

UNHCR IN MANAUS



PROFESSIONAL TRAINING COURSES FOR REFUGEES AND MIGRANTS IN MANAUS



Maria Carolina: the basic computing course certificate will strengthen the lawyer's CV in Manaus. The aim is to get a formal job in Brazil

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Between August and September this year, 141 refugees and migrants from Venezuela completed technical courses in Manaus through a partnership among the UN Agency for Refugees (UNHCR), the Amazonas Technology Education Center (CETAM), Caritas Arquidiocesana de Manaus, ADRA and Hermanitos.

The courses are focused on several areas, including Portuguese language, basic computing, hygiene and food production, stock and inventory management, among others.

All graduates received certificates from the Center for Technological Education of Amazonas (Cetam) and are already able to seek new positions in the labor market in the city.

UNHCR and partners in numbers in Manaus

Protection

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

7.429 refugees and migrants participating in community-based protection activities, such as COVID-19 information sessions, community mobilization workshops, group discussions, including edu-communication workshops.

1.557 people supported with safe information and messages through the Outreach Volunteers programme, and refugee and migrant volunteer groups.

Housing sector

6.373 refugees and migrants supported with the interiorization from the Manaus Transit Shelter (ATM) to several states in Brazil as well as temporary emergency shelters.

29.613 basic and household items distributed, (personal care, kitchen and cleaning kits, diapers, mattresses, backpacks, beds, hammocks, blankets, buckets, solar lamps, and PPE).

Financial assistance sector (CBI)

911 people benefited from emergency financial assistance for basic needs.

Local integration

1.938 refugees and migrants supported with labour insertion activities, such as the development of curricula and technical training.

288 refugees relocated from the Manaus Bus Station to be sheltered in Manaus.



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UNHCR STRENGTHENS SOCIAL ASSISTANCE NETWORK OF MANAUS, AMAZONAS

A partnership between UNHCR and the Municipal Secretariat of Women, Social Assistance and Citizenship (Semasc) has offered training and supported the structuring of Reference Centers for Social Assistance (CRAS) and Specialized Reference Centers for Social Assistance (CREAS) in Manaus.

Through the joint action, the unit managers received 34 smartphones to improve services and communication among the centers, and participated in workshops on assistance to refugees and migrants, as well as data management.

The goal is to strengthen the protection and social assistance services to people in vulnerable situations, including refugees, and provide a mapping of needs in CRAS/CREAS, improving the response of UNHCR and other actors in the city.

[Read in UNHCR Brazil's website](#)



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IN TABATINGA, UNHCR, IOM AND DPU PROVIDE ASSISTANCE TO REFUGEES AND MIGRANTS IN BORDER REGION

The UNHCR Manaus, the International Organization for Migration (IOM) and the Office of the Federal Public Defenders Office (DPU) were in the municipality of Tabatinga-AM, a border city between Brazil, Peru and Colombia, to provide legal and humanitarian assistance to refugees and migrants in the region.

The mission took place in August and included consultations with the local and refugee community, information sessions on rights in Brazil, as well as meetings with civil society actors, the municipality and the Federal Police. The aim was to understand demands and align joint solutions to the needs of Colombians, Venezuelans and people of other nationalities who cross the border daily in a vulnerable situation.

It was the second joint mission carried out between the UN agencies to the region, which should also include support for the holding of a seminar on local networks to respond to the needs of persons of concern.



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CORTE SOLIDÁRIO PROJECT PERFORMS ACTIVITIES IN SHELTERS AND PUBLIC SPACES OF MANAUS

A partnership between UNHCR and Instituto Mana, “the Corte Solidário” project, continued to mobilize Brazilians and Venezuelans to strengthen peaceful coexistence between them.

In August and September, activities were held in the Jacamim and Coroado shelters, as well as in Igreja dos Remedios, benefiting 93 people with free haircuts and dialogues on protection and rights.

New editions will be held until the end of the year and the agenda can be accessed on the Instituto Mana's social networks ([instagram.com/oinstitutomana](https://www.instagram.com/oinstitutomana)).

PEACEFUL COEXISTENCE INITIATIVES GROW IN MANAUS

UNHCR is supporting projects of peaceful coexistence of Venezuelan refugees and migrants in Manaus. On 29 September, the project Costurando Amizades (Sewing Friendships), led by the Pastoral Migrant Service, received sewing machines, threads and other supplies to train refugees and Brazilians. The action has an interface with the Outreach Volunteers project, a group that shares reliable information with the refugee community in the city.

Four other projects received support: Iça Project, Sinos de Quintana Project, UKA project and CAARE, which organize mobilization activities, rights awareness raising initiatives, gender-based violence prevention, and cultural activities for people in the city.

👤 SUPPORT TO INDIGENOUS PEOPLE

ASSISTANCE AND DELIVERY OF ITEMS FOR WARAO INDIGENOUS REFUGEES IN SEVERAL NEIGHBORHOODS OF MANAUS

UNHCR is assisting indigenous Warao refugees living in different neighborhoods of Manaus, through the monitoring of cases for protection, distribution of basic necessities and support for autonomy in life outside the shelters.

In August and September, 277 indigenous refugees living in several zones of the city received buckets and mosquito nets, and other 77 people accompanied by the exit strategy from shelters received cleaning kits, through a partnership between UNHCR, SEMASC and Caritas Arquidiocesana de Manaus.

Other 85 people in shelters also received similar items. The donations are part of UNHCR's continued support to the indigenous response in the city, in partnership with the Manaus City Hall.



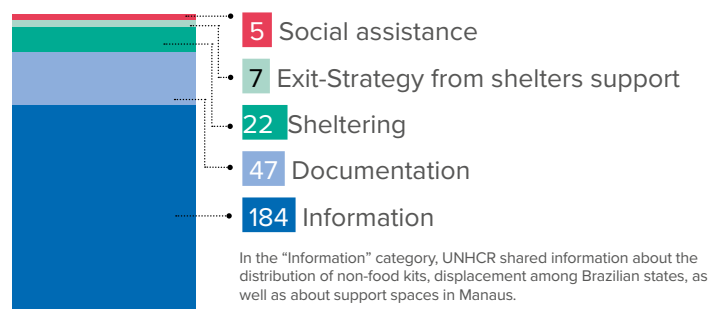
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EXCLUSIVE PHONE NUMBER FOR WARAO INDIGENOUS REFUGEES IN THE CITY

UNHCR Manaus provided a hotline for Warao indigenous people seeking protection assistance and information about rights and assistance in Brazil.

Through the number (92) 99465-7365, 265 people have reliable information about social assistance supports, documentation, shelter, vaccination for COVID-19 among other topics in August and September 2021.

SUPPORT PROVIDED THROUGH THE INDIGENOUS HOTLINE

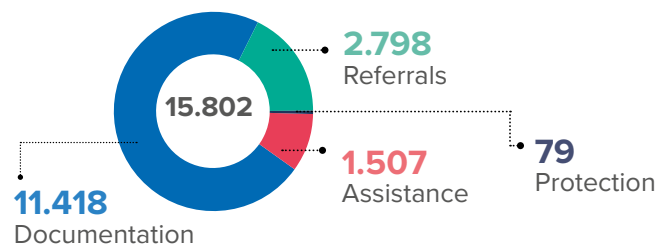


📞 MANAUS CALL CENTER

UNHCR Field Office Manaus also provides a hotline for refugees and migrants with a non-indigenous profile to seek guidance on documentation, protection, social assistance and employability in Manaus.

Between January and September 2021, 15,802 people contacted the line and received documentation support, protection, social assistance, or were referred to the local support network, according to each demand.

SUMMARY OF REMOTE ASSISTANCE PROVIDED BY UNHCR AND ADRA BY TELEPHONE



LOCAL INTEGRATION

WORKSHOPS SUPPORT YOUNG REFUGEES AND MIGRANTS IN THE LABOUR MARKET OF MANAUS

A group of 81 Venezuelan teenagers have the support of the NGO Hermanitos to get their first opportunity in the job market in Manaus.

They are the participants of the Hermanitos Employability for Youth Workshops, held in partnership with UNHCR to benefit Venezuelan adolescents and youths with psychological and behavioral assessments, personal marketing and mental health guidelines, and tips for preparing resúmenes (CVs) as well as apprenticeship and internship opportunities. The group will continue to receive support from Hermanitos, and more information can be found on the organization’s website.



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[Read in UNHCR Brazil's website](#)

LOCAL INTEGRATION WORKING GROUP RESUMES ACTIVITIES IN MANAUS

On 29, 30 and 1 September, UNHCR, the Public Ministry of Labour in Amazonas (MPT-AM) and the International Organization for Migration (IOM) held the first meeting of the Local Integration Working Group in Manaus. The initiative brings together municipal and state departments, as well as private sector and civil society organizations to exchange experiences and coordinate initiatives aimed at the local integration of refugees and migrants in Manaus. Altogether, 13 organizations participated in the first round of meetings, where they presented 15 initiatives aimed at vocational training and employment opportunities for refugees. Further meetings will be held regularly.



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UNHCR Partners in Manaus:



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



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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.