Manaus advances in the construction of policy for refugees and migrants

The city of Manaus is preparing its Support Policy for Refugees and Migrants. The action is led by the City Hall, through the Municipal Secretariat for Women, Social Assistance and Citizenship (Semasc), with support from the UN Refugee Agency (UNHCR).

On June 20, 2022, as a milestone of World Refugee Day, a seminar inaugurated the discussions and created a committee to coordinate the elaboration of the plan, which will provide for a strategy with continued actions on behalf of people on the move.

The construction, which followed throughout the second half of 2022, brought together more than 20 organizations from the public sector, civil society and the Brazilian, refugee and migrant communities of Manaus, including Haitian, Syrian, Lebanese, Palestinian, Venezuelan, Colombian, among others.

Socioeconomic and productive sector diagnoses are launched in Manaus

In order to understand the socioeconomic profile of the refugee population and to have an overview of the labor market in Manaus, Pólis Pesquisa carried out, with the support of UNHCR and AVSI Brasil, two Diagnostics for the Promotion of Autonomy and Local Integration of Refugees and Migrants in Manaus and Roraima.

The surveys revealed that more than a third of refugee families are headed by women, and that more than half of Venezuela’s refugee population has qualifications or experience for specific jobs, among other data.

The documents will guide UNHCR’s livelihood interventions in 2023, and enable partners and authorities to tailor their activities to be more aligned with the profile and needs of refugees.

Seven cities in the Amazon receive training to protect people traveling at airports

Workers from different services at seven airports in Amazonian cities participated, in 2022, in training on international protection of refugees and migrants, taught by UNHCR and Instituto Mana, with support from the Vinci Airports concessionaire and the State Secretariat for Justice, Human Rights and Citizenship of Amazonas (Sejusc).

On May 30, a first training was held with employees of the airport of Manaus. Another more comprehensive workshop was held on September 12 and 13 for airport workers in Manaus (AM), Porto Velho (RO), Rio Branco (AC), Boa Vista (RR), Cruzeiro do Sul (AC), Tabatinga (AM) and Tefé (AM).

The trainings aimed to introduce the regional context, legal frameworks on refugee protection and best practices for identification, assistance and referencing of people in need of international protection at airports.

Diagnostics for the promotion autonomy and local integration of Venezuelan refugees and migrants in Manaus; socioeconomic and labor profile research

Diagnostics for the promotion of autonomy and local integration of Venezuelan refugees and migrants in Roraima and Manaus: productive sector and potentialities
UFAM has become the 38th higher education institution in Brazil to join the Sérgio Vieira de Mello Chair (CSVM), UNHCR’s initiative to strengthen teaching, research and extension activities for the benefit of refugee populations.

With the support of the agency, a work plan will be prepared to coordinate future academic activities. A symbolic ceremony attended by the university’s dean, Sylvio Puga, professors, pro-rectors, refugees and UNHCR, sealed the initiative’s membership on December 15.

To support refugees and Brazilians, including indigenous people in the Upper Rio Negro, a joint effort of documentation for the issuance of Asylum Claim, Temporary Residence Permit, Individual Taxpayer Registration (CPF), Work and Social Security Card (CTPs), and Unified Health System (SUS) card was held in São Gabriel da Cachoeira (AM), Brazil’s border with Colombia and Venezuela (852 km from Manaus), between June 27 and 29.

In all, 502 people benefited from the joint action of UNHCR, International Organization for Migration (IOM), São Gabriel da Cachoeira City Hall, Federal Police, Adventist Development and Relief Agency (ADRA), Pastoral Service for Migrants (SPM), Public Defender’s Office of the State of Amazonas (DPE-AM), Public Defender’s Office (DPU), Federal Revenue Service and Federal Prosecution Service (MPF).

With the support of UNHCR, the Pastoral Service for Migrants (SPM) of the municipality of São Gabriel da Cachoeira (AM) started to offer free documentation services for people on the move. In addition to training staff, UNHCR donated equipment and office supplies to improve Pastoral care. Assistances now include pre-documentation on the SICONARE and SISMIGRA platforms, and referral for issuance of Brazilian documents in the Federal Police, which was articulated with UNHCR assistance.
Support for the campaign against human trafficking and gender violence

In São Gabriel da Cachoeira and Tabatinga, bordering Peru, Colombia and Venezuela, respectively, between May 31 and June 9, UNHCR, UNFPA, and IOM participated in the "Blue Heart" Campaign against human trafficking, of the State Secretariat for Justice, Human Rights and Citizenship of Amazonas (Sejusc). On the occasion, the agency facilitated the session "Working with LGBTQIA+ people in the context of forced displacement" to servers of the Social Assistance Reference Centers (CRAs) and the Specialized Social Assistance Reference Centers (CREAS) of both municipalities.

In addition, the organizations carried out awareness-raising activities in the ports of both cities, distributing information material on human trafficking and its reporting mechanisms.

UNHCR promotes support for refugees in conjunction with actors and states of Acre, Amapá and Rondônia

In November 2022, UNHCR and IOM visited the cities of Macapá, Santana, and Oiapoque, in the state of Amapá, to contribute to the assistance to Haitians, Colombians, and Venezuelans living in the region, Brazil’s border with French Guiana and Suriname. To address the main challenges identified, such as access to information and public spaces, UN agencies will work together with the Public Defender’s Office (DPU), Archdiocesan Caritas of Macapá, and local public actors. The next planned actions include the distribution of information materials, training workshops on international protection and coordinated actions to strengthen the local protection network.

In December 2022, UNHCR was in the states of Acre and Rondônia, visiting the cities of Rio Branco, Cruzeiro do Sul, and Porto Velho, training in international law professionals from the airports of these cities. The agency also met with the Municipal Secretariat for Social Assistance of Cruzeiro do Sul, seeking to strengthen partnerships and public policies for people in vulnerable situations in the municipality. UNHCR also met with the State Secretariat for Social Assistance and Development (SEAS) of the State of Rondônia to analyze the need for other types of assistance and technical support, continuing the mission carried out in June of that year.

Support for the restructuring of Caritas do Alto Solimões in Tabatinga (AM)

UNHCR has been working in partnership with local organizations, such as Caritas do Alto Solimões, to promote access to documentation and fundamental rights in the municipality of Tabatinga (1106 km from Manaus), Brazil’s border with Peru and Colombia.

Through the partnership, UNHCR has donated a computer to Caritas, promoted training on topics such as international protection and access to rights for staff, and continues to provide technical support when necessary.

After three technical missions to the municipality, UNHCR donated diapers, mosquito nets and solar lamps to more than 240 refugees and Brazilian people living in peripheral neighborhoods of Tabatinga. In addition, backpacks and other school supplies, such as notebooks, colored pencils, brushes, erasers and sharpeners, were donated to benefit approximately 101 children from the Maria Izaltina Gomes Community, located between Brazil and Colombia.

8,754 refugees supported with documentation in Manaus in 2022

UNHCR, in partnership with ADRA and other organizations in Manaus, continues to support the documentation of refugees and migrants in the city.

Refugees and refugee seekers can count on call-center support and preparation of documents for requesting and renewing the Refugee Protocol in the federal systems SICONARE and SISMIgRA, and referral to the Federal Police at the Internalization and Documentation Office (PITRIG) in Manaus. The supported people are also voluntarily registered in ProGres, UNHCR’s tool for registration of assisted people.

<table>
<thead>
<tr>
<th>DETAILED SERVICES</th>
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<td>Asylum requests</td>
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<td>Refugees in recognition process</td>
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With support from UNHCR, Instituto Mana brings community protection activities to the neighborhood of Redenção, in Manaus

People from various nationalities residing in the Rodoviária region of Manaus are receiving support through a comprehensive program that offers shelter, social assistance, and employment and income opportunities.

UNHCR and the Mana Institute work together to identify individuals who wish to be relocated to government and civil society shelters at the Rodoviária’s Reception and Support Post (PRA).

In these shelters, residents are provided with a dormitory and three meals a day, as well as social assistance and protection from a network of local organizations. They also receive guidance on how to access employment and income opportunities.

This initiative is supported by the State Government through the State Secretariats for Social Assistance (SEAS) and Justice, Human Rights and Citizenship (SEJUSC), with additional support from UNHCR and civil society partners.

With support from UNHCR, Instituto Mana brings community protection activities to the neighborhood of Redenção, in Manaus

A group of 15 female residents of the Redenção neighborhood, in Manaus, has made the place more protected for women and girls, including refugees and migrants from Venezuela. With support from the Mana Institute and UNHCR, artisans from the Rip Art project are helping Brazilian families and refugees access rights and services, participating in training on protection, access to rights and against gender-based violence.

The actions are part of a strategy of community-based protection and peaceful coexistence developed by the Mana Institute and UNHCR throughout 2022, to guarantee rights, take valid information and create a safe environment for peripheral communities.

Warao and Venezuelan Population Participate in the 16 Days of Activism Campaign in Manaus

The orange color at the Amazon Theatre was just the beginning of a series of activities with refugees, migrants and Warao indigenous people, alluding to the 16 Days of Activism against Gender-Based Violence.

There were nine activities carried out in Manaus jointly between UNHCR, UNFPA, IOM, UNICEF, SOS Children’s Villages and Mana Institute.

On 22 and 29 November, UNHCR and partners held conversation circles on gender protection and violence with women and girls, men and boys in the Tarumá Açú indigenous shelters 1 and 2, where about 25 Warao indigenous people live, and in the Oasis II civil society shelter. The activity aimed to create spaces for dialogue and strengthen relationships of trust between the community.

The workshop was held on the same day in the Redenção neighborhood, in the REUSA project, where 18 women received safe and reliable information under the 16 Days of Activism campaign.

Furthermore, on November 30, UNHCR and partners conducted a training on Guiding Principles for the Management of Protection against Gender-Based Violence for civil society and collective organizations led by refugees and migrants from Manaus. The training aimed to encourage the creation of safe spaces to strengthen trusting relationships and improve response to protective cases.

Exit strategy promotes autonomy of Venezuelan families in Manaus

In Manaus, 261 people benefited from the shelter exit strategy between May and December, supported by UNHCR in partnership with Archdiocesan Caritas of Manaus, Instituto Mana and the state, municipality and civil society shelters. The families received basic necessities kits, household utensils and three months of financial support, as well as social assistance monitoring, aiming at a sustainable exit from the shelters for the purpose of promoting the autonomy and local integration of the families.
Venezuelan women complete training routes with Mujeres Fuertes project

In 2022, 96 female refugees and migrants from Venezuela received assistance from the Mujeres Fuertes project, which provides vocational qualification and entrepreneurship courses, psychosocial support and financial assistance for Venezuelan refugee and migrant women living in Manaus. In all, 327 people were impacted, including 133 women and 155 children.

The project is developed by the Hermanitos association in partnership with UNHCR and the Public Ministry of Labor (MPT-AM/RR), and it has the support of the Mana Institute. All participants were trained in gastronomy and received certificates from the National Service for Industrial Training (Senai-AM), as well as training in entrepreneurship, support with kitchen items and financial assistance provided by UNHCR and partners.

Hermanitos also accompanies women on their entrepreneurial journey, keeping participants involved in exchanges of experiences, meetings and workshops focused on the theme.

Young refugees receive training and learning opportunities

Jóvenes en Acción

A group of 48 young refugees and migrants from Venezuela received vocational and soft skills training, carried out by partner Hermanitos under the Jóvenes project in Acción in partnership with UNHCR.

The project seeks to prepare young Venezuelans to enter the labor market in Young Apprentice programs, offering mentoring and vocational and professional training with the Cultural Institute Brazil United States (ICBEU), CIEE and partners. The closing of the initiative was held on December 21st, with the participation of partners and contracting companies.

Events in Manaus reflect benefits of hiring refugees

Expo ABRH-AM

On the 25th and 26th of August, the UNHCR partner, Hermanitos, had a stand at the 19th Fair of the Brazilian Association of Human Resources (ABRH-AM), presenting initiatives and dialogueing with companies about the benefits of hiring refugee people. About 1,500 people attended the event per day, mainly from companies and HR agencies, and companies were sensitized by Hermanitos about hiring opportunities.

II Hermanitos Forum on Hiring Refugees

On November 23, Manaus hosted the II Hermanitos Forum on Employability of Refugees and Migrants, which mobilized professionals from 10 companies and 4 human resources agencies together with refugees for an exchange of experience on the subject.
Together with ADRA and Hermanitos, UNHCR has been supporting refugees and migrants to access the labor market. Portuguese, vocational and professional qualification courses are offered, in addition to support in preparing CVs and referencing them for the job market. For the entire year of 2022:

- **602** people were supported with guidance on behavioral skills, best practices for job interviews and the Brazilian labor market
- **316** people have completed Portuguese and professional qualification courses
- **55** refugee people were hired in formal jobs

1,892 people were interiorized from the Manaus Transit Shelter (ATM) from May to October

Throughout 2022, UNHCR supported the interiorization of refugees and migrants from Venezuela through the Transit Lodging in Manaus (ATM), managed by the partner ADRA, in partnership with the Secretary of State for Justice, Human Rights and Citizenship (Sejusc). The ATM, which opened in 2019 and ended its activities in October 2022, temporarily housed 22,025 people who were in the process of being interiorized since Roraima and spent a few days in Manaus while waiting for the moment of boarding to the host city.

**Workgroup on Employment of Refugees in Manaus**

On October 27th, the first meeting of the Local Integration Workgroup, coordinated by UNHCR, IOM and MPT-AM/RR took place. 25 people attended the meeting, representing UN agencies, public bodies and civil society associations, such as: MPT-AM/RR, UNHCR, IOM, UNICEF, UNFPA, the Reception Operation Task Force, SEAS, SEMTEPI, ASSOVEAM, The House Museum, SJMR, Scalabrin Association and Migrant Pastoral, Children’s Villages, World Vision, PADF and Mana Institute. Further discussions are expected to take place in 2023.

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