

ACNUR IN MANAUS



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RESPONSE TO THE NEEDS OF VENEZUELAN AFFECTED BY THE FLOOD AT THE FACILITIES OF OPERATION WELCOME IN MANAUS

The UN High Commissioner for Refugees (UNHCR) has acted in response to the needs of Venezuelan refugees and migrants affected by the heavy rain on 3 May, which damaged the structures of the Reception, Documentation and Relocation Center (PITRIG) and the Manaus Transit Shelter (ATM), managed by Operation Welcome.

At the time of the flood there were around 100 Venezuelan refugees and migrants in the ATM, who were going to relocate to other states as part of the interiorization strategy, and were transferred to the Olympic Village in Manaus, through an articulation between the Armed Forces, the State Secretariat for Social Assistance (SEAS) and Fundação Amazonas de Alto Rendimento (FAAR). The action had the support of UNHCR and its partner Fraternidade Internacional. All of them departed in the same week to their destinations, with support from the International Organization for Migration (IOM).

Since the day of the incident, UNHCR, within the scope of the R4V platform (Response for Venezuelans), has been working with Operation Welcome to re-establish documentation, protection, health and internal relocation activities at PITRIG, which was temporarily established at the Operational Base of Operation Welcome in Manaus, located at Avenida Mario Ypiranga, 3280, Flores. UNHCR delivered five emergency housing units (Refugee Housing Units, RHU), computers, air conditioning equipment and other materials requested by the Brazilian Government and the Armed Forces. On 11 May, the space was provisionally reopened, respecting the isolation measures for COVID-19.

UNHCR and partners in numbers¹

Protection Sector

7,084 refugees and migrants supported with actions for protection, access to documentation, legal and social assistance, among other activities.

3,586 refugees and migrants participated in community-based protection activities, such as COVID-19 information sessions, community mobilization workshops, focus group discussions, including educommunication workshops.

1,485 people supported with reliable information and messages through Outreach Volunteers initiatives, and refugee and migrant volunteer groups.

Shelter and first-need items

3,256 refugees and migrants supported with the interiorization from the Manaus Transit Shelter (ATM) to temporary shelters in several states in Brazil.

14,808 basic and household items distributed, such as personal care, kitchen and cleaning kits, diapers, mattresses, backpacks, beds, blankets and PPE.

Financial Assistance Sector (CBI)

567 people benefited from emergency financial assistance for basic needs in cash.

Integration Sector

1,075 refugees and migrants supported with labor insertion activities, such as the creation of resumes and technical training.

121 refugees relocated from the Manaus bus station to shelters in Manaus.

1. Since January 2021. Sources: UNHCR Manaus Office, UNHCR Monitoring Dashboards in Brazil and Monthly Reports from Partners (ADRA Regional Amazonas, Associação Hermanitos, Cáritas Arquidiocesana de Manaus, Fraternidade Internacional, Instituto Mana) and R4V Refugee and Migrant Response Plan (RMRP).



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PEOPLE IMPACTED BY FIRE IN THEIR BUILDING RECEIVE SUPPORT

About 120 people, including Venezuelan refugees, migrants, and Brazilians, received support from UNHCR within the scope of the R4V Platform, after a fire on 8 May displaced them from Eldorado building, in the city center.

Families who expressed their interest were sent to civil society shelters, through a partnership with local actors and the Municipal Secretariat for Women, Social Assistance and Citizenship (SEMASC), in addition to receiving emergency items such as personal care kits and solar powered lamps. In a coordinated action with the International Organization for Migration (IOM), Cáritas Manaus, ADRA and Hermanitos, UNHCR also delivered stoves, mattresses and kitchen items to people in extremely vulnerable situations who lost their belongings in the building, in addition to assessing additional protection needs.

Among the organizations of the R4V Platform that acted in this response are UNHCR, IOM, the United Nations Children’s Fund (UNICEF), NGO Hermanitos, Institute Mana, Cáritas Archdiocesan of Manaus, Adventist Development and Relief Agency (ADRA) and Pastoral care for Migrants. Among the local partners were SEMASC, Oasis Shelter Homes and the Church Ministério Nascidos da Fé.



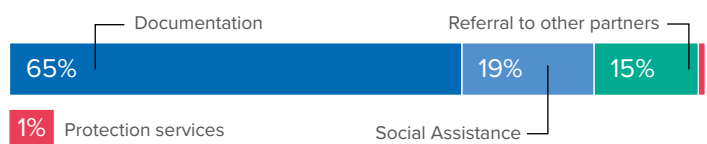
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4,072 REFUGEES ACCESS REMOTE ASSISTANCE SERVICES FROM UNHCR AND PARTNERS

Refugees and migrants who are in Manaus continue to seek guidance and assistance through WhatsApp, through phone numbers provided by civil society organizations and UNHCR. In addition to providing reliable information, remote assistance reduces the risk of COVID-19 transmission in the city, and provides access to various public policies.

Among the services available are assistance with documentation, identification of people in situations of social vulnerability, referral to the local protection network, and answers to questions about rights and services offered to the assisted population.

Details of the 4,998 referrals of the UNHCR protection line in Manaus until May 31, 2021. Some of the 4,998 users demanded more than one service.



In-person information sessions in Manaus

At the Manaus Transit Shelter (ATM), temporarily located at the Olympic Village in Manaus, UNHCR’s partner Fraternidade Internacional has also led information sessions on COVID-19 prevention measures to all beneficiaries who use the space: 3,256 people have already participated in the sessions. On another front, and in a partnership with Cáritas Archdiocesan of Manaus, Outreach Volunteers continue to share quality information among the refugee community, reaching people in different areas of the city.

OASIS SHELTER IMPROVES ITS STRUCTURE TO RECEIVE PEOPLE WITH DISABILITIES

Oasis shelter, one of the shelter spaces managed by civil society in Manaus, has been supported by UNHCR to improve its structure and reception conditions for refugees with disabilities and single-headed families. The support has enabled them to make small structural improvements, bathroom renovations and purchase new furniture items.

The improvements will allow the shelter to reach 95% of the goals identified by the State Secretariat for Social Assistance (SEAS), within the scope of the Public Call for Promotion of Civil Society Organizations. The approval in this public notice will allow the establishment of an operational and technical team consisting of a social worker, a psychologist, a cook, monitors, and social educators, including hiring Venezuelan refugees. Since its opening in August 2018, the Oasis Shelter has welcomed more than 300 people with special needs in the city.

INDIGENOUS RESPONSE



YOUNG INDIGENOUS WARAO LIVING IN THE CITY CENTER PARTICIPATE IN WORKSHOPS ON SEXUAL AND REPRODUCTIVE HEALTH AND RIGHTS

Young and adolescent indigenous Warao living in the center of Manaus participated in workshops focused on health, sexual and reproductive rights, through a joint initiative between UNHCR, UNFPA and Instituto Mana. Three weekly meetings were organized in total, in which specific topics related to sexual and reproductive health and rights were addressed, seeking to strengthen and empower the community in relation to these themes. The project is carried out on a pilot basis and should continue in the coming months. Eight young people participated in the initiative.



PROJECT MOBILIZES WARAO ARTISANS TO GENERATE INCOME IN MANAUS

On 18 March, UNHCR's partner A Casa Museu do Objeto Brasileiro resumed the in-person activities of the Warao handicraft project in indigenous shelters, after interruptions due to the pandemic. Since the return to activities, which follows all COVID-19 prevention protocols, raw materials were delivered, and nine workshops and meetings were organized with the aim of optimizing the quality production of handicrafts in order to leverage income generation for indigenous refugees, asylum seekers and migrants through the trade of Warao handicrafts.

SUPPORT TO THE LOCAL RESPONSE TO COVID-19

AMAZONAS HEALTH DEPARTMENT RECEIVES EQUIPMENT DONATION

UNHCR continues to support the State Secretariat of Health (SES-AM) with health-related equipment to improve conditions in hospitals and maternity hospitals. In April, UNHCR donated two freezers that store temperature-sensitive medicines, which will ensure proper handling of basic care medicines. This is the third donation UNHCR makes to SES-AM in the context of COVID-19. In the first two donations, between January and March, the Agency already donated more than 26 thousand items to the local network, including beds, mattresses and Personal Protective Equipment (PPE).

LIVELIHOODS



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BENEFITS OF HIRING REFUGEES AND MIGRANTS IS THE TOPIC OF AN ONLINE EVENT IN MANAUS

Manaus hosted on 14 and 27 May the free and virtual lectures “Multicultural Corporate Environment: Benefits of Hiring Foreigners, Refugees and Migrants as Innovative Metrics for Strategic HRs”, in a partnership between Hermanitos and UNHCR. The event aimed to sensitize human resources professionals from local companies to the opportunities brought by hiring refugees, with 70 participants from 32 companies and institutions from different sectors. New editions should be carried out over the next few months.

UNHCR has also been working at the local level to facilitate access to jobs for Venezuelans in the city. On 6 May, a meeting with Bemol, a retail chain of department stores, and Hermanitos discussed the advances and challenges for the employability of refugees as store staff, and joint actions to raise awareness about the issue. After another articulation with the National Employment System (Sine), refugee resumes will be registered on the system database, making it easier for hundreds of refugees to have easy access to work opportunities at the local level. In addition, both Bemol and SINE will participate in actions and training to clarify doubts on the subject.

UNHCR Partners in Manaus:



UNHCR Brazil is thankful for the support of private donors and:



UNHCR's private sector donors:



UNHCR Brazil is also thankful for the important support of and partnerships with other UN agencies, Brazilian authorities (at federal, state and municipal levels) and civil society organizations working together to deliver the emergency response and in the regular programmes of the Brazilian operation.