



BOOKLET FOR

MIGRANTS, IMMIGRANTS AND REFUGEES

MigraRe

PROGRAMA MUNICIPAL DE ATENÇÃO E PROMOÇÃO AOS DIREITOS
HUMANOS DE IMIGRANTES, MIGRANTES E REFUGIADOS

(MUNICIPAL PROGRAM OF ATTENTION AND PROMOTION TO THE HUMAN
RIGHTS OF IMMIGRANTS, MIGRANTS AND REFUGEES)

PREFEITURA DE
AMERICANA
INTELIGENTE E HUMANA

Secretaria de
Assistência Social
e Direitos Humanos

AMERICANA TOWN HALL: SMART AND HUMANE
Secretariat of Social Assistance and Human Rights

MIGRATING IS PROPER TO THE HUMAN CONDITION.

Leaving your land, family and friends to start over in a new country can put you in situations that are understood only by those who went through them. It doesn't matter where you came from, you're welcome in Brazil and shouldn't be discriminated against. Independently from your migratory status, you have the right to education, social assistance, services and politics of social prevention, amongst others. As soon as you notice that any of your rights are being ignored, remember that there are laws in Brazil that guarantee them:



Federal Constitution of 1988

The fundamental and biggest law in the country, it determines that all are equal in their rights without any distinction, guaranteeing Brazilians and foreigners that reside in the country the sanctity of their right to life, freedom, equality and property.

Law nº 13.445/2017

Migration law - On the rights and obligations of the immigrant

Decree nº 9.199/2017

Settles the Immigration Law(nº 13.445/2017).

Law nº 9.474/1997

Defines mechanisms to the implementation of the Refugee Statute. An immigrant can ask for refuge if their life or freedom is threatened because of their race, religion, nationality, social group, political opinion or serious and generalized violation of human rights.

Decree nº 6.975/2009

Residence Agreement for Nationals of the Participant States of Mercosul and Associates (applicable for Argentina, Paraguay, Uruguay, Peru, Equator, Colombia, Bolivia and Chile).

Municipal Decree nº 12.979/2022

Institutes the MigraRe - Programa Municipal de Atenção e Promoção aos Direitos Humanos de Imigrantes, Migrantes e Refugiados (Municipal Program of Attention and Promotion to the Rights of Immigrants, Migrants and Refugees).

Law nº 11.340/2006 (Lei Maria da Penha (Maria da Penha Law))

Creates mechanisms to curb domestic and familial violence against women

Law nº 7.716/1989

Classifies crimes related to prejudice motivated by race or skin color

AT YOUR DISPOSAL ARE

GOVERNMENTS AND CIVIL SOCIETY

CRAS Mathiensen

Pica-Pau Street,, 80 - Jardim dos Lírios
(19) 3407-2770 - crasvm@americana.sp.gov.br

CRAS Praia Azul

Maranhão Street, 1.595 - Praia Azul
(19) 3467-2256 - craspa@americana.sp.gov.br

CRAS Jardim Nossa Senhora Aparecida

Caetano de Campos Street, no number -
Jd. N. Sra. Aparecida
(19) 3469-2339 - crasnsa@americana.sp.gov.br

CRAS São Jerônimo

Carlos Vassalo Street, 370 - São Jerônimo
(19) 3462-7151 - crassj@americana.sp.gov.br

CRAS Guanabara

Street of Tijuca, 182 - Jardim Guanabara
(19) 3407-8002 - crasguanabara@americana.sp.gov.br

CRAS São Manoel

São Thiago Street, 320 - São Manoel
(19) 3468-6103 - crassmanoel@americana.sp.gov.br

Centro de Referência Especializado (Center of Specialized Social Assistance Reference) de Assistência Social – CREAS

Rua Antônio Feliciano Castilho, 594 - Vila Amorim
(19) 3475-3400 - creas@americana.sp.gov.br

Cadastro Único (Unified Registry)

Dom Pedro II Street, nº 25 - Centro - CEP: 13465-040
(19) 3471-6220 - cadunico1@americana.sp.gov.br

SASDH – Secretaria de Assistência Social e Direitos Humanos (Secretariat of Social Assistance and Human Rights)

Street of Poncianas, 1.225
Jd. Glória - CEP: 13468-180
Opening Hours: 7h30 to 16h30
Telephone: (19) 3471-6770
acaosocial@americana.sp.gov.br

PAT – Posto de Atendimento ao Trabalhador (Worker’s Assistance Station)

Anhanguera Street, 16 - Centro
Opening Hours: 8h to 12h and 13h to 16h
Telephone: (19) 3461-0289

Ministério Público do Estado de São Paulo (Public Ministry of the State of São Paulo)

Cristóvão Colombo Street, 233
Parque Res. Nardini, CEP 13468-290
Opening Hours: 9h to 19h
Telephone: (19) 3462-1429

Vara do Juizado Especial Cível e Criminal (Special Civil and Criminal Court)

Capitão Sebastião Antas Street, 113, 119 09
Poder Jud.
Telephone: (19) 3407-8399

OAB Americana

Cristóvão Colombo Street, 155
Parque Res. Nardini, CEP 13465-000
Opening Hours: 8h to 19h
Telephone: (19) 3461-5181

Delegacia da Polícia Federal (Federal Police Station) - Piracicaba

Liberato Macedo Street, 82, Bairro São Dimas
Scheduling from 10h (web agenda - Federal Police)
Address: Av. Limeira, 722
Areião, Piracicaba/SP, 13414-900
Opening Hours: 10h to 17h
Telephone: (19) 3301-5215

Polícia Federal (Federal Police) - Campinas

Dr. Antônio Álvares Lobo Street, 620 - Botafogo,
Campinas/SP, CEP 13020-110
Opening Hours: 8h to 18h
Telephone: (19) 3345-2200
Address: Rodovia Santos Dumont, 66 - Cambuí,
Campinas/SP, CEP 13052-970, 8h to 18h
(Inside the Parque das Bandeiras Shopping)

GAMA - Guarda Municipal de Americana

Bandeirantes Avenue, 2.100 - Colina
CEP 13465-390
WhatsApp: (19) 3461-8631 ou 153

DDM (Delegacia da Mulher (Women's Police Station)) and Central da Polícia Judiciária (Judiciary Police Center)

São Vito Street, 1.675 - Santa Cruz
CEP 13477-350
Opening Hours: DDM - From monday to friday, 09:00 to 18:00 - Telephone: (19) 3462-1079
Opening Hours: Polícia Judiciária - 24 hours
Telephone: (19) 3406-8754 or (19) 3461-9787 (Judicial Police)

Conselho Tutelar (Tutelary Council)

R Dom Pedro II Street, 25 - Conserva
CEP 13465-040
Opening Hours: 8h to 17h
Telephone: (19) 3471-6220

Prefeitura de Americana

Brasil Avenue, 85 - Jardim Girassol
CEP 13465-901
Opening Hours: 9h to 16h
Telephone: (19) 3475-9000

Receita Federal (Federal Revenue)

Sete de Setembro Street, 633 - Centro
CEP 13465-320
Opening Hours: 8h to 12h
Telephone: (19) 3621-0800

Ministério do Trabalho

Padre Manoel da Nóbrega Street, 121
Vila Santa Catarina, CEP 13466-321
Telephone: (19) 3461-8468

CONSULTATES

Besides these institutions, remember that your country's embassy or consulate in Brazil can offer assistance and helpful information.



HOW TO REGULARIZE YOUR DOCUMENTS

CPF (Cadastro de Pessoa Física) (Individual Taxpayer Registry)

A document that facilitates access to public services. It is necessary to open bank accounts and make financial transactions, like renting real estate. To issue your CPF, you must access the site: <http://bit.ly/cpfreceitafederal> and fill in the form. Those younger than 16 years-old must be accompanied by their parents or legal guardians to issue the document. In case of doubts, call 146 (the costs related to the phone call done through cellphone or landline are the user's responsibility, according to local fees) or go to one of the associate institutions: Banco do Brasil (Brazil Bank) and Correios (Post Office), fee of R\$7,00.

What documents do I need to request a CPF?

Those 18 years-old or older must present their identification documents (the original or an authenticated copy), that can be the provisory protocol or the RNM. Those younger than 18 years-old must present their identification documents and the documents of a parent or legal guardian (the original or an authenticated copy). In any Receita Federal (Internal Revenue Service), after the payment of a fee, the document will be issued right after it was requested.

The addresses of the convened public entities can be found in the website www.receita.fazenda.gov.br or in the Receita Federal (Internal Revenue Service) - R. Sete de Setembro, 633 - Centro (Centre)

For more information, access the website
www.receita.fazenda.gov.br



CTPS (Carteira de Trabalho e Previdência Social) (Employment Record and Social Security Booklet)

What documents are necessary for the CTPS?

Two 3x4 pictures, with white background, in color or black and white, both must be equal and recent; original Registro Nacional Migratório (RNM) (National Migratory Registry) accompanied by a copy (front and back) or the RNM's Request Protocol (the original and a copy).

Where can I request the CTPS?

The person who wants to issue the CTPS must go to the Superintendência Regional do Trabalho e Emprego (SRTE) (Regional Superintendence of Work and Employment) or to the Gerência Regional (Regional Management) closest to their residence, with all the necessary documentation in hand. Information on the placing of the service stations can be obtained through the phone number 158 in the Central de Atendimento Alô Trabalho (Call Center Hello Work). The foreigners that have already been recognized as refugees must also present a copy of the decision or letter from CONARE that proves the recognition of the refugee status.

What is the CTPS and who can request it?

The Carteira de Trabalho e Previdência Social (CTPS Employment Record and Social Security Book) is the document that proves all the employee's working life. This document is obligatory to the exercise of professional activities and can be requested by anyone older than 14 years-old, may they be a national or a foreigner, with regular residence in Brazil. estrangeira, com residência regular no Brasil.

In case of doubts and to other information, get in touch with the Call Center Hello Word through the phone number 158.

Labor Ministry – Padre Manoel da Nóbrega Street, 121 – Vila Santa Catarina, Americana/SP, 13466-321



RNM (Registro Nacional Migratório) (National Migratory Registry)

Where can I request the RNM for the first time or renew it?

The refugee applicant that had their refugee condition recognized by Brazil has the right to obtain the Registro Nacional Migratório (RNM) (National Migratory Registry), identification document for foreigners in Brazil. The issuing and renewal of the RNM are done in any Federal Police station. Beware of your RNM's expiration date. The renewal must be done three months before the expiration date of the old RNM, in any Federal Police station. The documents ensured by the law to the refugees are the Registro Nacional Migratório (RNM) (National Migratory Registry), the Cadastro de Pessoa Física (CPF) (Individual Taxpayer Registry), the Carteira de Trabalho (CTPS) (Employment Record Book) and a travel document. All these documents have the same validity as the documents of the Brazilian citizens and other regular immigrants and must be accepted by all public and private institutions in the country. If any of your documents are not accepted by a public or private institution, you can contact and ask for the help of the Defensoria Pública da União (Public Defender's Office), the ACNUR (UNHCR) or the civil society organizations that work with refugees - Associação Antônio Vieira (ASAV) (Association Antônio Vieira), Caritas Arquidiocesana do Rio de Janeiro (CARJ), Caritas Arquidiocesana de São Paulo (CASP) (Archdiocesan Caritas of São Paulo), Centro de Defesa dos Direitos Humanos de Guarulhos (CDDH) (Center for the Defence of Human Rights) e Instituto Migrações e Direitos Humanos (IMDH) (Institute Migrations and Human Rights).

Step by step to request refuge

1 - Register in Sisconare <https://www.gov.br/mj/pt-br/assuntos/seus-direitos/refugio/sisconare> the platform that processes refuge requests in Brazil.

2 - You must have a valid e-mail address. If you don't have it, you have to create one. This is where you will get the message to set your Sisconare password.

Attention: this stage is very important!

Register in Sisconare and check if you got the confirmation message in your e-mail and then follow the instructions to set your password.

3 - Protocol of refugee application (only for those requesting the RNM for the first time); original Foreigner's Identification Document (only to those who wish to renew their RNM); Declaration from Conare recognizing the refugee status in Brazil.

4 - Proof of payment of the GRU-FUNAPOL fee. *ATTENTION: in cases of HUMANITARIAN WELCOME and REFUGE the Guias de Recolhimento da União - GRU (Union's Payment Slips) are not charged.

Go to the Departamento da Polícia Federal (Federal Police Department) and, in that agency, request the emission of the CONARE declaration on the refugee status. The request has to be made by the Federal Police through the e-mail address conare@mj.gov.br.

Fill out the request in the Federal Police's website: <https://www.gov.br/pf/pt-br> (in the frame name "Migration", click on "Refúgio" and then on "Obter certidão de refugiados e solicitantes").

Americana doesn't have a Federal Police headquarters, the attendance must be carried out at the nearest headquarter:

Campinas

Dr. Antônio Álvares Lobo Street, 620 - Botafogo,
Campinas - SP, 13020-110
Opening Hours: 8h to 18h
Telephone: (19) 3345-2200
Santos Dumont Highway, 66 - Cambuí
Campinas - SP, 13052-970
Opening Hours: 8h to 18h (Inside the Parque das
Bandeiras Shopping)

Piracicaba

Liberato Macedo Street, 82 - São Dimas
Scheduling from 10h (web agenda - Federal Police) -
Solicitations: Federal Police Migration
GRU (GUIA DE RECOLHIMENTO DA UNIÃO (UNION'S
PAYMENT SLIP)); GRU FEDERAL POLICE IMMIGRATION
Opening Hours: 8h to 11h30 and 14h to 17h
e-mail: ure.pca.sp@pf.gov.br/migração.pca.sp@pf.gov.br
Telephone: 019 3301-5201 / branch 5212 or 5229

Pay the GRU-FUNAPOL fee for foreigners: available on the Federal Police's website (<https://www.gov.br/pf/pt-br>); go to a Federal Police station and present the following documents:

- Printed and filled out request from the Federal Police's website;
- Protocol of refuge request (only to those who are requesting the RNM for the first time);
- Original Cédula de Identidade de Estrangeiro (Foreigner's Identification Document) (only to those who wish to renew their RNM);
- CONARE's declaration recognizing the refugee status in Brazil;
- Proof of payment of the GRU-FUNAPOL fee.

****Attention: in the cases of HUMANITARIAN WELCOME and REFUGE the Guias de Recolhimento da União - GRU (Union's Payment Slips) are not charged***

Passport

According to the Federal Police, the foreigner must travel using their country's passport.

However, in exceptional cases, a Passaporte para Migrante (Migrant Passport) can be given to a migrant or someone who fits the following categories:

- Is from a country that does not have a diplomatic relationship with Brazil.
- Is from a country that does not have a service station (office, consular post, etc.) in Brazil.
- Has documents that prove the denial of a consulate to issue a passport, with an unpostponable need for a trip.
- Is a refugee (does not apply to refugee applicant, who must comply with any of the other conditions stated here).
- Is stateless (has no nationality) or has undefined nationality.
- Is an asylum seeker



Passport for Foreigner

I have to travel abroad but I don't have a passport. How should I proceed?

To travel, the refugee has to ask for an authorization from CONARE and with that declaration in hand, request a passport in the Federal Police station. The passport's validity can be limited to a round trip or to a limited period of time if the Federal Police so establish. Overall, the Federal Police collects the passport when the refugee comes back from the trip they requested the passport for.

STEP BY STEP:

Get in contact with CONARE through the phone (61) 2025-3659 or the e-mail address conare@mj.gov.br requesting an authorization to travel abroad, informing the period, the motive and the destination of the trip.

Only after getting CONARE's authorization can the refugee request the issuing of foreigner passport in the Federal Police (<http://www.dpf.gov.br/serviços/passaporte/passaporte-para-estrangeiro>) to then arrange their plane ticket.

Pay the GRU-FUNAPOL fee through a billet generated in the Federal Police's website; go to the service station indicated at the end of the request, presenting a proof of payment of the fee, identification document and CPF.

ATTENTION: IF A REFUGEE LEAVES THE COUNTRY WITHOUT AN AUTHORIZATION FROM CONARE, HEY WILL LOSE THEIR REFUGEE STATUS.

In case of any doubt or to get more information get in contact with the Federal Police through the phone number 194 or access the website <https://www.gov.br/pf/pt-br>

Permanent Residence

Who can apply for Permanent Residence?

Reside in Brazil for at least 4 (four) years as a refugee or asylum seeker (as per the Normative Resolution nº 91, of 10th of november of 2010 from the CNIg); or

- Are a qualified professional and hired for an institution installed in the country; or
- Are established with a business that is a result of own capital investment that satisfies the objectives of the Normative Resolution nº 84 of the National Council on Immigration related to grant of visas to foreign investors.

STEP BY STEP (FIRST PART):

1. Fill in the request form in the website of the Ministry of Justice:

<https://www.gov.br/pt-br/servicos/registrarsecomoestrangeiro-no-brasil>;

2. Pay the GRU-FUNAPOL fee for foreigners, available in the Federal Police's website:

<https://www.gov.br/pf/pt-br>

3. Go to a Federal Police station and present the following documents:

- a. The request form filled in the Ministry of Justice's website;
- b. An authenticated copy and the original RNM;
- c. A police record issued by the Instituto de Identificação (Institute of Identification) of the Secretaria de Segurança Pública (Secretariat of Public Security) of the state you live in;
- d. An authenticated copy and the original CTPS;
- e. Two 3x4 pictures, with a white background, in color, frontal, equal, recent and without date;
- f. Copy of the proof of residence (water, electricity, landline or mobile phone bill, or a declaration of the owner of the property the person lives in, attesting their residence in the real state);
- g. Declaration of absences from Brazil, specifying the dates of departure and arrival in the national territory, with the respective destinations and motifs;
- h. Proof of payment of the GRU-FUNAPOL fee.

4. Other than the above documents, the foreigner may also have to present other documents in

any phase of the process for, even though they are not obligatory, they may be useful:

- a. Proof of school enrollment and performance;
 - b. Diploma and/or training certificate and resume;
 - c. Police record of the country of origin in case of family reunification and other documents cited in the ordinance;
 - d. Proof of income;
 - e. Authenticated copy of the travel document, clear and complete.
5. Follow the process on the website **www.mj.gov.br** or directly in the Federal Police

STEP BY STEP (SECOND PART):

If the answer is positive, and after the publication of the approval of the request in the Diário Oficial da União (Official Federal Gazette), the interested must follow the steps bellow:

1. Pay the two GRU-FUNAPOL fees for foreigners available in the website of the Federal Police: **<https://www.gov.br/pf/pt-br>**.
2. Go to the Federal Police station and present the following documents:
 - a. Request form filled in the Ministry of Justice's website;
 - b. Two 3x4 pictures, with a white background, in color, frontal, equal, recent and without date;
 - c. Authenticated copy of the update pages of the valid passport (if available);
 - d. Authenticated copy of the proof of the date of arrival in Brazil (if available);
 - e. Copy of the Diário Oficial da União (Official Federal Gazette) in which the approval of the request was published (available in the website: **www.in.gov.br**). In case of republication present also a copy of the Official Gazette with the first publication;
 - f. Original and authenticated copy of the RNM or the Protocol;
 - g. Proof of payment of the two fees.

ATTENTION

1. The foreigner younger than 18 years-old must be accompanied by parents or legal guardians;

2. If the foreigner that got the permanent residence is absent from the national territory for more than 2 (two) uninterrupted years, they will lose the permanence and have their registry and Cédula de Identidade de Estrangeiro (Foreigner Identity Card) (RNM) cancelled

LASTING SOLUTIONS

There are three types of lasting solutions

LOCAL INTEGRATION

VOLUNTARY ALLOCATION

RESETTLEMENT

There are no hierarchies amongst the lasting solutions, they are of complementary nature and if applied together can lead to an integral and viable strategy to deal with the situation of the refugees.

Below you will understand how each of them works.

LOCAL INTEGRATION

Local integration is a complex and gradual process that happens when the refugee has access to mechanisms of cultural, social, economic, community, labor, juridic and educational integration, that allow their self-sufficiency and effective enjoyment of their fundamental rights in their country of refuge.

Get to know services and opportunities available to refugees in Brazil:

Education



The school calendar in Brazil starts in February and ends in December. In July we have a shorter recess, going from 2 to 3 weeks. All children and teenagers have the right to enroll for free in the public schools for middle and highschool, that includes refugee applicants and refugees. The Brazilian law for refugees grants that the authorities will take into account the exceptional circumstances in which the refugees in Brazil find themselves and, thus, will facilitate the school enrollment to those who don't have their diplomas or school history.

Therefore, every child or teenager that is a refugee applicant or refugee has the right to enroll in any public school by presenting their CPF and provisory protocol or RNM. The refugees can also enroll in technical courses or vocational training that are available, by means of paying fees through governmental institutions or the S System (SESI, SESC, SENAC, SENAI), among others. The ACNUR has agreements with different universities in the country through the Sérgio Vieira de Mello Chair. The Chair's projects aimed to teaching and researching about the International Law for Refugees, but also to the creation of initiatives that benefit the refugees directly. Some Brazilian colleges offer special placements to refugees in higher education courses. For more information on these universities, get in contact with ACNUR or the civil society organizations listed above.

Education, a right for all and duty of the State and the family, will be promoted and encouraged with society's collaboration, aiming at the full development of the person, the preparation for the exercise of their citizenship and their job qualification. (Constituição Federal (Federal Constitution) of 1988, art. 5º)

Health

The Brazilian legislation assures that the Sistema Único de Saúde (Public Health System) (SUS) services are universal, free and of equal access to every individual in Brazilian territory. All citizens, including the refugee applicants and refugees, have the right to be seen in any public health unit. For that you have to present your CPF and provisory protocol or RNM in any hospital, clinic or health center and request their SUS Card. This card is free and can be used in any public health care unit in the national territory. In Brazil, the parents have the obligation to vaccinate their children. The children of the refugee applicants can get their vaccines for free in any public health care center. To know which vaccines your child must take, consult the vaccination calendar in your city's health centers.



“Health is right for all and is a duty of the State, granted through social and economic policies that aim at the reduction of the risk of diseases and other grievances and to the universal and egalitarian right to actions that promote, protect and recover” (Constituição Federal (Federal Constitution) of 1988, article 1996).

Work



In Brazil, the refugee applicants and refugees have the right to the Employment Record Book (CPTS) and with it, they can legally work in the country with the same rights of any other Brazilian worker. The refugee applicants and refugees that want to get other information on the job market, vocational training, unemployment insurance and job openings must look for a Centro de Atendimento ao Trabalhador (Worker's Service Center) in the city they live in. In the places where there are organizations partnered with ACNUR, the refugee applicants and refugees can also look for information on special agreements in place with private companies.

Social Assistance

“The social assistance is a public policy, non contributive, of responsibility of the State and a right of the citizen, and aims at social protection by guaranteeing social minimums, through the partnership between public power and civil society” (Constituição Federal (Federal Constitution) of 1988, articles 203 and 204).

Many people that heard of the CRAS acronym don't know what it means and the great importance that the Centros de Referência de Assistência Social (Center of Social Assistance Reference) have in the lives of the people and families in Brazilian territory.

The CRAS is the main entrance to the SUAS - Sistema Único de Assistência Social (Unified Social Assistance System) and enables the access of families to the network of social protection. It is the public place that offers the Serviço de Proteção e Atendimento aos Indivíduos e Famílias - PAIF (Service of Protection and Care of Individuals and Families), that consists on social work with families, of continuous nature, with the purpose of strengthening the protective role of the families, preventing the rupture of its ties, promoting the access and enjoyment of its rights and contributing with the improvement of the life quality of its members.

The CREAS - Centro de Referência Especializado de Assistência Social (Center of Specialized Reference of Social Assistance) is the public equipment that offers the Serviço de Proteção e Atendimento Especializado a Famílias e Indivíduos (Service of Protection and Specialized Care to Families and Individuals) (PAEFI), that consists in supporting, guiding and following up with families and individuals in situations that threaten or violate rights, articulating socioassistencial services with the many public policies and with system organs that guarantee rights.

What is the difference between CRAS and CREAS?

It is important that we know that even though the CRAS and the CREAS (Centro de Referência Especializado de Assistência Social (Center of Specialized Reference of Social Assistance) have similar acronyms, each one plays a different part in the social protection of families.

The CRAS is responsible for the prevention of situations of social vulnerability and risk in the territories. The CREAS, on the other hand, deals with the consequences and follows up with families and individuals that already had their rights violated.

Legal Assistance

The Brazilian legislation ensures that every person that doesn't have financial conditions to hire a lawyer and pay the expenses of a judicial process will have the right to free legal assistance. In Brazil, the Public Defender's Office is the organ responsible for offering legal advice and acting as lawyer to people who cannot afford these expenses. The refugee applicants and refugees also have the right to be assisted by Public Defenders. The Public Defender's Office is present in every state of Brazil and in many of the big cities and subdivides itself in State Public Defender's Office and Federal Public Defender's Office.

Who to look for according to your problem:

Federal Public Defender's Office

Any doubt or dissatisfaction with refugee request, documentation, retirement, foreigner's right in Brazil, access to assistance benefits and if you are the defendant in criminal process for crimes under federal jurisdiction, like, for example, passport or identity documents fraud, or in processes of extradition or expulsion.

State Public Defender's Office

Any doubt or dissatisfaction relating to housing, renting, divorce, child support, child custody, inventory, paternity investigation, compensations and if you are the defendant in a criminal process for crimes under state jurisdiction, like, for example, homicide, theft, stealing, stellion, rape, etc.

Domestic violence against women

In Brazil, domestic or familial violence against women is punished more severely by the Maria da Penha Law nº 11.340/2006. This law punishes acts of physical, psychological, sexual, property and moral violence against women, independently of their age. The law also provides mechanisms of protection to women who are victims of domestic and familial violence, with the possibility of the granting of urgent protective measures and referral to reception, care and follow-up services, if necessary. If you need further advice look for a Social Assistance service (CRAS or CREAS) or a Health Care service.

How to act in case of violence: if necessary, go to the nearest health care facility or to a hospital's emergency care and inform the health care agent during the service about the violence suffered.

Look for the Delegacia de Defesa da Mulher (Women's Defense Police Station) or the Central da Polícia Judiciária (Central Judicial Police Station) to file the police report. Inform the police about the need of protective measures as predicted in the Maria da Penha law, if necessary. The judge will have up to 48 hours to apply the protective measures that can be extended to the women's children and dependents. Audio or video recordings, or photographs can help in the process of liability of the perpetrator of the aggression. In case of urgency call 153 (Guarda Municipal (Municipal Guard)) or 190 (Polícia Militar (Military Police)).



Phone services available:

180: Central de Atendimento à Mulher (Women's Call Center)(free 24 hour service that helps and advises women who are victims of violence).

190: Polícia Militar (Military Police).

For other information, access: www.spm.gov.br

DDM (Delegacia da Mulher (Women's Police Station)- Americana

São Vito Street, 1.675 - Santa Cruz, Americana - SP, 13477-350.

Opening hours: Open 24 hours

Telephone: (19) 3462-1079

VOLUNTARY REPATRIATION

To many people who are forced to leave their homes, a voluntary, safe and dignified return to their country of origin marks a successful process in overcoming the trauma. The voluntary repatriation is the adequate solution to those refugees that already have the conditions to return safely and with dignity to their country of origin. The voluntary repatriation is always preceded by an ACNUR evaluation on the safety conditions of the place to which the refugee wishes to return. The refugees that want to return to their country of origin must look for the partnered organizations or the ACNUR office to gain more information on the proceedings.

RESETTLEMENT

The resettlement is part of the lasting solutions program and is a mechanism that applies to refugees that can't or don't want to return to their home country, but find themselves in any of the following situations in the country of refuge: have need for legal and physical protection that the country of refuge can't fulfill; there are no lasting solutions or foreseeable alternatives to the case; women or girls at risk; survivors of violence and/or torture; or kids and teenagers at risk. In the case of refugees recognized in Brazil, the option of resettlement is not available. Here, the preferable lasting solution is local integration and, when possible, voluntary repatriation, because the refugees in Brazil don't have any specific protection need the Brazilian government is absolutely incapable of fulfilling to the point of justifying the resettlement in a third country. The Brazilian State has the duty to ensure the protection of the refugees in its territory and, in case of need, the police authorities, the Public Ministry and the Public Defender's Office should be contacted.

HOW TO KNOW WHICH CRAS IS MY NEIGHBORHOOD'S?

Other than being able to access the website of the town hall where you live, it is possible to know your neighborhood's CRAS accessing the Mapas Estratégicos para Políticas de Cidadania (Strategic Maps for Citizenship Politics)(MOPS).

<https://aplicacoes.mds.gov.br/sagi/mops/>

After accessing the website through the computer, you can select the state and the municipality where you live in the superior part of the screen and the website will automatically show a map of your region.

MOPS
Mapas Estratégicos para Políticas de Cidadania
MOPS

Selecione um município Alterar Local

MOPS
Mapas Estratégicos para Políticas de Cidadania

Mapas Estratégicos para Políticas de Cidadania (MOPS) é um portal de acesso livre que reúne e organiza informações sobre a disponibilidade de serviços, equipamentos públicos e programas sociais identificados em municípios, microrregiões e estados no país. É uma ferramenta eficaz para auxiliar gestores e técnicos na orientação da população de baixa renda e no atendimento das demandas por serviços públicos e acesso a direitos, utilizando-se, para isto, de uma tecnologia de georreferenciamento dos equipamentos públicos, aliada ao georreferenciamento do público do Cadastro Único para Programas Sociais.

Aqui é possível visualizar a localização e o contato dos equipamentos da assistência social, entre outros, obter relatórios socioterritoriais com base nas informações do Cadastro Único e do Censo Demográfico, e gerar cartogramas personalizados.

Em caso de dúvidas ou sugestões, fale conosco através do e-mail: aiad.sagi@mds.gov.br.

Acesse o portal da [Secretaria de Avaliação e Gestão da Informação - SAGI](#), para consultar dados e informações de pesquisas, microdados, programas e ações do MDS.

CRAS Mathiensen

Pica-Pau Street, 80 - Jardim dos Lírios
(19) 3407-2770 - crasvm@americana.sp.gov.br

CRAS Praia Azul

Maranhão Street, 1.595 - Praia Azul
(19) 3467-2256 - craspa@americana.sp.gov.br

CRAS Jardim Nossa Senhora Aparecida

Caetano de Campos Street, no number - Jd. N. Sra.
Aparecida
(19) 3469-2339 - crasnsa@americana.sp.gov.br

CRAS São Jerônimo

Carlos Vassalo Street, 370 - São Jerônimo
(19) 3462-7151 - crassj@americana.sp.gov.br

CRAS Guanabara

Tijuca Street, 182 - Jardim Guanabara
(19) 3407-8002 - crasguanabara@americana.sp.gov.br

CRAS São Manoel

São Thiago Street, 320 - São Manoel
(19) 3468-6103 - crassmanoel@americana.sp.gov.br

Centro de Referência Especializado de Assistência Social (Center of Specialized Social Assistance Reference) – CREAS

Antônio Feliciano Castilho Street, 594 - Vila Amorim
(19) 3475-3400 - creas@americana.sp.gov.br

MigraRe

PROGRAMA MUNICIPAL DE ATENÇÃO E PROMOÇÃO AOS DIREITOS HUMANOS DE IMIGRANTES, MIGRANTES E REFUGIADOS

(MUNICIPAL PROGRAM OF ATTENTION AND PROMOTION TO THE HUMAN RIGHTS OF IMMIGRANTS, MIGRANTS AND REFUGEES)

PREFEITURA DE
AMERICANA
INTELIGENTE E HUMANA

Secretaria de
Assistência Social
e Direitos Humanos

AMERICANA TOWN HALL: SMART AND HUMANE
Secretariat of Social Assistance and Human Rights

