences for people worsen every day. That included taking into consideration the special circumstances imposed by the confinement measures. Only 6 of the 17 stories involved in-person reporting, the rest were involved remote reporting work. A notable case was the reporting on Yaraviceth Mayora and Alexander Jiménez, two Venezuelans who walked

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*Solidarity. A virtue that tends to cooperation among citizens and peoples. An impulse to do good and protect those who are in need. It is a principle that seeks the healthy coexistence of people.*
for weeks to return to Venezuela. The journalist accompanied their journey via WhatsApp. She gathered the overwhelming amount of voice messages that Yaraviceth and Alexander sent her, to the point that the journalist felt she was walking along with them on their dramatic journey.

As for the photographs, La Vida de Nos usually uses pictures borrowed from the protagonists’ family albums, we did that this time as well. We knew it was going to be very difficult to take new pictures, so we used that impediment as a deliberate element of the project’s aesthetic. For example, in one case we provided remote accompaniment to the protagonist of the story, helping them take selfies or photograph elements of their environment. Some of our videos were even recorded through a video conferencing platform. Only 3 of the stories in the report included professional pictures taken for the project.

**HOW LONG DID IT TAKE UNTIL PUBLISHING?**

We planned to launch the microsite on June 20, World Refugee Day. But, due to the urgent nature of the reality we were covering, we decided to publish the 3 core stories as a preview on May 16. We started the project’s conceptualization on March 25, which means that we produced the whole special in 3 months. We worked on overdrive, facing important impediments such as connectivity issues and electrical service failures in Venezuela, which worsened with the arrival of the pandemic.

**HOW DID YOU CARRY OUT FACT-CHECKING?**

Fact-checking in testimonial journalism, which is what we do, is an inherent part of the work of editing. Our editing is a laborious job that can take up to four different draft revisions. In this stage, we identify gaps or contradictions in the stories, which must be corrected by the journalist/narrator, usually by conducting a round of cross-examination interviews with the protagonists or consulting alternate sources such as relatives or specialists. In this project, we also had a journalist-producer who did all the hard data documentary research, with its respective verification through consultations with direct sources. And finally, we enjoyed the invaluable contribution of two lawyers specialized in migration matters from Dejusticia. They read, listened to, and watched every story in the report, serving as fact-checkers, especially of the information related to the situation of migrants in Colombia.

**HOW DID YOU FINANCE THE REPORT?**

The project was funded by Dejusticia. They contributed the resources and La Vida de Nos the editorial development work. Both organizations contributed with the dissemination work, whose strategy we designed. An interesting aspect of this strategy was
the use of social media to disseminate several versions of the project in the form of threads on Twitter, stories on Instagram, and posts on Facebook and YouTube. The purpose of the campaign was to direct readers to the microsite but, at the same time, to publicize the stories on each of the platforms. We know that some readers do not want to leave the social media environment to visit another website.

**WAS IT COLLABORATIVE WORK?**

Definitely. Firstly, it was a collaborative work by two organizations, from Venezuela and Colombia, bound in their purpose of defending human rights and social development. La Vida de Nos was in charge of the editorial development based on its experience in this type of project and its particular approach to narrative journalism. Meanwhile, Dejusticia contributed its knowledge and understanding of the particular migration phenomenon of Venezuelan people in Colombia. Each step of the process was discussed by both organizations, thus enriching each other with different perspectives on the problem. One of the project’s purposes was to be involved in a spirit of learning and mutual collaboration, which was fully achieved.

The project then involved the collaborative work of 28 Venezuelan and Colombian professionals located in 13 cities in 4 different countries (including two Venezuelan migrants in Chile and Panama). Combining all these efforts, in just 3 months of work, was a huge and beautiful challenge. 8 of the professionals who participated in the project are Venezuelan migrants, just like the protagonists of the stories. That is why we wanted to show this binational map on the microsite, as a great metaphor for all the good that migration can represent in our societies.
REPORT 2: Los Migrantes Venezolanos que se llevó el Coronavirus [The Venezuelan Migrants lost to Coronavirus]

Website: Convoca.pe
Interview with Mirelis Morales Tovar, reporter and editor of the story.

HOW DID THE IDEA COME ABOUT?

I proposed the idea to my editor out of personal concern. Seeing the coronavirus death toll in Peru, I wondered how many people who passed were Venezuelans and how they had been treated.

HOW WAS THE REPORT UNDERTAKEN?

The first thing I did was write to the coordinators of two non-governmental organizations that work with Venezuelans in Peru to find out if they had data on Venezuelans who had died from Covid-19. They gave me several names. I contacted them. Only two of them wanted to talk to me. Others did not want to because the ashes of their relatives had not yet been handed over to them, and they feared that if they appeared in the press, they would not be handed over to them. I contacted the two people by phone. I spoke with them on several occasions. The day I wrote the article they guided me through a few doubts I encountered. We are still in touch.

HOW MANY JOURNALISTS AND EDITORS TOOK PART IN THE WORK?

One journalist, one editor and one photographer.

HOW MANY INTERVIEWS DID YOU CONDUCT?

I collected three testimonies. I did not go out on the street. It was all over the phone. The photographer did go out to take pictures of one of the interviewees.

HOW DID YOU CARRY OUT FACT-CHECKING?

The relatives of the deceased sent me pictures of the death certificates and I verified some information on their Facebook accounts. Conducting several interviews also allows you to check for contradictions in the story. There was no way to confirm the data from the Venezuelan Embassy on the number of deaths because they did not want to give me access to the database and the figures from the Sinadef (National Registry of Deaths) are not disaggregated by nationality. In consequence, I had to use the Embassy’s figures as an estimate.
REPORT 3: *Migrantes, resistir en medio de la pandemia* [Migrants, resisting amid the pandemic]

Website: El Tiempo
Interview with Diana Ravelo, multimedia journalist who was part of the team that prepared the report

**How was the report prepared?**
The idea of the report was born from the problems that multiplied with the pandemic for Venezuelan migrants in Colombia. For example, in Bogotá, migrants took to the streets to ask for food and aid because many who had jobs in the informal sector began to lose them due to the crisis. We were witnessing the surge of humanitarian corridors through which many migrants began to return to the country. I visited the border a few months before the publication of the report and saw the deployment of support plans for the population. The ideas came from there, but more than that, from the need to elaborate a comprehensive picture with the advice of expert sources.

**How many journalists took part?**
There were 15 people, including an editor, a coordinator, reporters, journalists from the data unit, and digital designers. It is important to specify that we worked with the newspaper’s correspondents in different regions, to get closer to the reality of migrants.

**How much of the reporting was done in the field and how much was done remotely?**
Most of the team was in Bogotá, working remotely, reporting through digital platforms. Five journalists reported from the field, in the different regions, under strict security protocols.

**How long did it take until publishing?**
It took approximately three weeks after the idea was conceptualized.

**How did you carry out fact-checking?**
We joined the editor-in-chief and the Data Unit to conduct a fact-checking analysis of the final document.
NOTES

1. How can we improve the way we report migration news? 10 tips from journalists.  
2. Editorial Board Manual: “Clues on checking”  
   https://colombiacheck.com/guia/
EPILOGUE

A good journalist is a good journalist under any circumstances. At least that is what we have always said and tried to follow through with. However, reporters are being affected by the problems derived from COVID-19, which bring new challenges, and even traumas, to the table.

For our closing remarks, we would like to add to the debates at hand by taking into account the following points:

- There is no question on the need for reporting on the ground, that is the raison d’être of journalistic activity and it assumes that always, at some point, you have to put your neck out. But in doing so today, we, journalists, editors and directors, must be aware of the need to take care of ourselves of the new health risks, both for the sake of reporters and sources. The media should seek biosafety protocols that include providing the elements required to be able to do fieldwork. The Acos Alliance published these Covid-19 News Organizations Safety Protocols.  

- The best way to cope with fear and anxiety, which has been on the rise during the pandemic and our confinement, is to work with others, to build a team. If you don’t have one, find one. If we have already been considering collaborative projects, precisely because of the media’s economic crisis and the need for greater reach and impact, this time necessarily pushes us to work with others to move forward. These are not times of selfishness, but of sharing.

- Never before, since journalism began to face a credibility crisis and loss of financial muscle, had the media achieved the current metrics of information consumption. This shows that society still needs information despite
the situation and the lack of a strong economic sustainability model. Of course, information that is reliable, verifiable, responsible, and that catalyzes public opinion. We must continue fighting the infodemic and infoxication with high-quality content, even in these remote conditions.

- COVID-19 accelerated our learning process with new technologies. However, we must never replace profound, humane, and analytical content on migrations with the fireworks that may result from using innovative digital resources that can be used excessively. We must study these tools and refine our selective capacity to use them. The recommendation is to make decisions that make contributions instead of generating confusion; that clarify instead of entangling; that focuses on audiences instead of the uncontrolled desire to do something sophisticated that is not accessible. Stories and their humanity must be above the resources used.

Likewise, and no less important, when working on digital platforms for remote journalism, make sure to provide the necessary security to safeguard sources and their stories.

We do not aim to conclude that we are facing a new type of journalism, but we are facing a contingency that is changing the ways in which we work, to further the mission of walking with others to tell stories.
BEING ETHICAL WITH WORDS

Fernando-Alonso Ramírez

“Words are, in my not so humble opinion, our most inexhaustible source of magic, capable of both inflicting injury and remedying it.” This phrase, which Albus Dumbledore addresses to Harry Potter at the end of Joanne Rowling’s wizardry saga, perfectly fits our endeavor of emphasizing the ethics involved in using words.

In journalism, this is not a minor matter, rather quite the opposite. Language is a journalist’s raw material, regardless of the platform they intend to use to tell their stories or whatever their preferred genre may be. Good journalism begins by making proper use of language, and precisely that is why one is never sufficiently prepared in this profession: there is always something new to learn. Every single day, language reveals its secrets to us in a different way.

Using words accurately and with a humane sense, with an understanding of how what I say can affect others, is an intrinsic responsibility in journalism. However, we will have stopped doing what we should if we become careless, considering one thing
or the other as the same, or if we prefer to buy into the technical terms offered by the bureaucrats of each profession, or even worse, if we choose to allow ourselves to be cajoled by the rhetoric that some arsonists, xenophobes, the uncompromising, or politicians want to spread in the public discourse at their convenience. Don’t even get me started on tabloid-styled writing, full of discriminatory adjectives that may give us the clicks that we so crave. 

Every time we choose not to assume the use of language with the responsibility that it entails, we lose a new opportunity to be journalists that seek excellence. This task may only be accomplished alongside a commitment to ethics, as Javier Darío Restrepo taught us. In this case, ethics of words.

Although, nowadays, many social media false prophets proclaim that anyone can be a journalist, understanding the tricks of language and using them as an experienced magician is an advantage reserved for those who still appreciate our profession’s importance. To make easy what seems complicated without distorting the message.

Álex Grijelmo reminds us in his now classic book, “The Journalist’s Style,” that “we must avoid the discriminatory use of language, without resorting to the extreme opposite, which forgets the internal genius of language.” When he writes this, he shows us that we, the journalists, are called to defend our language with passion, as he titles another one of his books, and at the same time with the necessary wisdom to explain everything with clarity, simplicity, and precision.

For this reason, good journalists begin by learning in-depth about the subject of their story. They will train themselves in the search of the precise word, the neutral term, the correct verb for what they are trying to point out. In doing so, the journalist will always become closer to the vulnerable, seeking their audience’s empathy towards the people written about. When all of this comes together, it is because the journalist has done their homework. They have made magic with words to remedy the damage, not cause it.
Accommodation or reception center. The place where asylum seekers and migrants in an irregular situation are housed when they arrive in a receiving country without their status being defined yet. Their status must be defined before they are sent to a refugee camp (where available) or returned to their country of origin.

Acculturation. The process in which an individual from one country or territory adopts elements of another culture such as language, manners, institutions, among others. This happens following the interaction between peoples, either by coexistence in a common environment or by the massive migration of people from one place to another. It can also occur because of the penetration of one culture in another through mass media.

Admission. Permission to enter a State. Admission is given when a foreigner passes through a border control post (by air, land or sea), with the authorization of border authorities. Whoever enters a territory clandestinely is not considered admitted.

Agreement. The way in which two parties with different points of view can reach solutions.


Amnesty. Generally, a pardon. In the context of migration, an amnesty is conceived as the legalization of the status of a person who demonstrates that they reside in the country where the amnesty is granted, even if the residence is illegal. When a country provides these types of benefits, it does so for a specific period of time.

Amparo. Legal protection for a person’s fundamental rights when these are violated. An amparo can be requested before any judge by any person. In Colombia, an amparo is called a Tutela.

Aporophobia. The fear of poor or disadvantaged people, such as people who have been displaced or are refugees.

Apostille. International legalization of civil, educational, and other documents required by the signatory countries of the Hague Convention.

Asylee. A person who, for political reasons, obtains official protection in a country other than their own, or in embassies or consulates that enjoy diplomatic immunity.

Asylum. The fundamental human right to request or obtain refuge in a State other than the State of the refugee. To attain this protection, certain conditions must be met, such as considering the applicant to be politically persecuted or that their life may be at risk due to the actions of a regime or a regime’s inability to protect them. This right is enshrined in the American Declaration of Human Rights, the American Declaration of the Rights and Duties of Man, and in the American Convention on Human Rights, and was one of the first rights protected by the Inter-American system since the 1928 Convention on Asylum.

Aquatic border (fluvial or maritime). Can be referred to as the “blue border.” Describes water boundaries between two territories. See border.

Arbitrary detention. When State agents proceed to arrest a person in violation of the requirements of the law.

Banishment. One of the harshest penalties that people had to endure in the past in which, by mandate of a ruler or judge, they were forced to leave the place
where they had built their lives. Considered a penalty in violation of human dignity, although it persists in some nations.

**Bilateral.** Involving two parties, such as two States.

**Border.** A line that marks the territorial limit of a State. Made up of the land, maritime, and air space over which sovereignty is exercised.

**Border closure.** The decision to prevent the transit of people through border migration points made by a State, exercising their sovereignty over the national territory, for a variety of reasons such as conflicting relations with a neighboring country, uncontrolled migration, and others. It is also used temporarily on election days.

**Border crossing.** Any of the places through which you can cross a border, either legally or illegally.

**Border officers.** A generic term that describes officers whose main task is to monitor the border and enforce the laws and regulations relating to immigration [and possibly customs] of the State. Also called “border guards,” “border police,” or “foreigners’ police.”

**Border management.** The management of authorized flows of merchants, tourists, migrants, and refugees, and the control and prevention of the illegal entry of foreigners into a State. Managing a border includes the imposition of requirements such as a visa, the implementation of sanctions against transporters who transfer foreigners irregularly, and the interception of people at sea. International standards require a balance between facilitating the entry of legal travelers and preventing the entry of people in an irregular manner, including those carrying false or invalid documentation.

**Brain drain.** Migration of skilled or talented people from their country of origin to another country, motivated by conflict or lack of opportunities.

**Brain gain.** Immigration of skilled or talented people from another country. The receiving country is the one that benefits from the brain drain from another territory.

**Break relations.** A figure of international law that allows a State to announce that it will not continue to deal politically or economically with another. When relations between States are broken, the services provided by consulates and embassies in both countries are affected. In most cases, a third country is allowed to continue handling the affairs of the State that is no longer recognized by its counterpart. Sometimes, it is the beginning of a prewar state.

**C**

**Caleta.** A secret place used to hide something or someone, though commonly for criminal use, the term has been extended to refer to any hidden or little-known site.

**Cambuche.** A makeshift place that is used to sleep, usually in the open.

**Camp.** An improvised installation, usually in tents, used by travelers, vacationers or walkers to rest outdoors. Migrants often have to camp or set up cambuches to spend the night.

**Cartagena Declaration on Refugees.** Not a treaty per se but has been a guide to be applied in Latin American countries since it was signed by experts in Cartagena (Colombia) in 1984. This Declaration broadens the definition of refugees to "persons who have fled their country because their lives, safety or freedom have been threatened by generalized violence, foreign aggression, internal conflicts, massive violation of human rights or other circumstances which have seriously disturbed public order." It legitimizes the reasons why a person flees their country and can receive protection as a refugee. It has been used as an instrument in some Latin American countries to provide assistance to Venezuelan citizens.
**Chancellor.** The person in charge of international affairs in countries with a parliamentary regime. In presidential regimes, present in most of Latin America, there is no chancellor. However, due to the similarity in functions, the use of this term to refer to the ministers of foreign affairs is common, despite its imprecision. In Colombia, for example, there is a Ministry of Foreign Affairs, and a minister, not a chancellor, holds the position.

**Change of status.** A change of immigration status granted to a non-national who has remained in a country under a certain status. For example, a person who holds a student visa and is granted a work visa at the end of their studies.

**Charter of Basic Rights of Displaced Persons.**
A charter which recognizes the rights granted by the Colombian State to those who have been victims of forced internal displacement in the country, which complement the natural rights recognized due to their lack of protection. It contains 9 points:

1. They have the right to be registered as displaced persons, individually or with their nuclear family.
2. They retain all of their fundamental rights and have not lost any of their constitutional rights due to their displacement, on the contrary, they are the subject of special protection by the State.
3. They have the right to receive humanitarian aid immediately upon displacement and for three months, which can be extended for three additional months. Such aid should at least include:
   a. Essential food and drinking water.
   b. Basic housing and accommodation.
   c. Appropriate clothing.
   d. Adequate medical and health services.
4. They have the right to hold a document that grants them access to a Health Promoting Entity (EPS) to guarantee their adequate access to health care services.

**Charter of the United Nations.**
The document that provided legal life to the United Nations since 1945, at a session held in San Francisco, United States of America. The document regulates the functions, purposes, and institutions of the United Nations.

**Chauvinism.** A term derived from the French chauvinisme. It is the exaggerated exaltation of everything related to the nation. Chauvinism results in the promotion of xenophobia. Its adaptation in Spanish, as it appears in this text, is accepted as chauvinistic. It is typical of nationalist political actors.

**Checkpoint.** A point at which control over movement is exercised. These are generally set up by legally recognized authorities, but they may be set up by illegal actors to illegally collect money from the passage of people.

**Citizenship.** The political bond that unites an individual with the State, either by birth, by will, or by prolonged residence. This status grants rights and obligations to the person.

**Citizenship card.** The identification document for Colombians over 18 years old. It is obtained by nationals by birth or by naturalization and is requested before the National Registry of Civil Status (www.registraduria.gov.co).

**Civil and political rights.** Known as first-generation human rights, which were established between the seventeenth and eighteenth centuries to defend the freedom of individuals against the power of the State. They provide equal rights before the law, security and protection against arbitrariness, property, freedom of conscience, expression and opinion, among others.

**Civil registration.** The record of the vital events of the citizens and residents of a State. Through it, the existence of a person and their vital events - such as birth, marriage, and death - are legitimized before the law. In Colombia, the competence of keeping this registry is held by notaries and, for Colombians abroad, the consulates.

**Clandestine migration.** Occurs in a secret or concealed manner...
5. They have the right to return safely to their place of origin without being forced to return or relocate to a specific part of the national territory.

6. They have the right to fully participate in the identification of the specific circumstances of their personal and family situation to define how they are to generate income that would allow them to live with dignity and autonomy, as long as they do not return to their place of origin.

7. They have the right to access educational facilities if they are under 15 years of age.

8. These rights must be immediately respected by the competent administrative authorities, without the latter being able to require a formal appeal for protection as conditioning requirement to grant the benefits mentioned above. However, the displaced person is free to do so.

9. As a victim of a crime, they have all the rights recognized in the Constitution and the rest of the legal system to ensure that justice be served, the truth of the facts be revealed, and that victims obtain and violates immigration requirements. It occurs when a foreigner violates the regulations for entering a country, or when, having entered the country legally, extended their stay in violation of immigration regulations.

Coexistence. Life in harmony and peace with others. It is founded upon the acceptance of differences. The Constitution of Colombia considers it an essential purpose of the State in its second article.

Cola. A way to travel that consists in requesting transportation from passing cars, also known as hitch-hiking. In Venezuela, “asking for a cola” - “pedir la cola” - means the same as “asking for a ride” in other countries.

Collective expulsion. When an ethnic group or a group of foreigners are ordered to leave the country at once, which is prohibited by different treaties. See expulsion.

Consul. Officials accredited by a State to represent its interests abroad, except for political interests, which correspond to ambassadors or diplomatic agencies. The consul is responsible for looking after commercial interests, providing assistance and protection to nationals, and performing administrative and judicial functions, in some instances.

Consulate. The seat of a consul’s office. Sometimes it occupies the same space as the embassy.

Consular protection. Assistance provided by the State to its nationals outside its territory through consular offices accredited in another State. This right protects arrested migrants, in prison or in custody of the authorities of another State. Foreigners must be informed without delay by the receiving State of their right to communicate with their consular authorities.

Contingent of migrants. A group of migrants that lives in a place for a specific period of time.

Convention on Territorial Asylum. A treaty between the Member-States of the OAS regarding the possibility for a State to grant asylum and the right that another country has to demand the surrender of a national. It draws attention to the rights of the people that are granted asylum and are persecuted in their own country because of their beliefs, opinions or political affiliation or for acts that may be considered political crimes. (Convention may be found here: http://www.oas.org/Juridico/English/treaties/a-47.html).

Convention Relating to the Status of Refugees. Promoted by UNHCR in 1951, it is the first multilateral instrument in which States committed to safeguarding refugees’ dignity and return. One hundred forty-five countries have ratified it. It enshrines the rights of refugees and the obligations of countries towards them. (Convention may be found here: https://www.refworld.org/docid/3be01b964.html).

Convention on the Rights of the Child. A legal instrument approved adopted in 1989 that defines a set of norms to protect the rights of children without any...
discrimination. (Convention found here: https://www.unicef.org/child-rights-convention/convention-text#).

**Country of destination.** The country to which migrants are going.

**Country of origin.** The country from which migrants come.

**Country of transit.** The country through which migrants pass while reaching their final destination.

**Coyote.** A designation given to a person who illegally helps migrants cross borders between countries through roads and footpaths in exchange for money, especially used in Central America. They call themselves by the euphemism of ‘illegal migrant guide’. (See trocheró).

**Crimes against humanity.** Pain or suffering caused to humanity.

**Democratic Responsibility Visa.** A special visa granted by the Republic of Chile to Venezuelans who wish to enter that country. See visa.

**Deportation.** A sovereign act that allows a foreigner to be returned to their country of origin because their asylum application is denied or because they are expelled. This may occur for various reasons, such as having violated immigration norms, becoming an irregular migrant, or because they lack valid documentation. Expulsion is a sanction that can affect foreign citizens for incurring in any of the causes established in immigration regulations, even if their permanence is legal. For instance, this may occur to a person who is accused of putting national security at risk.

**Deserter.** A person who leaves the group or government for which they worked and who goes to enemy or opposite ranks. When a person deserts one State and flees to another, they can seek political asylum. The country they escape from will consider them a traitor.

**Diaspora.** When a large group of people, ethnic groups, and populations leave their place of origin, although they maintain ties with it individually or through organizations. Venezuelan migration in recent years is considered a diaspora.

**Differentiated approach.** A method of analysis that seeks to promote equity by giving differentiated treatment to people who are in situations that normally put them in positions of inequality or discrimination. Therefore, the differentiated approach seeks to take this into account so that they are no longer discriminated against. Situations like this can occur in the migrant population. For example, one way to generate equity is to include women in decision-making circles or giving the floor to young people.

**Diplomatic asylum.** The protection granted by a State to a person in its diplomatic missions. It is a form of political asylum.

**Diplomatic protection.** Principle of international law that empowers a State to protect its nationals when they have suffered an injury caused by an internationally wrongful act of another State and have not been able to obtain reparation through ordinary channels. By assuming a person’s case through diplomatic protection, the State exercises its own right.

**Discrimination.** When there is inequality in the treatment of people due to their sexual, religious, political, ethnic, social, economic, or other conditions. Includes any action that leads to undermining the recognition of equal rights for all people. In several countries, it is a serious factor in convictions.

**Domicile.** Place where a person is physically present and considers a home. The true, fixed, main and permanent home of the person to which they intend to return and in which they are to remain, even if at a given moment they live elsewhere. Place in which a person is considered legally established for the fulfillment of their obligations and the exercise of their rights.

**Double nationality.** See nationality.

**Dublin Convention.** An agreement between the states of the European Union which entered into force in 1997. It determines which EU Member State will be in charge of examining an asylum application filed in a State Party. The Convention prevents the same applicant from being reviewed by several EU Member States simul-
taneously and it ensures that an asylum seeker is not sent from one State to another simply because neither wants to take responsibility for the case.

**Emergency humanitarian attention.** The support provided by the ‘Victims Unit’ to the people included in the Single Registry of Victims.

**Emigrant.** Person who leaves the place where they lived to move to another place. When they settle in, they are immigrants in the new place.

**Enforced disappearance.** An international crime whereby State agents or private and civil groups acting on their behalf with the direct or indirect support of the government allow a person to be detained, held incommunicado and removed from the protection of the law and, therefore, their whereabouts are unknown. It generally ends in the death of the detainee and the loss of knowledge on their whereabouts.

**Entry.** Entering of a foreigner to a country other than their own, voluntarily or involuntarily, legally or illegally.

**Entry stamp.** A mark made by the immigration officer of a State in the passport or travel document of a person entering the territory. It must specify the date and place of entry. It is a common procedure in almost all countries upon entry. Something similar happens when leaving the territory, and it is called the exit stamp.

**Espionage.** A spy is considered to be someone who clandestinely, with deceit or false pretenses, collects information about someone whom they consider an adversary, or seeks national security information from one country to deliver it to another. Intelligence activity by State forces can only be considered espionage if it is carried out clandestinely.

**Exile.** When someone is ordered to leave a country due to political reasons.

**Exodus.** The simultaneous mobility of a group of people, in an isolated and sporadic but constant fashion, leaving a country of origin.

**Expulsion.** When an authority decides that a person or a group of foreigners should leave the territory of the State and forces them to leave.

**Exploitation.** When there is an unfair use of something or someone for personal gain. Sexual exploitation, forced labor, slavery or similar practices such as servitude, and the sale of organs, among others, are in this group.

**Externally displaced person (EDP).** People who have had to leave their country due to persecution, generalized violence, massive violation of human rights, armed conflicts, or other situations of this nature. These individuals often flee en masse. They are also sometimes called “de facto refugees“.

**Extradition.** A formal process of international law that allows a State to hand over a person who committed a crime to another State and must be prosecuted under its laws. This requires a treaty between the requesting and requested countries. It does not proceed in the case of political crimes.

**Family reunification.** The process that allows members of a family who have been separated by force or by voluntary migration to regroup in a country other than the country of origin. Admission is at the discretion of the host country.

**Feminization of migration.** Increasing participation of women in migratory movements. Today, women move with greater independence and no longer in relation to their family position or under the authority of men (48 per cent of migrants are women).

**Forced displacement.** It is the migration to which a person or a group is forced into through violence or threats to their life, also due to poverty or the lack of minimum guarantees of survival that the State must grant. This situation produces effects such as uprooting, fear, forgetfulness, silence, loss of ancestral cultural values, among many others.

**Forced migration.** A generic term that is used to describe a movement of people in which coercion is observed, including
the threat to life and its subsistence, whether due to natural or human causes. [For example, movements of refugees and internally displaced persons, as well as people displaced by natural or environmental disasters, nuclear or chemical disasters, famine or development projects].

**Forced return.** The act of returning a person, against their will, to the country of origin, transit, or to a third country. It is carried out based on an administrative or judicial decision.

**Foreigner.** Person who was born in another country. Most nations grant foreigners the same rights as Colombians, except for the limitations established by law such as the exercise of political rights. However, a foreigner can apply to become a national of the country in which they live following the legal requirements of each State.

**Foreigner ID card.** The identification document issued in Colombia to foreigners who obtain a visa to stay in the country for more than three months. It is issued through the Migración Colombia (Migration.gov.co) website and the completion of the Single Form of Procedures.

**Frontera verde.** A term used to describe the area between two border checkpoints.

**Fundamental liberties.** The capacities that every human being has to exercise their fundamental rights.

**G**

**Genocide.** Extermination – may be partial – of the members of a national, ethnic, or religious group. Considered by international law as a crime against humanity.

**Globalization.** Economic, social or cultural phenomenon that, as a result of the development of technology, has allowed for a global reach of different trends, decisions, and customs. In the economic sphere, it has led to decisions depending more on multinational phenomena than on the regulatory measures of governments. At the same time, in cultural matters, it threatens native expressions against the unanimity promoted by large cultural industries.

**Good faith.** Principle of law, that must be held as a presumption. If someone considers that another person does not act under this condition, it will be up to them to prove it. It is a way of compelling solidarity on all people to safeguard coexistence.

**Good offices.** The goodwill to help in a specific case to find a solution. This figure is also used in international law. It consists of a technique in which a State or person recognized as moral by two parties in conflict mediates to seek a rapprochement between the parties without taking sides or proposing solutions. This State or person helps build a bridge for communication among the conflicting parties.

**Green Card.** Resident Card handed out by the United States to non-nationals when they are granted permanence.

**Grounds for inadmissibility.** The reasons why a foreigner can be denied entry into a State. These causes are generally defined and seek to prevent the entry of unwanted people into a country because they are considered a danger to public health or security, because they do not hold valid travel documents, because it is suspected that they could violate their immigration status or because they have previously been deported, among others.

**H**

**Habeas Corpus.** Its origin is traced back to England, but it has already extended to the entire democratic world. A legal process that allows a person deprived of liberty to request a judge to immediately rule on the legality or illegality of their retention. The time to resolve these requests is 36 hours in Colombia. As it is a term in Latin, it should be written in italics, as in any foreign language.

**Halt.** To prevent the mobilization of one or more people, sometimes at the beginning of an abduction.

**Hot pursuit (also known as fresh or immediate pursuit).** Principle of international law according to which a State can pursue a person or group of people into the territory of a neighboring country when the subject is fleeing after having
committed a crime. This is not a universally accepted theory.

**Human dignity.** The cornerstone of all human rights, which is why the term is found in the preamble of the Universal Declaration of Human Rights. The recognition that there is an inalienable dignity in all people by the mere fact of existing. This should guarantee the recognition and protection of all human rights.

**Human rights.** Set of rights inherent to every person for the simple reason of existing. According to the “Ortografía de la lengua española” (Spelling in the Spanish Language Manual), this expression is written with a lowercase initial, except when it is part of proper names. The appropriate abbreviation in Spanish is DD. HH.


**Human rights treaties.** An international agreement signed by a country in which it commits to respect human rights. They usually prevail over other norms, even exceptional ones.

**Human rights violations.** Abuses committed by a State or a group of people against the rights of other people. These violations can be denounced before international organizations.

**Humanitarian assistance.** The support provided by the international community to guarantee the right to life in places where emergencies are experienced due to an armed conflict, political persecution, famine, or another trigger. Three criteria define humanitarian assistance: autonomy, impartiality, and neutrality. The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) coordinates humanitarian assistance operations of various organizations.

**Humanitarian aid.** A sign of solidarity that consists in providing food, clothing, or medicine during a prolonged humanitarian crisis. It is provided by public or private entities and natural persons.

**Humanitarian attention.** The support that seeks to cover primary humanitarian needs: food, hygiene and kitchen items, temporary housing.

**Humanitarian corridor.** A general term to refer to a safe area that allows the dispatch of humanitarian assistance to the civilian population affected by a conflict. It has also been used to refer to crossings that are legally opened to facilitate the transit of people between two countries when a previous decision to close borders has affected human mobilization. This is also known as a migration corridor.

**Humanitarian visa.** A visa granted on an exceptional basis, aimed at protecting a person who otherwise must return to their country, where they may be in danger. See visa.

**Human trafficking.** A crime enshrined in the Colombian Criminal Code under the form of migrant smuggling. Many migrants fall prey to human trafficking networks and end up being exploited or enslaved.

**Identity certificate.** A document that a country issues to a foreigner so that they may enter or leave the territory. It is different from a passport.

**Identity document.** Document intended to verify and prove the identity of its bearer. Also known as a certificate of identity, passport, or travel document.

**Illegal crossing.** A border crossing that is not regulated by the authorities. Therefore, any person entering a country through an illegal crossing does it in a condition of irregularity.

**Ill-treatment.** Cruel, inhuman or degrading acts committed against people in a situation of inferiority or defenselessness. They are forbidden in democracies, just like torture.

**Immediate humanitarian attention.** The support provided by most immediate authority, generally a Mayor’s Office, to assist displaced persons. It is provided from the moment the victim’s statement is given until their inclusion in the Single Registry of Victims.
Immigrant. Person who settles in a place after having left their home. They are emigrants when they have already established themselves elsewhere.

Immigration zone or migration zone. The part of the land or maritime territory in which the legislation of the State on migration matters is applicable.

Immunity. Privilege held by diplomatic officials that protects them from being prosecuted in criminal matters by the authorities of the country where they exercise their representation.

Infiltrated (person). Person who has surreptitiously or deceitfully placed themselves in an adversary group or enemy territory.

Informal employment. The activity in which work is carried out outside the rules that respect minimum guarantees for workers’ and taxation. In this type of condition, there is no employment contract between the employee and the employer. Many migrants are engaged in informal unemployment as a response to their condition of seeking subsistence. Usually occurs in low paying job.

Integration. Process by which immigrants, both individually and in groups, are accepted into society. The requirements for acceptance vary from country to country. The responsibility for integration lies not only on immigrants but also on the host government, institutions, and communities.

Inter-American Commission on Human Rights (IACHR). A body created by the Organization of American States (OAS) in 1959 which holds no jurisdictional obligation. Its purpose is to promote the human rights contained in the American Declaration of the Rights and Duties of Man of 1948. The IACHR does so through reports on the situation of human rights in each country, it may also make recommendations.

Inter-American Court of Human Rights. A body created by the OAS, but independent from it, that holds jurisdictional power. It makes decisions on human rights violations on the member States of the OAS. These cases are brought before the court by the Inter-American Commission on Human Rights and only after national courts of the State involved failed to reach a satisfactory ruling. It also exercises an advisory function for member States.

Internally displaced person (IDP). People or groups forced or obliged to flee or leave their homes or their habitual residence, as a result of, or to avoid, the effects of an armed conflict, a situation of generalized violence, violation of human rights or natural or human disasters, and who have not crossed a border of an internationally recognized state.

International Committee of the Red Cross (ICRC). A Swiss international organization, of private law, founded in 1863. The ICRC is a neutral actor, a fundamental principle that guides its actions in conflicts. It protects and assists civilians through humanitarian efforts or its good offices. It bases its action on the Geneva Conventions and its role as a humanitarian organization.

International Covenant on Civil and Political Rights. An instrument of the international human rights system that enshrines what is known as first-generation human rights.

International Covenant on Economic, Social and Cultural Rights. An instrument of the international human rights system that enshrines what is known as second-generation human rights.

International human rights law. A branch of international law that seeks the protection of all human beings’ rights without distinction. Made up of both customary laws and regional treaties on the matter. Composed of what is known as the three generations of human rights: civil and political rights, economic, social and cultural rights, and the collective rights of peoples.

International humanitarian law (IHL). The set of norms that regulates hostilities in an armed conflict. Establishes limits to warfare and protects combatants wounded in combat, prisoners of war, and the civilian population.

International Organization for Migration (IOM). An intergovernmental organization that works to respond to the challenges posed by migration across the world.
Through its programs, it provides assistance to vulnerable populations, victims of armed conflict, and those in a situation of internal or international displacement. It provides technical assistance and cooperation on issues related to its mandate, in addition to providing care for victims of human trafficking.

**Invitation letter.** A document in which a foreigner is invited to the country for an event or tourism. It can be written by a natural or legal person and must be sent with enough time so that the guest can process the documents related to their trip. In Colombia, it is not mandatory for people from Latin American countries (except Cuba), Europe, Canada, or the United States. In these cases, the non-national can demonstrate their intention not to stay in the country past the allowed term with a hotel reservation or by providing the address where they will stay within the country. When applying for a work, business, sports, cultural, or student visa, the letter is mandatory and must be issued by the inviting institution. This document is compulsory in the United States, Mexico, the European Community, and Japan, among others.

**Itinerant worker.** A migrant worker who, having their habitual residence in one State, has to travel to another State or States for short periods, owing to the nature of their occupation.

**Kidnap.** To hold back one person or a group of people by force and generally with the intention of demanding ransom or something else in exchange for their freedom. It is considered a crime.

**Laissez-passer.** Travel document issued by the United Nations (recognized and accepted as a valid travel document by States) for its staff members (United Nations Convention on Privileges and Immunities, 1946). Must be written in italics as it is a foreign term.

**Law of Nations (Ius gentium).** The original name of international law, based on the usage, customs and practices used by States for their relations. Also, the name given to the set of rules and laws that regulates international relations.

**Liberty.** A human being’s ability to govern themselves and their actions, without submitting to someone else, which allows them to govern themselves.

**Management for the Border with Venezuela.** Position was created during the Presidency of Juan Manuel Santos in Colombia to coordinate and follow up on issues that have to do with Venezuelan migration. The office has a board of directors made up of the Ministers of the Interior, Foreign Relations, Finance, Defense, Health, Labor, Commerce and Education, the Colombian Institute of Family Well-Being, and the Risk Management Unit. This office depends on the Presidency of the Republic and has continued in the current government.

**Migrant.** The generic term used to refer to the person who leaves the territory they inhabit or who arrives at another place to settle there. That is, the word migrant includes the emigrant and the immigrant.

**Migration Colombia.** The agency created by the Colombian government to exercise the functions of authority, surveillance, and immigration control in Colombia.

**Migration flow.** The number of migrants who move or are authorized to move to or from a country and have access to employment or settlement for a specified time.

**Migration Headquarters.** These are the places where officials of the National Immigration Directorate in Ecuador check and control the documentation of foreigners and Ecuadorians. As a general rule, they have a presence on the border or in areas with that serve that function, such as airports or ports.

**Migration management.** Government functions related to migration issues and the national system that is in charge of the orderly entry and presence of foreigners within the limits of a State and the protection of refu-
Migrants and other persons in need of protection.

**Migration route.** The route along which those who come from another country travel. It is subsequently followed by others.

**Ministry of Foreign Affairs.** The entity in charge of directing and coordinating Colombia’s foreign policy and its diplomatic relations. The Ministry is led by a person appointed by the President of the Republic and can be removed at any time. It is an incorrect to call it the Cancillería (Chancellor’s Office), since in a strict sense that body does not exist in Colombia.

**Minority.** There is no universally accepted definition of this term. Still, it may be a group numerically inferior to the rest of the population of a State, which is not in a position of power. Its members possess ethnic, religious, or linguistic characteristics that differ from those of the rest of the population and maintain a sense of solidarity towards preserving their culture, traditions, religion, and language.

**Mixed migration flows.** Complex population movements that include asylum seekers, refugees, economic migrants, and other migrants.

**Money order.** Money transfer through a banking or mail system. See remittance.

**Nation, nation.** The collection of individuals settled in a territory and subject to the authority of the same government. Generally used as a synonym for country, in which case it will be written with a lowercase initial. It is only capitalized when used as a synonym for State, although this use is discouraged, for which the term Republic is more appropriate.

**Nationality.** The legal bond between people and the State. It is acquired by birth in the territory and it is also granted by the will of a person and the recognition from the State, after the fulfillment of some requirements. The latter is known as nationality by adoption. Recognition of dual nationality, which consists of a person adopting the nationality of another country without losing the nationality of origin, is increasingly common in national legislations. Nationality can also be lost under the rules of each country. In some cases, it occurs due to expatriation, resignation, or acquisition of another nationality when dual nationality is not allowed.

**National security.** A concept that refers to the need to protect the State from actors that may violate its government system. Under this premise, a person that a country considers to be a risk to its national security can be expelled to their country of origin.

**Naturalization.** The way in which a foreigner can be granted the nationality of the country where they reside or frequent.

**Net migration.** The difference between the immigration and emigration in a country.

**Neutrality.** A principle that establishes that humanitarian assistance cannot be interfered with. This implies that those who are dedicated to this function must refrain from any hostile act or from taking sides in favor or against the parties in conflict, in exchange for their immunity. The work of organizations such as the International Red Cross depends on respect for this principle.

**Neutralized zones.** Neutral territories intended to shelter from the effects of war the wounded and sick combatants or non-combatants and civilian persons who do not take part in hostilities, and who, while they reside in the zones, perform no work of a military character (Geneva Conventions).

**Non-refoulement.** A principle of international law that prevents a person from being returned to a territory where their life or freedom is in danger.

**Non-discrimination.** A principle that prevents someone from being excluded, mistreated, or segregated for belonging to a particular social group. Discrimination is prohibited under international law.

**Nomad.** A member of a group that constantly migrates without a fixed place of usual residence or
destination in search of water, food, or land.

**Ombudsperson.** This figure was created in the 1991 Constitution (Colombia) referring to the public servant who is in charge of the Ombudsperson’s Office. The House of Representatives elects them for a period of four years. In the organic structure, it is independent from the government.

**Ombudsperson’s Office.** Part of the Office of the Attorney General of the Nation of the Public Ministry of Colombia. Its principal function is to ensure the promotion, exercise, and dissemination of human rights. As part of its tasks, it is obligated to guide those who need accompaniment in the exercise and defense of their rights and to present writs of habeas corpus and tutelas.

**Organization of American States (OAS).** A multilateral organization made up of the countries of the Americas and the Caribbean to promote democracy and mutual understanding. It works to promote governance, strengthen human rights, advocate peace and security, as well as expand trade and tackle the complex problems caused by poverty, drugs, corruption, and migration.

**Pendular migrants.** The name given to foreign citizens who go and come from one country to another, a fact that generally occurs in very active border territories, such as the Colombian-Venezuelan border.

**Persecution.** According to the Convention Relating to the Status of Refugees, this is an action that takes place when there is a threat against the life or physical freedom of a person on account of race, religion, nationality, belonging to a particular social group, or political opinions. Persecution can be committed by the authority of a country or extremist or intolerant sectors of the population.

**Persona non grata.** An unwelcome person. In diplomacy, a person who is considered unwelcome by the host government is declared non grata. A diplomat in a foreign country can be considered this for different reasons and must therefore abandon the territory.

**Political asylum.** The protection granted by a State to a foreign person against the right of another State to exercise jurisdiction over the personas as a citizen of that country. It has two modalities: political asylum and territorial asylum. A person covered by this protection cannot be extradited.

**Political crimes.** Facts contemplated in the Criminal Code are crimes that occur when someone attacks the State’s fundamental political organization in acts such as a rebellion or a riot. It is prohibited by international treaties to extradite people who have committed these types of crimes, which is why they are granted asylum in international law.

**Population in a situation of displacement.** A way of saying that the displacement of a vulnerable population should be considered a transitory situation and that mech-
anisms should be put in place to allow the return of these people to their place of origin if they wish. Some people consider that this is the correct term to use instead of displaced persons because the latter bears a label that does not recognize the complete process and stigmatizes the subject.

**Post-traumatic stress.** The psychological consequences of having lived a dangerous or distressing situation. When someone has this condition, the normal functioning of the person and concentration is disturbed. Symptoms may get worse over time. One may feel as if losing one’s mind and needing help to avoid getting into more complex situations.

**Power of attorney.** A document in which one person authorizes another to represent them. Many migrants must leave ample and sufficient powers to someone they trust in their country of origin so that they can act on their behalf when needed. It enjoys more recognition if certified by a notary public.

**Precautionary and provisional measures.** Decisions that the Inter-American Court and the Inter-American Commission on Human Rights can make to request a country to act to protect individuals or communities that may be at risk due to any circumstance. Precautionary measures can be ordered by the Commission against any Member-State, while the Court requests provisional measures against countries that accept its jurisdiction.

**Principle of the first country of asylum.** The principle according to which those who apply for asylum must do so in the first country in which they are not at risk.

**Protected persons.** Civilians who are protected under international humanitarian law and whose status and rights must be respected without any distinction. These include:

1. Wounded, sick and shipwrecked persons who have stopped fighting.
2. Prisoners of war.
3. Civilians who find themselves, in case of a conflict or occupation, in the hands of persons who belong to a party to the conflict or occupying power of which they are not nationals.
4. Medical and religious personnel.
5. Parliamentarians.
6. The personnel of civil defense organizations.
7. The personnel assigned to the protection of cultural property.

**Quarantine.** The isolation of a person, or an animal, to avoid the spread of viruses or contagious diseases. Depending on the disease and its impact on the population, the quarantine is more or less prolonged.

**Readmission.** Act by a State accepting the re-entry of an individual [own national, national of another State or a stateless person], whose entry into another State has been considered illegal.

**Readmission agreement.** A bilateral agreement through which two States, one of them the State of origin, agree to return non-nationals to their country of origin, if they so wish.

**Receiving country.** The country that grants shelter or protection to a foreign person. Country that grants a foreign person asylum as a refugee.

**Refuge.** A site or a facility that is dedicated to protecting people who hold a well-founded fear of persecution, or even cultural property that, according to international standards, is under special protection in the event of an armed conflict. Those who stay in the refuge enjoy international protection under the Geneva Convention Relating to the Status of Refugees.

**Refugee.** A forced migrant who has no other option than abandoning their country of residence because it does not provide the minimum conditions of dignity. A person who cannot return to their country safely.

**Refugee in transit.** Refugees who are temporarily admitted to the territory of a State, with the
understanding that they will be relocated to another country.

**Refugee law.** The doctrinal and legal corpus of customary law and international, regional and national instruments that establishes the parameters and obligations with refugees, based on the Convention on the Status of Refugees.

**Regularization.** The process by which a country allows a foreigner in an irregular situation to obtain legal status. Usual practices include amnesty (legalization) for foreigners who have resided in the country in an irregular situation for a certain period and who have not been considered inadmissible.

**Remittance.** A transfer of money from one country to another. It has become an important source of foreign currency in Latin American countries. It is the technical term used in the banking system to refer to international money transfers.

**Repatriation.** The return to the country of origin of a person residing abroad, either voluntarily or by imposition. In armed conflicts, the parties are obliged to return the prisoners of war to their countries of nationality and guarantee their security and integrity.

**Republic.** A sovereign State that has chosen republicanism as a system of government, that is, where the selection of leaders happens through elections. Quite the opposite of a monarchy, where the head of state holds hereditary rights to office.

**Resettlement.** A process requested by UNHCR that seeks the international protection of a person, a national of a third country, or a stateless person, transferred from a third country to a Member State in which they are allowed to reside as a refugee, according to the guidelines of the European Union.

**Residence.** The place where a person resides. However, residing legally in another country for an indefinite period requires a residence permit, for which each country has its own rules. For this reason, those who do not have this authorization are residing irregularly and may be deported to their country of origin.

**Returnee.** According to UNHCR, it is a person who had refugee status in a third country and managed to return to their territory, either through their own means or through the assistance of authorities. The decision to return is voluntary.

**Right of return.** According to Article 13 (2) of the Universal Declaration of Human Rights, “everyone has the right to [...] return to his country.” Article 12 (4) of the International Covenant on Civil and Political Rights establishes: “No one shall be arbitrarily deprived of the right to enter his own country.” However, paragraph 3 of the same article provides for certain restrictions: “the above-mentioned rights shall not be subject to any restrictions except those which are provided by law, are necessary to protect national security, public order (order public), public health or morals or the rights and freedoms of others and are consistent with the other rights recognized in the present Covenant.”

**Right to family unity.** Family is the fundamental element of society, family members have the right to live together, to receive respect, protection, assistance, and support, following the provisions of the Universal Declaration of Human Rights (Art. 16-3), the American Convention on Human Rights (Art. 17), the European Convention for the Protection of Human Rights and Fundamental Freedoms (Art. 8); the European Social Charter (Art. 16); the International Covenant on Civil and Political Rights (Art. 17 and 23) and the International Covenant of Economic, Social and Cultural Rights (Art. 1). This right is not limited to nationals of a territorial State.

**Rootless person.** A person who has been forced to leave their community, either due to persecution and wars, natural disasters or seeking sustenance in a city or abroad, because they cannot subsist in their community.

**Safe third country.** The receiving country considers a third country safe when it is a country other than the country of origin, in which the asylum seeker has found or can find protection. This qualification is given during the refugee application process.
Sanitary control. In terms of migration, it is the act of reducing and appropriately managing human mobility’s impact on public health in receiving countries. It also facilitates the integration of migrants through counseling and cost-effective management of health conditions and medical documentation. Sanitary controls before departures serve to promote the health of the assisted migrants, allowing them to start curative or preventive treatments for diseases that, if left untreated, could harm their health or that of host communities.

Schengen Agreement. Pact signed in 1985 to create a zone of free movement in Europe, without controls in its territorial space and at the air, land, and sea border posts of the different signatory countries. It was incorporated into the scope of the European Union by the Treaty of Amsterdam in 1997.

Secondary inspection. In cases of doubts in the primary inspection during the admission procedure, the applicant is subject to an interview or an additional investigation called a secondary inspection.

Shelter. A place where protection is temporarily given to a group of people in a vulnerable situation. International standards mandate special protection for these places.

Slavery. Condition of an individual over whom the attributes of property rights, or some of them, are exercised (Art. 1 of the Convention on Slavery, of 1926, as amended by the Protocol of 1953). Slavery is identified by the exercise of ownership or control over the life of another, coercion, restriction of movement, and the person in question is not free to leave or change employer (forced labor, status as a servant, slavery for ritual or religious purposes).

Smuggling of people. See human trafficking.

Snitch. A derogatory term to refer to a person who is considered to be nosy or a whistleblower.

Social cleansing. A euphemism to refer to the systematic extermination of people who may be considered by some individuals or extremist groups as not beneficial to society, such as drug addicts, prostitutes, or transvestites who offer sexual services. The use of this term is discouraged since, in any case, it refers to homicides.

Solidarity. A virtue that tends to cooperation among citizens and peoples. An impulse to do good and protect those who are in need. It is a principle that seeks the healthy coexistence of people.

Sovereignty. The principle on which the autonomous decisions of a country are based. In some way, it rests on the wisdom of the masses, as long as the internal and international norms adopted by the State are observed. This is the reason why one country is prohibited from participating in the autonomous decisions of another. When a State interferes in the affairs of another, it is considered a violation of the sovereignty of the latter.

Special Rapporteur. An independent expert who receives a specific mandate from a human rights protection body such as the UN Human Rights Council or the Inter-American Commission on Human Rights. They perform their functions without interference from governments. Their primary function is to examine situations that require special attention. Rapporteurs can be regional or thematic, the former are in charge of studying the human rights situation in a specific region or country, while the latter are dedicated to watch and examine the situation of a single right in various countries. An example of the latter is the Special Rapporteur on Freedom of Expression.

Spontaneous migration. Movement of people who initiate and carry out their migration plans without assistance. In general, this migration is caused by negative factors in the country of origin and attractive factors in the host country. Characterized by the absence of assistance from the State or any other type of national or international aid.

Stash away. To hide something or someone in a cove, a secret place.

State. A country that exercises its sovereignty through institutions that regulate the conflicts of society within its limits and has the legal capacity to act before other States. To achieve this, it establishes forms of government. The government is made up of the
people and bodies that exercise political power. Capitalized when it refers to the sovereign country.

**Stateless.** 1. A person who, for different reasons, is not recognized by any State as a national, in accordance with its legislation. In other words, they lack nationality. This status places them in an irregular situation in the countries where they may be located. || 2. A derogatory term used to accuse people who criticize their own country or government.

**Stranded.** A term used by some migrants to talk about the impossibility of continuing their way to the place of destination or to return to the place of origin. It is the quality of stagnation in a person’s employment or migration status.

**Temporary Protected Status.** In the United States, this is the name given to a temporary benefit granted to migrants from certain countries who are already there so that they can work and live legally while their immigration status is resolved permanently.

**Territorial asylum.** The protection granted to a person outside of their country of nationality or habitual residence. It is a form of political asylum.

**Territorial limit.** See Border.

**Threat.** An act of intimidation against a person that consists in declaring that severe harm to them or their family may occur. It is a way to put pressure on a person to do or say something, or to refrain from doing so. At times, threats cause displacement of individuals or communities.

**Tolerance.** The acceptance of the decisions or beliefs of others. It allows us to be respectful of other ways of thinking. It is the fundamental basis of pluralism and peaceful coexistence.

**Traitor.** A person who betrays another who entrusted them with something. In international law, a person who takes sides in favor of a country different from their country of nationality is called a traitor to the homeland. The term is sometimes wrongly used to attack political opponents for thinking differently.

**Transit.** A stopover of passage of varying length while traveling between two or more States due to an unforeseen situation or a change of planes or other means of transportation for the purpose of connection.

**Transit visa.** A visa, usually valid for up to three days, that allows a person to pass through the territory of the issuing country on a trip to a third destination. See visa.

**Transitional humanitarian attention.** The support provided by the Victims Unit to the people included in the Single Registry of Victims, whose displacement has taken place in a time period greater than one year from the time they were declared victims.

**Trocha (illegal crossing in Venezuela-Colombia border).** A narrow footpath that cuts across the scrubland and serves as a shortcut to go from one place to another, instead of taking a road in better condition. Muleteers used to say that if the trocha was in good conditions, it would be a road. Illegal migrants use these footpaths to evade border checkpoints.

**Trochero.** See coyote.

**Ulysses Syndrome.** A term coined by psychiatrist Joseba Achotegui. A depressive pathology that immigrants can suffer. Immigration is a critical event in the lives of human beings that profoundly influences their psyche. Migratory grief is the name given to the psychological losses caused by immigration due to a complex process of personal reorganization and the great psychological effort to adapt to changes that immigrants have to make. Ulysses Syndrome is characterized by four sources of stress:

1. The loneliness of the person in a foreign country, without their family and with a feeling of nostalgia.
2. The feeling of failure because they think their efforts have not fulfilled their work expectations.
3. They find themselves in very difficult living conditions (accommodation, food, work...).
4. They have been through situations of terror during their journey to the country of destination.

**Unaccompanied minors.** People who are not of legal age and travel without the company of a parent, guardian, or any other adult who by law or custom is responsible for them. Unaccompanied minors pose special situations for immigration officials, as the rules on detention and other practices used for adult foreigners may not be appropriate for children.

**United Nations (UN).** An international organization made up of all countries based on mutual respect for sovereignty and their forms of government. It intends to be a forum to promote peaceful solutions to conflicts between peoples and to ensure the fulfillment of the agreements between the parties. Through different agencies, it focuses on the attention to a variety of global problems. The UNHCR is one of its agencies.

**United Nations Office for the Coordination of Humanitarian Affairs (OCHA).** The United Nations body in charge of mobilizing and coordinating the international response to humanitarian crises caused by disasters or conflicts. It plays a key role in humanitarian issues such as the protection and assistance of internally displaced persons.

**United Nations Mission.** A commission that the United Nations makes towards the army of one or several countries in search of resolving a conflict in another, to act many times as guarantors of respect in a territory.

**United Nations Refugee Agency (UNHCR).** A United Nations agency created on December 14, 1950 to help millions of Europeans displaced by World War II. According to data from the organization, there are about 7 million displaced people in the Americas and at least half of these are Venezuelans.

**United Nations High Commissioner for Refugees.** The head of the United Nations Refugee Agency. At present and until December 2020, the position is held by Filippo Grandi, from Italy. On January 1, 2016, he was elected as the eleventh person to occupy this position by the United Nations General Assembly, for a five-year term.

**Universal Declaration of Human Rights.** The United Nations adopted the declaration on December 10, 1948. It seeks the protection of human rights and the defense of human dignity. It provides general standards of mandatory compliance for States, even if it is not incorporated into national legal systems. It is the basis for all other rules in this regard.

**Universal jurisdiction.** The principle that allows states to exercise judicial authority to investigate and prosecute crimes that are considered grave in international law, committed by anyone, including those outside their jurisdiction, such as crimes against humanity. By their own nature, these are crimes that affect fundamental legal rights protected by international law, offend humanity, and disrupt the public order of the world community.

**Validation of academic titles.** A process that validates academic degrees awarded by one State in another one. Each country has its protocols, and some have signed bilateral treaties to facilitate this homologation.

**Venezuelans displaced abroad.** A category coined by UNHCR in the Global Trends 2019 report to refer to Venezuelans who have had to emigrate to other countries. According to several jurists, it constitutes a euphemism that is not recognized in international law and therefore may end up ignoring their condition of refugees, as contemplated in the Cartagena Declaration.

**Visa.** The authorization granted by a country to a foreign citizen to stay in the territory for a specified time. They are not required for all foreign citizens in all countries. The ministries of Foreign Affairs define this requirement and its different forms: student visa, work visa, tourist visa, etc.

**Vulnerable population.** People in need of protection. Includes...
the population in a situation of displacement and refugees. Their vulnerability is a result of different factors such as poverty that threatens food consumption, loss of freedom, or violations of their social and political rights.

W

Work permit. An authorization issued by the authorities of a State to allow a migrant to work legally in their territory.

X

Xenophobia. The fear of foreign people. Some politicians exacerbate this sentiment to stimulate nationalism and electoral gains. In various parts of Latin America, Venezuelan migrants are victims of xenophobia. Journalism must be very careful not to use xenophobic expressions but to use a language that is respectful of people from other countries.
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As we finished editing this guide, the final journalistic works of those who participated in the course were being published in their respective media outlets.

One of the participants, Ana Cristina Basantes from the Ecuadorian outlet GK.city, shared the story of Jerickson, Orliany, and Diannys. Three little Venezuelans who had to migrate with their parents. In July, the family had to sell the only thing of value they had left to buy something to eat: a phone. Without a cell phone, and amid the pandemic, Jennifer and Jefferson’s children could not continue attending the virtual classes of the school in which they enrolled when they arrived in the country.

Days after the story circulated on the web and in the GK.city social media accounts, Ana Cristina told us that: “After publishing the report, several people wrote to me seeking ways to help them. Now the children have a tablet and school supplies to study. “

Ana Cristina’s story is just one example that came to us before finishing the guide, and we think it is a lovely message to close. We know that it is anecdotal, that the problems of Venezuelan migration go much further than three children being able to attend their classes. Still, we
believe that the story sums up the objectives that drove this joint initiative between Efecto Cocuyo, DW Akademie, and the German Federal Foreign Office.

What if, instead of stigmatizing those who migrate, the media reflected their difficulties, their dreams and desires, their aspirations, the reasons that prompted them to leave their country? What could we achieve? Hopefully, this guide will help more journalists start looking for answers to these questions.

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how to cover Venezuelan migration and refuge

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