

PATHWAYS

for the protection of

REFUGEE
AND MIGRANT
PEOPLE

Technical Staff

Editorial

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Booklet: Pathways for the Protection of Refugees and Migrants
PATHWAY 1 - MIGRATION REGULARIZATION AND DOCUMENTS
PATHWAY 2 - LABOR RIGHTS
PATHWAY 3 - ACCESS TO PUBLIC SERVICES: HEALTH, EDUCATION
AND SOCIAL SERVICE NETWORK

Círculos de Hospitalidade is a civil society organization that works in the areas of **protection** and **integration** of refugee and migrant populations and seeks to make the host society **aware** of migratory flows and forced displacement. Our mission is to regenerate the culture of peace and hospitality in times of xenophobia and humanitarian crises.

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The booklet **Pathways for the Protection of Refugees and Migrants** was prepared within the framework of the Projeto Integra, implemented by the organization Círculos de Hospitalidade in accordance with the collaboration agreement signed with the Ministry of Justice and Public Security, Agreement 917921/2021, and carried out with the financing of the SENAJUS Public Call Notice No. 01/2021.

The booklet seeks to strengthen the protection and access to rights of persons benefiting from the Projeto Integra, since the objective of this project is to promote the protection and local integration of asylum seekers, refugees, stateless persons and immigrants in the state of Santa Catarina, through of face-to-face and online assistance activities that provide guidance on immigration legislation, information on how they can access their rights, including local public services, and assistance in completing documents, such as those for immigration regularization.

Having access to easy and quality information helps migrants to know their rights and makes the process of adapting to a new country easier. With this in mind, this booklet aims to present basic guidelines on access to public rights and services for migrants in Brazil.

We remind you that this booklet points out the pathways to protect and access the rights of refugees and migrants. However, if you have any difficulty accessing your rights and public services or issuing the documents presented on the next pages, know that we are here to walk these pathways with you! In this case, contact our team and we will be able to assist you with whatever is necessary.



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Pathway 1

Migration regularization and documents

I have just arrived in Brazil. What to do?

Welcome! Know that, regardless of your country of origin or how you entered Brazil, you are welcome here and cannot be discriminated against. For your best integration, it is important that you know your rights and duties. In the following pages we will present the most important information for you who have just arrived or have been in Brazil for a while.

STEP 1

Fulfill migration regularization

Migration regularization is the process in which the migrant receives authorization to stay in Brazil on a regular basis and obtain a national identification document. Providing regularization is your **right** and **duty** here in Brazil, and this is done at the Federal Police (PF) in the area you live. You can find the addresses of the Federal Police Stations in Santa Catarina in this [link](#).

In general, the options for migratory regularization are: **residence permit, asylum application or registration**. You can understand what each of these procedures means by consulting the Glossary at the end of this Booklet. Click on this [link](#) or scan the QR Code to find out which type of residence permit you are entitled to, according to your nationality or personal condition.

Some terms are widely used when doing migratory regularization, and it is interesting that you know them. They are as follows:



CLICK ON THIS LINK OR SCAN THE QR CODE TO KNOW THE TYPE OF RESIDENCE AUTHORIZATION YOU ARE ENTITLED TO, ACCORDING TO YOUR NATIONALITY.



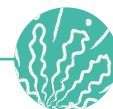
MIGRANT

A person who left his/her country of origin and is in Brazil. This concept is usually associated with a person who has chosen to migrate due to external factors or with the aim of improving their living conditions.



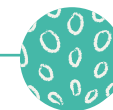
ASYLUM SEEKER

A person who recognizes himself/herself as a refugee, has applied for asylum to the National Committee for Refugees (Conare) and is awaiting a decision on his/her status.



STATELESS PERSON

A person who is not recognized by any country as a national and has no right to have a nationality.



UNDOCUMENTED OR IRREGULAR MIGRANT

A person who is in Brazil, but who has not yet been able to complete their migratory regularization or has an expired document.



REFUGEE

A person who is outside his/her country of origin due to fear of suffering persecution related to race/ethnicity, religion, nationality, belonging to a particular social group or political opinion, as well as due to serious and widespread violation rights and armed conflicts, which put their lives at risk.

I am not getting an appointment with the Federal Police to issue or renew my document. And now?



Before you understand what to do, you need to know when your document has expired. If your document expired **after March 2020**, you have been trying to get an appointment since then and you have the application for a residence permit in your name completed by March 11, 2022, please be aware that your document - CRNM, DPRNM or Refuge - will be **considered extended and valid for all purposes until September 15, 2022**. In other words, your document can be used normally until 09/15/2022. You will not have to pay fines and will not incur penalties too.

To prove that you are fulfilling your duty, it is possible to present the Ordinance No. [28/2022-DIREX/PF](#) at your job, at the bank or in any other environment that is asking you to renew your document.

If it doesn't work, that is, if your document expired **before March 2020** or if it's the **first time** you need an **appointment with the Federal Police**, contact the Public Defender's Office (DPU) in your area or organizations that provide assistance. for migrants and ask for help. Click [here](#) to find the DPU closest to you!

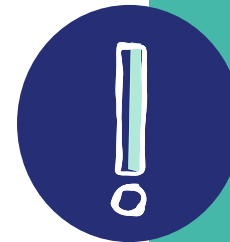
STEP 2

Obtain the CPF Number (CPF)

When arriving in Brazil, it is important to obtain the CPF, as this document will be essential for you to access different public services, such as health, education, social assistance, and also to sign an employment contract in an easy way. You can issue the **CPF** at the Federal Revenue Service closest to you or virtually, through this [link](#). To issue this document, you will need to present the following documents:

Birth or Marriage Certificate;

National Foreigner Registry (CRNM); or the Refuge Protocol; or the Provisional Document of National Foreigner Registry (DPRNM); or the Certificate of Consular Enrollment containing your photo.



ATTENTION

if you are a national of one of the countries that are part of Mercosur, you can only present your Birth or Marriage Certificate and your **travel document** – passport or identity card¹.

¹In Brazil, we name the national civil identification document an **cédula de identidade, carteira de identidade, identidade or registro geral (RG)**.

TIP!

It is very important to learn Portuguese to integrate in Brazil and have more access to job opportunities. Look for a **Portuguese as a Host Language (PLAc)** course in your area or contact Círculos de Hospitalidade. .



STEP 3

Create the Employment record book

Once you have your CPF and immigration document in hand, you are ready to search for a job. To work regularly in Brazil, it is important to download the free application named **Carteira de Trabalho Digital** to your cell phone so you can register, access your Employment record book and consult your employment contract.

Access this [link](#) or scan the QR Code **Employability Tips Booklet**, prepared by Círculos de Hospitalidade and the International Organization for Migration (IOM) - UN office for Migration. In the Booklet, you will find practical tips on how to prepare your resume, where to search for job openings and how to present yourself at a job interview. You can also find job opportunities at [National Employment System \(Sine\)](#).



SCAN THE QR CODE TO ACCESS THE EMPLOYABILITY BOOKLET, PRODUCED BY CIRCLES OF HOSPITALITY AND OIM, THE UN AGENCY FOR MIGRATION. IN THE BOOKLET, YOU WILL FIND PRACTICAL TIPS ON HOW TO PREPARE YOUR CV, WHERE TO SEARCH FOR JOBS AND HOW TO PRESENT YOURSELF IN A JOB INTERVIEW. YOU CAN ALSO FIND JOB OPPORTUNITIES IN GOVERNMENT INITIATIVES SUCH AS THE PUBLIC EMPLOYMENT SYSTEM (SINE).

Are you having trouble making your **Carteira de Trabalho Digital**? Contact the Círculos de Hospitalidade team via email or WhatsApp and we can help you!



Can I open a bank account if I do not have documentation or if I have expired documentation?



Yes, you can open a bank account even if you don't have immigration documentation or if it has expired. The Migration Law - No. [13.445/17](#), art. 4th - guarantees the migrant person, **irrespective of the migratory situation**, the right to open a bank account. In the same way, art. 119 of the Decree No. [9.199/17](#) and the art. 3 of the Decree No. [9.277/18](#) guarantee this right to asylum seekers. This means that the person **cannot be discriminated against for being a migrant, asylum seeker or refugee when opening their bank account.**

However, some banks still do not accept documents from the country of origin for account opening. Regarding the matter, DPU has already issued a recommendation to Brazilian banks on this right, which you can access at this [link](#), print and present to the manager of the bank where you wish to open an account. If you continue to experience difficulties, please contact the [DPU](#) closest to you.

It is also important to observe that the final decision to open an account to any person, Brazilian or migrant, is made by the banks themselves, since these entities assess the risks of their customers. What cannot happen, however, is that the bank refuses to open an account because the person is a migrant: this is discriminatory treatment and is condemned by the Migration Law. If you face difficulties in conventional banks because of your credit, another option is digital banks, which facilitate the account opening process.

I lost a personal document. What to do?

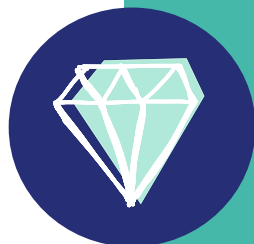


The first step is to file an Incident Report (BO) registering the loss of the document at the nearest Civil Police station or on the website of the [Virtual Police Station Delegacia de Polícia Virtual](#).

If you have lost a document that was issued in your country of origin, such as a passport or national identity card, you should go to the Consulate or Embassy of your country and find out how to issue this document again.

But if you have lost your immigration regularization document – CRNM, DPRNM or Refuge Protocol – you must request the 2nd copy from the Federal Police.

If you have lost your CRNM, you must complete this [online form](#), gather the [necessary documents](#) and make an appointment with the Federal Police. You can check how to schedule an appointment with the Federal Police in your area [here](#). This procedure has a [tax](#) of BRL 204.77, but remember, if you cannot pay the fee because you have no income or because you have a family income of up to half the national minimum wage per person, you can file a [declaration of insufficiency](#). So, you don't have to pay the fee.



IMPORTANT

remember to bring your Incident Report (BO) on the day you renew your document!

What do I need to do to bring my family to Brazil?



The answer depends on the status of your migration regularization. We detail each of the scenarios below.

If you have a **valid residence permit** – National Foreigner Registry (CRNM):

Your family members must apply for a family reunion visa to the Brazilian Embassy in the country where they are living.

For this procedure, it is common to ask for a letter of invitation, in which you invite your family members to come to Brazil, a proof of kinship, a birth certificate, marriage certificate, etc, proof of income – paycheck – and housing in Brazil, among other documents, which must be verified directly with the Brazilian Embassy in the place where your family members are.

The family reunion visa will allow your family members to enter Brazil on a regular basis, and upon arrival they must register with the Federal Police.

If your family members are already in Brazil, they can apply for a [residence permit](#) directly from the Federal Police even if they have not previously applied for a visa, provided that they are directly related – partner, grandparents, parents, children or grandchildren – or are financially dependent from you.

In the case of being a **recognized refugee**, you also have the right to request family reunification or the extension of the effects of refugee status

In this case, you can request the family reunion of: spouse or partner; ascendants or descendants – father, mother, grandfather, grandmother, great-grandfather, great-grandmother, great-great-grandfather, great-great-grandmother; other relatives who are economically dependent on you – brother, sister, uncle, great-uncle, great-aunt, nephew, great-nephew, great-niece, cousin; and finally in-laws who are economically dependent on you – stepson, father-in-law, brother-in-law. For more information, visit the [website](#) of the Ministry of Justice and Public Security.

The first step

The first step is to request the family reunion to Conare, which will send a letter to the Ministry of Foreign Affairs (MRE) so that it can inform the consular entities about the request.

The second step

After sending the documents to the MRE, your family member must fill in the online visa application form, available on this [site](#), and present it, completed and signed, to the Brazilian Embassy or Consulate where they are, together with their express demonstration of will to summon their relatives for the purpose of family reunification in Brazil, in addition to the other documents necessary for the request. Contact the Consular Office for information on all the documentation required to apply for a visa and its processing time. It is important to remember that the express expression of will does not represent the granting of your visa, it is just one of the documents that must accompany the visa application

Attention: if your residence permit is already based on family reunion, you cannot be the caller of other family members.

If you have **not completed your immigration process** or are an **asylum seeker** yet, unfortunately it is not possible to request a family reunion. Asylum seekers cannot bring their family to Brazil, as the family reunification process can only begin after Conare's decision on the request for recognition of refugee status. But, if your family members have already entered Brazil, it is possible to include them in your asylum request and, therefore, regularize them.

How can I validate my Driver's License in Brazil?



If you obtained your driver's license in another country, it is necessary to validate it here, in Brazil, to be able to drive. For this you must:

- 1 Have a valid driver's license in the country of issue;
- 2 Be over 18 years old;
- 3 Be criminally attributable, that is, be able to answer for their acts;
- 4 Know how to read and write.

If you meet all the above requirements, you must look for the nearest Traffic Department (Detran) and present the following documents:

- a) CPF;
- b) valid driver's license from the country of origin;
- c) certified translation of the license – in the case of documents that are not in Portuguese;
- d) national Foreigner Registry (CRNM), passport or Employment record book – original and simple copy;
- e) proof of residence issued in the last 3 months – electricity, water or internet bills, or rental agreement are valid.

Always contact the DMV (Detran) closest to you to find out what you should do. For example, ask if an appointment is required and confirm what documents are required. To find out which DMV (Detran) is closest to you, click [here](#) – click on the DMV link in your state and click on Institutional, Service/Service Stations/Service Units or Ciretrans, or search the website for these terms.

Pathway 2

Labor Rights

Every employee in Brazil has labor rights, such as vacation, Christmas bonus and night shift. This also applies to all migrants and refugees, irrespective of nationality or migratory status, according to art. 4, item XI, of the Law No. [13445/17](#). In other words, it doesn't matter which country you come from or if you don't have a residence permit yet, you also have labor rights, which must be respected!

HOW TO ISSUE THE EMPLOYMENT RECORD BOOK?

Nowadays, the Carteira de Trabalho e Previdência Social (CTPS) is an exclusively digital document, which needs the CPF number to be issued. You can access CTPS for free by downloading the Carteira de Trabalho Digital application on your cell phone, at [Apple Store](#) or [Play Store](#), or on your computer at <https://servicos.mte.gov.br/>.

To explain how to issue the CTPS Digital, the Ministry of Economy created an instruction manual with all the steps of the process. Click [here](#) to access this document. Do you have more questions about the Carteira de Trabalho Digital? Then check out the [Frequently Asked Questions](#) section of the [Emprega Brasil](#) website.



IMPORTANT

Workers who do not have a cell phone or internet access can contact the Ministry of Labor and Employment in their area to seek assistance in issuing their CTPS or the team at [Círculos de Hospitalidade](#).

What are the labor rights of migrants?

Migrants have **the same labor rights as any other employee**, in urban or rural work. Among the labor rights, we can mention the main ones:



I am under 18 years old and would like to work in Brazil. Is it possible?



Yes, but there are rules. **Children under 14 cannot work under any conditions.** Teenagers aged **14 and 15** can only work as an “apprentice” and for a **maximum of 6 hours a day.** Teenagers aged **16 and over** can work up to **8 hours a day.**

For those under 18, all labor rights are guaranteed, such as remuneration proportional to a national minimum wage, paid vacations, FGTS, INSS, formal contract and Christmas bonus. It is **prohibited for persons under 18 years of age:** to work during the night period – between 10 pm and 5 am, to work in unhealthy or dangerous places and in places or services that are harmful to their morality, such as in bars.

What should I do when I notice that my labor rights are not being respected?



Some entities and institutions may be contacted for you to seek compliance with your rights and receive all amounts owed. In general, the union of each category of work can and should help you to understand these issues. Find out which union you belong to to check your rights. The list of unions registered with the Ministry of Labor and Social Security can be consulted [here](#).

In addition to unions, public bodies such as the Public Ministry of Labor and the Ministry of Labor and Social Security can also help you.

If none of these agencies are near you, you can seek free advice from agencies such as the Public Defender’s Office or a university’s Legal Aid Office.



IMPORTANT

The worker has a period of **2 years** after the end of the employment contract to resolve questions about his/her work and receive the amounts to which he/she is entitled.

I work for another person and/or company, but my Employment record book has not been signed. Do I have rights?



Yes. Even if the work has not been registered in your Employment record book, the employee has all guaranteed labor rights, without distinction. The signing of the Employment Contract is a responsibility of the employing person, and the employee cannot be punished for it.

Thus, the worker who did not have a formal contract, but who worked constantly, having some type of boss, and who expected to receive a salary, has **the same right** to vacation, Christmas bonus, night shift, overtime, FGTS, social security and all other labor rights.

In these cases, it is possible to find free legal assistance for the payment of amounts owed in the union of your category, in the Public Ministry of Labor and in the Ministry of Employment and Welfare.

What are sexual and moral harassment? What should I do in these cases?



Moral harassment

Occurs when the worker suffers in the work environment with actions that end up embarrassing, humiliating or offending him/her. For example, a superior who overcharges a particular employee, or a colleague who makes comments that embarrass someone in front of others.

Sexual harassment

Is generally defined as abuse, intimidating, coercive behavior or sexual embarrassment in the workplace. The harasser may, for example, attempt to professionally harm a person who has not responded to a sexual advances, make embarrassing comments about the other's body or sexuality, or touch the person in an uncomfortable way.

Both types of harassment can be carried out both by people in higher positions and by colleagues who are at the same hierarchical level of work.

If you experience a situation like this, you should inform someone at the company, such as the Human Resources (HR) department. If you don't feel comfortable talking to someone from the same company where the incident took place, you can contact the [Ministry of Labour](#) closest to you or your union to report the incident. If possible, collect evidence of harassment, such as recordings of conversations, emails, messages and witnesses.

What are xenophobia and racism? What should I do if this happens at work?



Xenophobia can be explained as **any form of violence or discrimination motivated by differences in nationality, language, religion or ethnicity.** Unfortunately, many people who move to another country suffer from xenophobia, especially those who come from developing or underdeveloped nations.

Xenophobia in Brazil is directly linked to **racism, a prejudice based on skin color and other physical characteristics, which created the idea that white people are superior** to people of other races.

It is important to know that, in Brazil, **xenophobia and racism** are crimes according to art. 1 of the Law No. [7716/1989](#). If you experience or see someone else experiencing xenophobia or racism, please report it! **Disque 100** is a service prepared to handle cases of human rights violations and explain what should be done in each situation. Calls to Disque 100 can be made from all over Brazil, **free of charge: just dial 100** on your phone.

In addition, you can contact your company's Human Resources department or look for the nearest [Ministry of Labour](#) to report these crimes. In these cases it is also important to collect evidence of what happened.

Pathway 3

Access to public services: health, education and social service network

The Migration Law guarantees free access for migrants to the most varied public services in Brazil, including health, education and social assistance. These rights apply to any and all migrants in the country, regardless of nationality or migratory status.

In the following pages we will present the main public services that refugees and migrants are entitled to in Brazil and how you can access them.

STEP 1 - HEALTH

I need medical attention. Where should I get help?

In Brazil, medical care through the Unified Health System (SUS) is free and universal, which means that **all people** are entitled to its services. In the case of migrants, the Migration Law, according to art. 3 of Law nº 13.445/17, guarantees access to public health services for all migrants in the country.



ATTENTION:

You are entitled to the public health system even if you do not have a residence permit or refugee protocol yet. It doesn't matter which country you come from or if you haven't completed your immigration process yet: **you have the right to access the public health system.**

The Unified Health System (SUS) is the **free public health system in the country**. Through SUS, you can find many resources to take care of your health. That way, if you need medical care, you can look for a Basic Health Unit (UBS), an Emergency Care Unit (UPA) and hospitals.

Each of these places, the UBS, the UPA and the hospital, provides a type of care:

Basic Health Unit (UBS)

Also known as **Posto de Saúde**, should be sought for **primary care**. The UBS is where people can receive medical and prenatal care, receive vaccines, have access to free medication and receive follow-up for various diseases, such as diabetes, hypertension, tuberculosis, etc;

Emergency Care Unit (UPA)

UPAs are open 24 hours a day, 7 days a week, and should be sought out in **urgent or emergency situations**, such as high blood pressure and fever, fractures, cuts, heart attacks and strokes.

Hospitals

Should be sought in **emergency situations that require hospitalization, surgeries, more complex exams and maternity**. Patients are usually referred to the hospital by the previous levels (UBS and UPAs) or by ambulances.

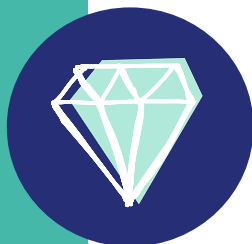
To receive care in the SUS, you need the **National Health Card**, which can be done free of charge in two ways: virtually, through the Conecte SUS website or by downloading the [Conecte SUS](#) application on your cell phone, in the [Apple Store](#) or in the [Play Store](#); or in person, at the [Basic Health Unit Unidade Básica de Saúde](#) closest to you. You will need to have: (i) CPF, Identity Card – CRNM or Refuge Protocol – or a document from your country of origin; and (ii) proof of residence – electricity or water bill, or declaration of residence.

ATTENTION:

If you still do not have any of the documents mentioned above, **you cannot be prevented from receiving medical care**. In this case, we advise you to present the Migration Law and talk about your right to access public health services. If the obstruction continues, seek help from the Public Defender closest to you!

IMPORTANT:

The **Programa Farmácia Popular** – read more [here](#) – allows the population to have access to medicines considered essential, for example, medicines for hypertension, asthma, diabetes, etc. free of charge. To access the Program's medications, you must go in person to the nearest [accredited pharmacy](#), with your personal document and medical prescription.



I'm Pregnant. How to take care of health during my pregnancy?



In Brazil, those who are pregnant must carry out medical monitoring of pregnancy, named **pré-natal**. In the SUS, this service is free of charge and should be started as soon as the pregnancy is discovered. For this, it is important to look for the [Basic Health Unit](#) **Unidade Básica de Saúde** closest to you.

Prenatal care is important to monitor the health of the pregnant woman and the baby, do exams, identify and classify possible risks of pregnancy and provide guidance on childbirth. Read more [here](#).

ATTENTION

It is extremely important to carry out prenatal care, both for the baby and for the pregnant woman. The Basic Health Unit team **can carry out an active search for pregnant women who do not start or abandon prenatal appointments, as well as notify the Guardianship Council!** The pregnant woman will be warned and instructed to receive follow-up. Follow up prenatally! For your health and your baby one.

STEP 2- EDUCATION

I still do not have documents in Brazil. Do I and my children have the right to education?

Education in Brazil is guaranteed by the Federal Constitution as a right for all. The Migration Law, according to art. 3, item XI, and art. 4, item X, of Law nº 13.445/17, also guarantees equal and free access to education for migrants, regardless of nationality and migratory status.

Thus, **you can enroll your child in a school even if you don't have a Brazilian document yet.** You can contact the Department of Education in your region to find out how to register. [Secretary of Education](#) in your area to find out how to register.



In the case of young people and adults who did not have the opportunity to start or finish their studies, the law guarantees the right to basic education – elementary and secondary education. Therefore, you can start or finish your studies in the following modalities:

EDUCAÇÃO DE JOVENS E ADULTOS (EJA):

Aimed at the population aged 15 and over who did not have access to or interrupted their studies before completing basic education.

EXAME NACIONAL PARA CERTIFICAÇÃO DE COMPETÊNCIAS DE JOVENS E ADULTOS (ENCCEJA):

It takes place annually and allows people over 15 years to obtain a certificate of completion of elementary and/or secondary education if they reach the required score.



IMPORTANT

In the case of migrants, a Brazilian document or documentation that proves schooling in the country of origin cannot be required, according to the Resolution No. 1, de [13/11/2020](#).

STEP 3 - SOCIAL ASSISTANCE

Are migrants in Brazil entitled to social assistance?

Yes, as well as education and health, social assistance is a right of the migrant person who is in Brazilian territory according to arts. 3 and 4 of the Migration Law No. 13.445/17.

According to the federal government's website, According to the federal government's [site](#), Social Assistance is a public policy and «is organized through the Unified Social Assistance System (Suas), present throughout Brazil». Its main objective is **to guarantee social protection to every person in Brazilian territory**, supporting individuals, families and communities through benefits, services, programs and projects.



How can I access social assistance services?



If you need social assistance services, you can look for the nearest [Social Assistance Reference Center \(CRAS\)](#). For information on programs and benefits available through CRAS, click [here](#).

In CRAS, migrants can also register in the Cadastro Único (CadÚnico) for social programs of the federal government. It is possible to make a **Pre-Registration** through the [application](#) in the Apple Store or Play Store or through the [site](#) on your computer.

CadÚnico is a registry that allows the Brazilian government to know who are the low-income families in Brazil. That way, you can register if:

Your family has a monthly income of up to half a **minimum wage per person**;

The **monthly family income is up to 3 times the minimum wage**, that is, the sum of all the family's wages totals up to 3 times the minimum wage;

Is homeless, either a **single person or a homeless family**.

The registration needs to be done, in person, by a family member – over 16 years old – and it is necessary to present the CPF. It will also be necessary to present an identification document for each person in the family.

ATTENTION

You **should always update CadÚnico information when you have a family change**, such as the birth or death of someone in the family, change of address, children who have entered or left school, salary changes, etc..

In addition to CRAS, Social Assistance has these service units:

CENTRO DE REFERÊNCIA ESPECIALIZADO DE ASSISTÊNCIA SOCIAL (CREAS)

Place of care for individuals or families who are at social risk or have had their rights violated. It handles cases of violence against women, abandonment, separation from family life due to the application of protection measures, sexual, physical and psychological violence, homelessness, discrimination based on race/ethnicity and/or sexual orientation, child labor, etc. Search for [Creas](#) of your city or area. The services are public and free.

CENTROS DE REFERÊNCIA ESPECIALIZADOS PARA POPULAÇÃO EM SITUAÇÃO DE RUA (CENTRO POP):

Place of care for people who are on the street. Important: For migrants in these situations, the address of [Centro POP](#) can be used as a reference address.

What assistance benefits am I entitled to?

Some of the benefits and assistance programs available are:

AUXÍLIO BRASIL (A SUBSTITUTE FOR BOLSA FAMÍLIA)

A social income transfer program for families in extreme poverty and poverty who receive a monthly income per person of up to R\$ 210.00 e que estejam cadastradas no CadÚnico. and who are registered with CadÚnico. The value and other requirements vary according to the family composition. Therefore, they must be consulted at CRAS or on the government program [webpage](#).

BENEFÍCIO DE PRESTAÇÃO CONTINUADA (BPC)

Benefit that guarantees a minimum wage per month to the elderly aged 65 or over or to the disabled person of any age. To be entitled to the BPC, it is necessary that the income per person in the family group is equal to or less than 1/4 of the national minimum wage, that is, R\$ 303.00 in 2022, and the person is enrolled in CadÚnico. **BPC is not retirement.** To be entitled to this benefit, it is not necessary to have worked or contributed to the INSS. Read more on the [site](#).

ID JOVEM

Document that makes it possible to pay half-price to artistic, cultural and sporting events, as well as to have access to free or discounted tickets for public transport to other states. People between 15 and 29 years old with a monthly family income of up to 2 national minimum wages and registered in CadÚnico can make the document and enjoy its benefits. Read more [here](#).

What services are available for homeless people?



If you are homeless, you can look for the **Centro de Referência Especializado para População em Situação de Rua (Centro POP)**, a place aimed at people who use the street as a living space, temporarily - for a few days - or permanently.

In the Centro POP space, you can:

Clear your questions about your rights and how to access them;

Have support to regularize your personal documents;

Store your belongings;

Do your personal hygiene;

Use the laundry;

Have access to food;

Receive referrals to other public policies when applicable.

ATTENTION

People who are in shelters only to sleep or in temporary housing can also access the Centro POP services.

If you do not have a Brazilian document and/or document from your country of origin yet, you can also access the services of this institution, since one of the Centro POP's activities is support for accessing or regularizing documentation.



IMPORTANT

The Centro POP address can be used as a reference in the Cadastro Único and to search for job openings.

ATTENTION

If your city does not have a Centro POP, look for the nearest [CRAS](#) to be referred to the specialized service for homeless people.

I want to rent or am renting a property. What should I know?



Firstly, it is important that the rental of the property is done through a **written contract**, signed by the owner of the property, the person who is renting it and two witnesses.

It is good for you that the **Rental Agreement** has all the important information, such as the **term of the agreement**, the **monthly rent amount**, possible **adjustments to the rent amount**, **who is responsible for taxes and fees**, any **late fees**, etc.

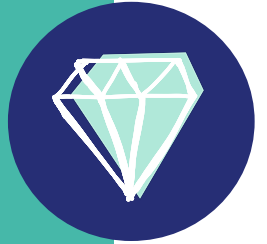
Even if a written Lease Agreement has not been made, the Tenancy Act – No. [8245/91](#) – establishes some rules that must be respected in all cases.

There are some basic **rights** of those who rent a property - the **tenant**: check the situation of the property at the time of delivery and register with the owner, in writing, possible defects and failures, receive the property in perfect conditions of use and receive proof of payment of rents.

Those who rent a property have the following duties: pay the rent on time, return the property in the condition in which it was received, not make internal or external alterations without authorization from the owner, notify the owner about any problem in the property - preferably in writing - and pay the expenses of water, electricity, gas and condominium.

IMPORTANT

If possible, **always ask for a receipt for rent payments.**



IPTU: the municipal **property** tax (IPTU) is a property tax levied by the municipality. It is billed every year, usually at the beginning of the year, starting in January. Its value can be paid in cash or in installments.

If it is not in the contract, it is the owner's responsibility to pay the IPTU. If it has been agreed that the IPTU is the responsibility of the renter, you can pay the owner directly - remember to ask for a receipt - or find the necessary information on your municipality's website and pay electronically or even pay directly to the city hall.

I live on rent and something in the property is in trouble or has been damaged. Who should pay for the repair: me or the owner?



The essential and most urgent repairs, such as electrical wiring, piping, infiltration, floor replacement and roof repair, among others, are the responsibility of the owner.

Renovations or solutions to problems caused by use, such as clogging, leakage and holes in the wall, are the responsibility of the renter. **In general, if the problem existed before the rental, the owner is responsible for fixing it.**

GLOSSARY

STATELESS PERSON

A person who is not recognized by any country as a national and has no right to have a nationality.

RESIDENCE AUTHORIZATION

The residence authorization is a migratory procedure for the person to settle in Brazil on a regular basis, temporarily or permanently.

INCIDENT REPORT (BO)

Is the official document used by agencies such as the Civil Police, Federal Police, among others, to record crime news.

CONARE

the National Committee for Refugees (Conare) is a collegiate body, linked to the Ministry of Justice and Public Security, which analyzes and decides on requests for recognition of refugee status in Brazil. For more information, visit this [link](#).

GUARDIANSHIP COUNCIL

Is a public body whose objective is to act whenever the rights of children and adolescents are threatened or violated.

MIGRATION LEGISLATION

Is the set of laws that brings together the main national and international norms on migration and refugees and serves as an instrument to guarantee the rights of the migrant population and the main hypotheses of migratory regularization in the country.

MIGRANT

Person who left their country of origin and is in Brazil. This concept is usually associated with a person who has chosen to migrate due to external factors or with the aim of improving their living conditions.

UNDOCUMENTED OR IRREGULAR MIGRANT

A person who is in Brazil, but who has not been able to complete their migratory regularization or has an expired migratory document yet.

REFUGEE

According to the [United Nations High Commissioner for Refugees \(UNHCR\)](#), is a person who is “out of his/her country of origin due to well-founded fears of persecution related to race, religion, nationality, membership of a particular social group or political opinion, as well as serious and widespread violations of human rights and conflicts”. armed”, who put their lives at risk.

REGISTRATION

In the context of migratory regularization, registration is a civil identification procedure carried out by the Federal Police to issue a National Migration Registry number (RNM) and the National Migration Registry Card (CRNM). A person who has been granted a temporary visa before coming to Brazil or who has had a residence permit accepted and published in the Diário Oficial da União (DOU) can use this category of regularization..

MIGRATION REGULARIZATION

Is the process in which the migrant obtains his/her national identification document and receives authorization to stay in Brazil on a regular basis.

UNION

A union is an association of workers whose objective is to defend the rights of a category. There are many unions, and each one is responsible for a professional category in a specific region. For example, there is a union of teachers in Florianópolis and another in Chapecó, as well as a union of metalworkers in São Paulo and another in Rio de Janeiro. You can search for the union of your category [here](#).

MIGRATORY STATUS

Indicates the migratory status of the person, in other words, if at the moment he/she is undocumented or irregular, if he/she is already regularized and in what way – he/she is an asylum seeker, has a residence permit, etc.

ASYLUM SEEKER

A person who recognizes him/herself as a refugee, has made an asylum application to the National Committee for Refugees (Conare) and is awaiting a decision on his status.

Contact us



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[circulosdehospitalidade](https://www.youtube.com/c/circulosdehospitalidade)



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