



Comissão de Direitos Humanos,
Cidadania e Segurança (CDHCS)
Fone: (54) 3218.1613

Entidades parceiras:

- Centro de Atendimento ao Migrante (CAM)
- Fundação de Assistência Social (FAS)
- Secretarias municipais da Educação e da Saúde
- Secretaria Estadual da Educação
- Diocese de Caxias do Sul

Câmara Municipal de Caxias do Sul - Rua Alfredo Chaves, 1.323, B. Exposição
Caxias do Sul/RS - Fone: (54) 3218.1600 - Site: www.camaracaxias.rs.gov.br

Immigrant Guide



Caxias do Sul - RS

(English version)

What is this?

Our city is a territory of safe haven to many etnias. The development of Caxias do Sul also had and has to date with the contribution of migrants who came from different nations and cities. In recent years, however, we have received an even greater number of people coming from other countries. So much that in 2014 several actions and debates were held by entities to better receive who chose to live in this city. Many immigrants due to the language and culture go through many difficulties, especially in the time to communicate or look for basic care. To assist them in the esferes of social assistance, education and work, we prepared this material. We hope to serve as a guide to all who such information.

Who made it?

This material was produced from discussions and collective action mobilized by the following entities:

Commission on Human Rights, Citizenship and security of the Municipal Chamber of Caxias do Sul, formed this year 2014 by the councilors Denise Person (President) PT, Mauro Pereira PMDB, Neri, The Postman SD, Renato Nunes PRB, Rodrigo Beltran PT.

Service Center Migrant CAM

FAS Social Welfare Foundation

Municipal Departments of Education and Health

State Department of Education

Diocese of Southern Caxias.

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DOCUMENTS

Ao chegar no Brasil, você deve procurar a delegacia da Polícia Federal mais próxima para encaminhar sua documentação. Na Polícia Federal, você receberá um protocolo (folha com sua foto e o número de seu processo chamado *protocolo*) de acordo com o tipo de processo de permanência que você estiver encaminhando.

De posse do protocolo, você deverá encaminhar outros documentos importantes:

- Cadastro de Pessoa Física (CPF), que pode ser feito no Banco do Brasil;
- Carteira de Trabalho e Previdência Social (CTPS), que deverá ser encaminhada por meio do Ministério do Trabalho e Emprego.

Agência do Ministério do Trabalho e Emprego

Endereço: Rua Bento Gonçalves, nº 2621 - bairro São Pelegrino - Caxias do Sul
Telefone: (54) 3221-3116 ou 3221-3306

Polícia Federal

Endereço: Av. Júlio de Castilhos, 150, 2º andar - bairro Lourdes (próximo ao colégio Madre Imilda)
Telefone: (54) 3213-9000

Important:



- ✓ Watch whether personal details are correct in the documents (parents name, date of birth, nationality, etc);
- ✓ Keep your address and contact phone number up to date at federal police and, in the case of asylum seekers, contact CONARE by email conare@mj.gov.br;
- ✓ If you change your town, you should go to the nearest Federal Police and update your address. Do not forget to renew your protocol and working permit each year before it expire.



SOCIAL ASSISTANCE

Social assistance is a right guaranteed to all people who are in a situation of social vulnerability. The public policy of social assistance grants access to services, programs and projects through the Unified Social Assistance System (SUAS). If you are experiencing any difficulty, such as the homeless, have no income, no access to work or are having trouble accessing some of your social rights, you may seek the Reference Center for Social Assistance (CRAS) closest to the neighborhood where you live for more information. To be served at CRAS, you must present proof of address, Work Permit, Protocol and National Foreigner Registration (RNE)



Addresses of CRAS in Caxias do Sul:

- ✓ **CRAS Center**
Address: Twenty September, Street No. 2430 - Neighborhood Center (next to 24H PA) Phone: (54) 3027-5948
- ✓ **CRAS West:**
Address: Traverse Thompson, n ° 3300 - Reolon neighborhood (across UBS Reolon)
Phone: (54) 3901-1492
- ✓ **CRAS East:**
Address: Leopoldina Lane street, no n° - Serrano neighborhood (near the State School Victório Weber)
Phone: (54) 3901-1507
- ✓ **South CRAS:**
Address: Laudelino Ribeiro street, 157 – Bom Pastor neighborhood (next to the Children School to Frei Ambrosio)
Phone: (54) 3029-2923
- ✓ **North CRAS:**
Address: Fruteiras street, No. 925 - Santo Antonio neighborhood.
Phone: (54) 3901-1484 and 8403-9019.





If you are in a homeless situation, without financial conditions and no place to sleep, you can go to the following addresses:

CREAS POP STREET:

Address: Duque de Caxias street, No. 2.631- Madureira neighborhood

Time: From Monday to Friday from 8am to 12pm and from 1:00 pm to 6:00pm

Phone: (54) 3901-1504

House Passage Carlos Miguel dos Santos

Address: Francisco Meneguzzo street, 593 - Fatima Alto neighborhood (near Trans Caxias)

Phone: (54) 3901-149

House Shelter São Francisco de Asis

Address: Pedro Mocelin Circular Avenue, No. 421 - Cinquentenario district (near the CAPS Reviver).

Support House Celeiros de Cristo

Address: Luiz Covolan street, No. 3100 - Santa Catarina neighborhood

Phone: (54) 3208-1417 or 3211-6520

SocialTeam Approach FAS: during the night, until 10pm, you can call the phone (54) 8403-8864.

City Guard: after 10pm you can call the phone 153

Migrant Service Centre (CAM)

In Caxias do Sul you can also seek the Migrant Services Centre (CAM). CAM is an organization that works to defend and guarantee the rights and productive inclusion of migrants, making resumes, referring to the labor market, advising in relation to documentation and assisting immigrants in accessing their rights.

Address: Marcos Martini street, n ° 1600 - Marechal Floriano neighborhood (near Unimed Hospital)
Phone: (54) 3227-1459

ONLY REGISTRATION (CADASTRO ÚNICO)

It is important to conduct registration in Cadastro Unico because this is a system of the Brazilian government that ensures access to some social programs for low-income families, defined as those who have:

- ✔ Monthly income of half minimum wage per person; or
- ✔ Total monthly income of until three minimum wages.

You can perform this registration in CRAS (addresses above), or the Social Foundation Assistance (FAS).

Foundation for Social Assistance (FAS)

Address: Bento Gonçalves street, No. 1253 (near the bus station)

Time: From Monday to Friday from 8am to 2pm

* It is necessary to take ALL documents of ALL people living in your home.

The Single Registry ensures access to the following social programs:

- ✔ Bolsa Família Program: Direct cash transfer program that benefits families in poverty and extreme poverty
- ✔ Social Electricity Bill: discounts of 10% to 65% on the electricity bill.
- ✔ My Home, My Life: Housing for the selected by the Municipal Housing Families program.
- ✔ Social letter: sending letters for only \$ 0.01 (one cent).
- ✔ Popular Telephony: a landline phone at a reduced price.

Community restaurants

The Community Food and Nutrition Restaurants are units whose fundamental principles are the production and distribution of healthy meals, high nutritional value at affordable prices.

The Restaurants of Caxias addition to the meals, also offer professional courses and lectures of Nutrition Education for generating jobs and income.

RESTAURANT COMMUNITY I - Location: The 18 Fort Street, No. 2319, in San Pellegrino neighborhood.

RESTAURANT COMMUNITY II - Location: 20 September street, 2420 - neCommunity Kitchens



Community kitchens

The community kitchens are responsible for providing lunches and snacks. In addition, the technical team offers attended public lectures, activities in Food Safety and courses for families that are part of the SAIS programs.

Community Kitchen Mariane

Address: Claudiomar Street Cruz, 22, in the neighborhood Mariani

Community Kitchen Tijuca

Address: Street: Nair De Grande Gazzi, 248, in the Tijuca neighborhood at the Postão 24 hours.

INTEGRATED ACTION BASIL TCACENCO

Location: Municipal Elementary School Tcacenco Basil, in the Airport neighborhood.

Target population: families in situations of social vulnerability and food insecurity and nutritional residents in the vicinity of the place and family of students of the School.

HEALTH CARE

In Brazil you will have access to the Unified Health System (SUS), which is health care to the entire population free of charge.

SUS CARD

- To access all public health services in Caxias do Sul is important that you make the SUS card. This is the document that will ensure you receive all medical consultations for free.
- To make the SUS card, you must present the following documents:
- Protocol of the Federal Police.

OR:

- National foreigner Registration (RNE);
- Screen Information, Control and Foreigner Registration System (SINCARE);
- Certificate of Residence issued by the Reference Social Care for Migrants (AESC).

Address: Marechal Floriano Street, 421 - 3rd floor.

Time: 7:45am to 5:30pm

Phone: (54) 3290-4406



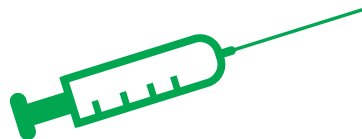
Basic Health Units (UBSs)

Caxias do Sul has 47 Basic Health Units (BHUs) to the community. In these places, medical and dental care, dispensing medications, vaccinations, laboratory exams, dressings, monitoring of child development, monitoring of pregnant and rapid tests for hepatitis B and C, syphilis and HIV are offered. Moreover, it is through UBS you will be taken to consult with medical experts, if any need.



VACCINATION

To be protected is essential that you seek one of our UBS to get vaccinated. Check out the immunizations you must get in Brazil:



Calendar Adult Vaccine Adult (20-59 years):

- ✓ Hepatitis B (3 doses): recombinant vaccine protects against Hepatitis B virus;
- ✓ Yellow Fever (dose every 10 years): attenuated vaccine protects against yellow fever virus;
- ✓ MMR (1 dose up to 49 years): protects against measles, mumps and rubella;
- ✓ Double adult (booster every 10 years), adsorbed vaccine protects against diphtheria and tetanus adult.

EMERGENCY CARE 24 Hours

In an emergency and / or emergency that the Basic Health Unit can not serve you, you should seek the Emergency Care 24 Hours. This service should only be sought in cases of danger to life or your UBS referral is closed. In this place you have, clinical, psychiatric and pediatric medical care are offered, as well as dental care.



To receive assistance, you must submit the SUS card. On site, you will undergo an evaluation that will determine the degree of risk in your situation.



Red: for emergency situations with immediate care;



Yellow: for urgent situation, with attendance until 30 minutes Green for acute situation;



Blue: status for low complexity

Address: Marechal Floriano street, 421 - Centro
Phone: (54) 3290-4470

SAMU

The Mobile Emergency Service (SAMU) consists of ambulance service in an emergency. To activate the service you should call 192.



Workers' Health Surveillance

In case of work accidents resulting damage to your health, you should seek the nearest health service that will perform the service and forward it to the worker's health surveillance to request the Working Accident Communications (CAT). This document is important for the worker to ensure the accident benefits provided by law.

Mental Health Services

Caxias do Sul has two services that meet 24 hours and provide support for treatment to combat alcohol and / or drugs. The CAPS Reviver and Novo Amanhã CAPS provide specialized assistance to people with addiction and / or harmful use of alcohol and other drugs. To access the service, you do not need to schedule in advance.

CAPS Reviver

Address: Pedro Mocelin Circular Avenue, No. 4683 - Cinquentenario neighborhood
Phone: (54) 3901-1302 and 3901-1217

CAPS Novo Amanhã

Address: Padre James Alberioni, n ° 290 - São Ciro neighborhood

Infectious Diseases Service

The Infectious Diseases Service performs assistance, prevention and treatment to people with HIV / AIDS, hepatitis B and / or C, as well as the care for people with suspected or confirmed diagnosis of tuberculosis and / or leprosy providing the necessary monitoring and specific treatment for the disease.

To get examinations of hepatitis B and C, syphilis and HIV you can seek Service, with Card SUS and / or the Federal Police Protocol and the nearest Basic Health Unit Serviço.

Address: Sinimbu street, n° 2.231, 1º andar – Centro
Phone: (54) 3217-8833 - ramal 220





What is basic education?

- **Basic education comprises:** Childhood Education, Elementary and Secondary Education.

- **Early Childhood Education:** aimed at children up to 5 years and 11 months. In the city of Caxias do Sul is offered through the Municipal Secretariat of Education (SMED) in nursery (0-3 years) and preschool (4 and 5 years).

- **Elementary school:** comprising the 1st to 9th grade. Admission in 1st year is aimed at children who are 6 years up to March 31 of each year. The care of this step is shared between the networks of local and state education.

- **Middle School:** last stage of basic education, is intended for students who finishes elementary school. The offer is the responsibility of the state network.

- **Education for Youth and Adults (EJA):** is a type of education for young people (aged 15 years and older) and adults who has not had access to or continuation of studies in elementary and secondary education at the age.



Basic Education:

For early childhood education should seek to Municipal Secretariat of Education.

For elementary school or middle school must be directed to the Enrollment Center bearing identification document. The registration should be made by parents or guardians of the student.

To perform the registration in Youth and Adult Education, should look for a school, municipal or state that offers this type of education or seek information on the Municipal Secretariat of Education, 4th Regional Coordination of Education and Enrollment Center.



Higher Education

To join the higher education you must complete basic education and conduct selection tests (vestibular). In the city of Caxias do Sul there are several private institutions and the Federal Institute of Rio Grande do Sul (public institution) offering higher education



Important Adresses:



WORK

•4ª Coordenadoria Regional de Educação

Address: Júlio de Castilhos Avenue, nº 4020 - Cinquentenário neighborhood

Time: from Monday to friday, from 9am to 11h30am and from 2.00am to 5.00pm

Phone: (54) 3220-6700

•Secretaria Municipal da Educação (SMED)

Address: Borges de Medeiros street, nº 260 – Centro

Time: from Monday to friday, from 10h to 4:00pm

Phone: (54) 3901-2321.

•Central de Matrículas (subscription)

Address: Júlio de Castilhos avenue, nº 2.555 – Centro

Time: from Monday to Friday, from 8am to 11.30am and from 1.30pm to 5.30pm

Phone: (54) 3901-1234

Pronatec - National Program for Access to Technical Education and Employment

It is a program that offer free professional courses in several areas.

There are three types of courses:

- Technical for those who finished high school, lasting at least one year;
- Technical for those who are enrolled in high school, lasting at least one year;
- Initial and Continuing or professional qualification, lasting at least two months.

Find out about the courses available:

- Pronatec IFRS Campus Caxias do Sul - Block D, room 110 - Avelino Antonio de Souza Street, 1730 | Fatima Neighborhood | 54 3204 2133 | 3204 2100 | pronatec@caxias.ifrs.edu.br
- Pronatec - Caxias do Sul Prefecture - Julio Castilhos Avenue, 1478, at the Agency FGTAS / SINE | 54 8403 8968 | pronatec@caxias.rs.gov.br

In Brazil, every worker has legal rights. Check out what are your rights in the country:

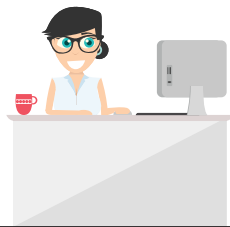
- ✔ The foreigner who works in Brazil has all the rights of Brazilian workers;
- ✔ Every worker has the right to have a Work and Social Security Card (CTPS);
- ✔ Any information relating to the employment contract must be in the CTPS;
- ✔ The employee may be hired to work for a fixed or indefinite period. The maximum term of the contract for a fixed period is 90 days.



Working hours:



- ✔ The maximum hours that an employee can work is 8 hours per day and 44 per week;
- ✔ All week he must have a full day of rest, preferably on Sundays;
- ✔ Any company that does not respect this day of rest must pay the job twice;
- ✔ Every worker is entitled to a break for rest and food in the middle of your workday;
- ✔ Who works 8 hours a day are entitled to one hour interval;
- ✔ Those who work 6 hours a day is entitled to a 15 minute break;
- ✔ All hours in excess of the daily working hours must be paid as extras, ie 50% increase; the maximum that the employer may require overtime is 25% of the contracted daily journey;



- ✔ Between 2 working days should be a rest period of 11 hours, regardless of the start time or end of the journey;
- ✔ Who works between 22h a day and 5 am the next day is entitled to the night hours, at least 20% percentage.



Accidents or illness as a result of work:

- ✔ The employee employee who suffers a work accident has guaranteed jobs for one year period after returning the same;
- ✔ The employee who is part of the Internal Commission for Accident (CIPA) has guaranteed jobs for one year period after the end of the term;
- ✔ The employee must always pay attention to their health in the workplace. Often repetitive work or too physically demanding generates diseases that have direct or indirect cause at work. These diseases are modest symptoms in its early stages, but are likely to leave the disabled worker or serious physical impairment;

- ✔ The employee must always inform the employer of pain or physical problems caused by work, requiring efficient medical care and absence from work when necessary;
- ✔ If found related illness at work, the employee can join a lawsuit seeking employer compensation for damages.

Employee benefits:



- ✔ Every employee is entitled to receive the 13th salary each year of service;
- ✔ This additional salary can be paid in two parts: the first by 30 November and the second by 20 December of each year;
- ✔ Every employee is entitled to 30 days holiday per year of service;



- ✔ The employee must be informed of your vacation 30 days in advance;
- ✔ When you receive vacation pay, which must be before it starts, should receive 1/3 of growth;
- ✔ In your work environment the employee has contact elements harmful to your health should receive an extra in his wages, called hazard pay;
- ✔ Some examples of harmful elements are: oil, grease, noise, heat, cold, cement, paints, solvents, detergents, waste, etc.;
- ✔ The employer has a duty to provide protective equipment to employees who have contact with harmful agent, such as gloves, goggles, boots, hearing protection, etc;
- ✔ The amount of hazard pay can be 20% or 40% of the national minimum wage, depending on the element present in harmful work environment;
- ✔ Every employee that works in contact with: electricity, x-ray, flammable liquids permanently or even working as an equity or personal safety, is entitled to receive the hazard pay;

- ✓ The danger of additional amount is 30% of total employee compensation;
- ✓ Every employee who needs public transportation to and back to work is entitled to receive bus tickets, which is a value subsidized by the employer to the employee does not have to pay the entire bus tickets.

End of employment:



- ✓ Contracts for an indefinite period may terminate because the employee will through resignation or the employer through unfair dismissal;
- ✓ To resign the employee must meet the last 30 working days and receive balance of salary, 13th salary and vacation with 1/3;
- ✓ The employee who is dismissed may have to work the last 30 days (notice) or not, depending on the needs of the employer. In this way, the employee receives, equivalent to one month's salary, 40% fine of FGTS deposits, salary balance, 13th salary and vacation with 1/3. The employee may also withdraw the FGTS;



- ✓ The Guarantee Fund for Employees (FGTS) is an amount deposited by the employer, every month, in a bank account held by the worker, equivalent to 8% of their salary;
- ✓ If the employee is more than 1 year of work his resignation or dismissal shall be given no labor union;
- ✓ The employee who has six months or more of work and has been dismissed by the employer will be entitled to unemployment insurance, which is an amount paid by the state for a certain period of time for which the employee does not run out of income while seeking new employment;



General information:

- ✓ Every employee must work hard and set times. The employee can only miss work for legitimate reasons;
- ✓ The employer can not require the employee to their superior work forces;
- ✓ Is not allowed the worker to be humiliated or persecuted in any way by the employer or co-workers for any reason: color, sex, national origin, religion, etc. If this occurs, the employee can join a lawsuit charging punitive damages.