

UNHCR IN MANAUS



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REMOTE SERVICE SUPPORTS 6,416 REFUGEES AND MIGRANTS WITH ACCESS TO SERVICES IN MANAUS

EUNHCR has remotely supported Venezuelan refugees and migrants in accessing rights, protection services, documentation and local integration in Manaus. In partnership with the Adventist Development and Relief Agency (ADRA), a call-centre was organized, receiving demands of information and documentation, and referring to the available services in the Operation Welcome Reception, Documentation and Relocation Centre (PITRIG), and in the city. From the total of 6,416 people who benefited from this service in 2021, 5,581 received support with their documentation.

Check the updated WhatsApp numbers:

Documentation and information	Protection
+55 (92) 98801-6059	+55 (92) 99417-5219
<i>UNHCR and ADRA Call-centre</i>	<i>Instituto Mana</i>

UNHCR and partners in numbers (since January)

Protection Sector

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

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

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

Housing Sector

4.654 refugees and migrants supported with the interiorization of the Manaus Transit Shelter (ATM) to several states in Brazil and temporary emergency shelter.

28.901 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 (Multipurpose CBI)

757 people benefited from emergency financial assistance for basic needs.

Local Integration

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

188 refugees relocated from the Manaus bus station to be sheltered in Manaus.



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UNHCR AND UNFPA PROVIDE TRAINING ON GENDER-BASED VIOLENCE IN MANAUS

UNHCR and the United Nations Population Fund (UNFPA) held on 1, 8 and 15 July a cycle of training on prevention and response to gender-based violence (GBV) in Manaus. The course aimed to contribute to the response of public institutions and civil society organizations on this issue, presenting methodologies for the care and referral of survivors of gender-based violence, and sharing information and tools to support institutions in the creation of safe spaces.

Representatives of the Government of Amazonas (through the State Secretariat for Social Assistance (SEAS), the State Secretariat for Justice, Human Rights and Citizenship (SEJUSC) and the Manaus City Hall, through the Municipal Secretariat for Women, Social Assistance and Citizenship (SEMASC) participated in the training. The event also had the participation of several civil society organizations that work in welcoming refugees and migrants in Manaus, such as ADRA, Children's Villages, Archdiocesan Caritas of Manaus, the Brazilian Red Cross, Jesuit Service for Migrants and Refugees, Casa Miga, Oasis, Hermanitos and Instituto Mana.



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INDIGENOUS ARTISANS RECEIVE SUPPORT FROM UNHCR AND MUSEU A CASA DO OBJETO BRASILEIRO TO GENERATE INCOME

A group of 11 Warao indigenous women sheltered in Manaus received support to generate income through handicrafts. The initiative - carried out by A Casa - Museum of the Brazilian Object, in partnership with UNHCR - has included mobilization workshops, training, and has aimed to bring artisans closer to the local market.

In June, the participants received the National Artisan License, which will promote access to the labour market in this sector, making it easier to obtain tax incentives during the sale of products and other benefits. In addition, the artisans exhibited their products at the 1st Indigenous Handicraft Fair held at Shopping Via Norte, as part of World Refugee Day activities. The action has the support of the Municipality of Manaus, through SEMASC.

WORKING GROUP FOR INDIGENOUS POPULATIONS RESUMES ACTIVITIES IN MANAUS

On 27 July, UNHCR and SEMASC resumed the meetings of the Working Group for Indigenous Refugees in Manaus. The meeting was attended by the State Departments of Education and Social Assistance (SEDUC-AM), the Federal Prosecution Office (MPF-AM), the Federal Public Defender's Office (DPU-AM) and the State Foundation for Indigenous People (FEI-AM), in addition to other UN agencies and civil society organizations. The group acts to facilitate access to rights, services and secure information for indigenous refugees living outside the shelters, in addition to developing local integration initiatives for the indigenous Warao population present in the city.



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RELOCATIONS AT MANAUS BUS STATION PROVIDE SAFE RECEPTION FOR 188 REFUGEES AND MIGRANTS

With weekly activities at Manaus Bus Station, UNHCR, in partnership with Instituto Mana, facilitated the access of 188 refugees and migrants to public and civil society shelters in 2021. Every Thursday, the UNHCR Protection team visits and surveys needs at the Reception and Support Post (PRA) of Operation Welcome, articulating with local actors the reception of people in vulnerable situations in shelters in the city after carrying out COVID-19 tests, and referring protection cases of protection to the local network.

MANAUS CARRIES OUT ACTIVITIES FOR WORLD REFUGEE DAY 2021

UNHCR and partner organizations in Manaus carried out, between 2 and 28 June, several activities connected to World Refugee Day 2021. With the theme “Together We Can”, Venezuelan refugee children, youth and adults benefited from more than 20 activities including sports, music, crafts and in support spaces in Manaus, facilitated by ADRA, Archdiocesan Caritas of Manaus, International Humanitarian Federation (FFHI), Hermanitos, Instituto Mana and A Casa - Museum of the Brazilian Object.



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OVER 4,000 BASIC NEEDS ITEMS DELIVERED TO MANAUS CITY HALL, STATE GOVERNMENT, AND CIVIL SOCIETY ORGANIZATIONS

In order to support vulnerable refugees and migrants in Manaus, as well as victims of the historic floods recorded in 2021, UNHCR delivered in July over 4,010 basic needs items to local public institutions and civil society organizations: 766 hammocks, around 1300 blankets, 1340 solar lamps and 300 kitchen kits were delivered.

The items were distributed to the Municipality of Manaus, through SEMASC, the Government of Amazonas, through the State Department of Health (SES-AM), and civil society organizations such as FFHI, ADRA and Archdiocesan Caritas of Manaus.

Organizations that work in riverine communities in the Rio Negro region also received the items, through the Federation of Indigenous Organizations of the Rio Negro (FOIRN), Coordination of Indigenous Organizations in the Brazilian Amazon (COIAB) and Instituto Socioambiental (ISA).



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LIVELIHOODS

MORE THAN 100 VENEZUELAN PARTICIPATE IN PROFESSIONAL QUALIFICATION COURSES IN MANAUS THROUGH HERMANITOS

The NGO Hermanitos, a UNHCR partner in Manaus, completed the training of more than 100 Venezuelan refugees and migrants in technical courses. Among the courses were Safety at Work in Machinery and Equipment (NR12), Basic Operational Training (TBO) and Pharmacy Attendant and Gate Agent (AGP). In addition to UNHCR, the activities were carried out in partnership with the companies Alpha Soluções RH e Treinamento, Innovatech and the Technical Education Centre (CENTEC).

Training courses were also carried out with a focus on behavioural and interpersonal skills, such as proactivity, ability to work in a team, adaptability, ethics, and professional guidance, aiming to enhance the employability of the refugee and migrant population in the city.



MEETINGS SEEK TO SENSITIZE COMPANIES IN THE MOTORCYCLE AND ENERGY SECTORS FOR HIRING REFUGEES AND MIGRANTS IN MANAUS

In conjunction with Hermanitos, UNHCR carried out in June and July visits to companies in the motorcycle and the energy sector in the Manaus Free Trade Zone (ZFM) to present the possibilities and advantages of hiring refugees and migrants. Among the visits carried out, the highlights were meetings with the Brazilian Association of Human Resources in Amazonas (ABRH-AM), also representing Moto Honda da Amazônia, and the company Norte Tech Serviços de Energia. As a result, the NGO Hermanitos will forward resumes to be considered in the selection process of companies, in addition to promoting other actions with the private sector aimed at hiring the refugee and migrant population in Manaus.

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UNHCR Partners in Manaus:



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



UNHCR's private sector donors:



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