



Assisted Voluntary Return

— Program for Migrants —

What is IOM's Assisted Voluntary Return Program?



It is a special temporary program created by IOM to facilitate assisted voluntary return for migrants who are stranded in Mexico or Guatemala and lack the resources necessary to return to their homes.

Who can apply?



Migrant persons with Honduran, Salvadoran, and Guatemalan nationality who wish to return to their country of origin and/or residence **voluntarily**, regardless of their migration status. These may be people whose asylum application was rejected, stranded migrants, or victims of human trafficking and other vulnerable groups, including migrants who are unaccompanied minors or who have healthcare needs. People can approach IOM individually or can be referred by civil society organizations or governmental institutions.

About Assisted Voluntary Return programs and IOM



For decades, IOM has helped thousands of people return to their countries of origin and/or residence through its Assisted Voluntary Return and Reintegration programs. It provides administrative, logistic, and financial support to migrants who lack financial resources and need to return to their homes. For IOM, the principle of **voluntariness** is key, therefore, it is an indispensable requirement for being a beneficiary of the program.

The Program offers assistance before and during return. It likewise seeks to provide post-arrival and reintegration assistance to the extent possible, as part of IOM's commitment to advocate for and contribute to connecting return assistance with reintegration assistance.

This Program is free and confidential; migrants' personal information will not be shared with authorities without their consent.

The 5 steps to access IOM's Assisted Voluntary Return Program



1. Information

A migrant person interested in analyzing their situation can contact the IOM office closest to their location. Counselling from IOM is free and confidential. The person will receive information and will not be obliged to return if they do not wish to do so.



2. Decision

Our objective is to ensure that migrants know all of their options and to explain exactly how our Program works. Once they have all the necessary information, migrants can decide if they wish to apply to the Voluntary Return Program.

Returning with IOM is voluntary. Migrants can change their minds and withdraw the application at any point in the process.



3. Preparation

If the person decides to return, IOM can help with:

- Obtaining the travel documents. IOM can coordinate with migration authorities and consulates to get the required documentation.
- Establishing contact with family members and government entities that provide specialized services, if required.
- Evaluating the healthcare needs of migrants with a professional doctor and providing medical assistance if necessary.

Once everything is ready and the application has been approved, IOM will coordinate transportation to the destination.



4. Return

IOM will coordinate the return trip, provide the beneficiaries with the ticket for their journey, and assist them **before, during, and at their arrival**.



5. Arrival

IOM can coordinate with the government and with civil society organizations when the migrants arrive so that they can obtain information about **available services** that may be of interest for reintegration.

CONTACT

All staff of embassies, governments, municipalities, and civil and human rights organizations can refer potential cases of Voluntary Return to the following IOM Offices:

EL SALVADOR:

IOM Office El Salvador

- 📍 Urbanización Madre Selva, Pasaje H #5. Santa Elena, La Libertad.
- ☎ (+503) 2521-0500
- ✉ iomsansalvador@iom.int
- 🌐 www.facebook.com/OIMElSalvador/

GUATEMALA:

IOM Office Guatemala City

- 📍 3ra Calle 4-44. Zona 10, Edificio FLACSO, Nivel 3. Ciudad de Guatemala.
- ☎ (+502) 2414-7410 / (+502) 2414-7401 / Móvil: (502) 3035-9752
- ✉ iomguatemala@iom.int
- 🌐 www.facebook.com/OIMGuatemala/

IOM Office Quetzaltenango, Guatemala

- 📍 20 Avenida, Calle 2-23, Zona. 3 Edificio Margarita, Oficina 402. Quetzaltenango.
- ☎ (+502) 4980-1254
- ✉ iomguatemala@iom.int

IOM Office San Marcos, Guatemala

- 📍 5ta Calle 8-08, Zona 2. Plaza Los Arcos del Milenium, Nivel 2. San Marcos.
- ☎ (+502) 7760-1220
- ✉ iomguatemala@iom.int

HONDURAS:

IOM Office Honduras

- 📍 Colonia Palmira, 3ra Avenida, Calle del Brasil, Bloque 3, Casa número 12, Tegucigalpa.
- ☎ (+504) 2237-7460
- ✉ iomtegucigalpa@iom.int
- 🌐 www.facebook.com/OIMHonduras/

MEXICO:

IOM Office Mexico City

- 📍 Avenida Francisco Sosa 267, Santa Catarina, 04010 Ciudad de México, Ciudad de México.
- ☎ (+52) 5536 3954 / (+52) 5536 3922 / Fax 5536 7775
- ✉ iommexico@iom.int / iommexicocomunica@iom.int
- 🌐 www.facebook.com/IOM.Mexico/

IOM Office Tapachula, México

- 📍 Boulevard Díaz Ordaz No. 11, Planta baja, Colonia Cedros de Erika. Tapachula, Chiapas, C.P. 30779.
- ☎ (+52) 962-642-5674
- ✉ iommexico@iom.int

IOM Tijuana

Information Stand