



# Consular services amid the COVID-19 pandemic

Smart Border Coalition  
Stakeholders meeting

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# 1. Essential consular services.

- Shifts twice a week for issuing emergency documents + 24 x 7 emergency line.
  - ❖ Passports, consular IDs, death certificates, etc.
- Consular support for the Mexican communities.
  - ❖ Financial assistance and visa permits for repatriation of human remains.
  - ❖ Help in finding medical homes.
  - ❖ Orientation on available resources for the community regardless of their migratory status through Spanish speaking media, official website, emergency lines and “Ventanilla de Salud”.
- Promote constant binational dialogue mechanisms among local authorities, businesses, and public opinion leaders.

**Positive cases: 4,319 (total)**

- Around 56% are Hispanic

**Deaths: 158 (total)**

- Around 39% are Hispanic

**Confirmed Mexican deaths**

- 6 Mexican nationals

## 2. Consular protection.

- **Repatriations to Mexico**
  - 52.7% decrease
  - Sanitary COVID-19 Protocol
  - Minors and vulnerable people
- **Assistance to detainees and their families in 17 federal, state and county jails**
  - The Otay Mesa Detention Center case
- **Special permits for border-crossing**
  - Humanitarian paroles
  - Other special permits (case by case)
- **Donations**
  - Customs clearance and transportation



## 3. Reopening of consular offices.

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- Hopefully, towards the second-half of May we'll be able to reopen.
- Sanitary measures will be strictly observed to protect both Mexican nationals and consular staff.
  - ✓ Laredo, Brownsville, Del Rio, El Paso and Denver have already reopened.
  - ✓ Backlog of 6,000 cancelled appointments during almost two months.





**GOBIERNO DE  
MÉXICO**



# THANK YOU

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