

**ENGLISH**



**A GUIDE FOR  
MIGRANTS**



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# WORK AND INCOME



## 1. MIGRATION REGULARIZATION

To live legally in Brazil, migrants must:

- Request residence authorization
- Complete the required form
- Schedule an appointment at the Federal Police
- Attend the appointment with the required documents
- Obtain the Brazilian National Migration Registration Card (CRNM)

## 2. NATIONAL EMPLOYMENT SYSTEM (SINE)

To access job vacancies, apply for unemployment insurance, or receive job guidance, present:

- CPF
- Proof of address
- CRNM or Federal Police protocol (original documents)

Important: If you do not speak Portuguese, it is recommended to go with a translator or someone who can help with communication.

### WORKER'S AGENCY (SINE)

Support for job search, unemployment insurance, and employment guidance.

Opening hours: Monday to Friday, 08:00 AM – 14:00 PM

Address: Avenida dos Expedicionários, nº 604 – Centro

Phone: (43) 3255-1118

## 3. BRAZILIAN DIGITAL WORK CARD (CTPS)

The CTPS Digital is the official work document in Brazil.

- Requires regularized migration documentation
- Can be obtained through the Ministry of Labor website or the CTPS Digital app
- The employer must register the employment contract and update work information

# SOCIAL ASSISTANCE

## CRAS – SOCIAL ASSISTANCE REFERENCE CENTERS

Social assistance, guidance and family support for families in situations of social vulnerability.

OPENING HOURS: MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM

- CRAS Prof. Arnaldo Garcia (Vila Oliveira) – Rua Ouro, 465 – Tel.: (43) 3255-2730
- CRAS Luiz Picinin (Jardim Nobre) – Rua Ivaí, s/n – Tel.: (43) 3906-1097
- CRAS Regina Maura de Oliveira (San Fernando) – Rua Francisco Ramos Pereira, s/n – Tel.: (43) 3906-1015

## MAIN SERVICES

- Registration and update in the CadÚnico system
- Guidance on social benefits and programs
- Emergency assistance benefits (food support, birth assistance, funeral support, Temporary housing assistance)
- **SUPPORT FOR MIGRANTS (ONLY AT CRAS VILA OLIVEIRA, BY APPOINTMENT)**

## ELDERLY COMMUNITY CENTER (CCI)

Address: Rua Antônio Campaner, 177

Phone: (43) 3906-1083

Services:

- Physical activities
- Workshops and group meetings
- Social events and trips
- Guidance on elderly rights

## ACALENTA ROLÂNDIA PROGRAM

Support for pregnant women during pregnancy and postpartum.

Includes:

- Support groups
- Guidance on pregnancy, childbirth, and breastfeeding
- Workshops and ongoing support
- Maternity kit (for eligible participants)

**REGISTRATION:** AT THE NEAREST UBS



# SOCIAL ASSISTANCE

## **SPECIAL SOCIAL PROTECTION**

CREAS I – Children and Adolescents

📍 Romário Martins Avenue, 988 – Downtown

☎ (43) 3906-1092

Provides specialized social assistance for children and adolescents whose rights have been violated (violence, abuse, neglect, and child labor), offering protection and family support.

## **CREAS II – HOMELESS POPULATION, ELDERLY PEOPLE, AND RIGHTS VIOLATIONS**

📍 Willie Davids Street, 790 – Downtown

☎ (43) 3906-1113

Provides specialized social assistance for homeless people, elderly people, and families facing rights violations, offering psychosocial support and follow-up.

## **CRAM – WOMEN'S SUPPORT CENTER**

📍 Monteiro Lobato Street, 322 – Downtown

☎ (43) 3255-1582

Provides support for women experiencing domestic violence, including psychological and social assistance and guidance on rights.

## **INSTITUTIONAL SHELTER – CASA DE TAMAR**

Temporary shelter for women experiencing violence and their children, offering protection and support.

## **INSTITUTIONAL SHELTER – HANS ZISCHLER**

Temporary shelter for children and adolescents separated from their families due to violence or court decisions, focused on protection and care.

## **BASIC HEALTH UNIT (UBS)**

The UBS is the entry point to the Unified Health System (SUS) and provides free healthcare services.

### **MAIN SERVICES**

- Medical and nursing consultations
- Exams and health monitoring
- Vaccination
- Prenatal care
- Child growth monitoring (pediatric care)
- Cervical and breast cancer prevention
- Dental care

### **WHEN TO GO TO THE UBS**

- Flu, fever, and other mild symptoms
- Minor pain or small injuries
- Chronic disease follow-up (hypertension, diabetes, mental health)
- Vaccination, preventive care, and pregnancy follow-up
- Conjunctivitis and other low-complexity conditions

### **REQUIRED DOCUMENTS**

- Photo ID
- Proof of address

### **OPENING HOURS**

- Most UBS units: 7:00 AM – 6:00 PM
- UBS Santiago: until 7:00 PM

## BASIC HEALTH UNITS (UBS) – ADDRESSES AND PHONE NUMBERS

| Health Unit                | Address                                                            | Phone          |
|----------------------------|--------------------------------------------------------------------|----------------|
| UBS Parigot de Souza       | Sibiruna Street, 476                                               | (43) 3906-1104 |
| UBS San Fernando           | Francisco Serpeloni Avenue, 715                                    | (43) 3906-1093 |
| UBS Santiago               | Alice Rocha Street, 130                                            | (43) 3906-1017 |
| UBS Nobre                  | Sol Naciente Street, 65                                            | (43) 3256-7358 |
| UBS Tomie Nagatani         | Walter Moreno Garrido Street, 215 – Tomie Nagatani Housing Complex | (43) 3156-0446 |
| UBS Aurora da Silva Thomaz | Victorino Abrunhosa Street, 212 – Capricornio Neighborhood         | (43) 3906-1020 |
| UBS Vila Oliveira          | Tupi Street, 140 – Vila Oliveira                                   | (43) 3906-1013 |
| Central Health Unit        | Alzira Tiburski Street, 102                                        | (43) 3906-1137 |
| São Martinho Health Unit   | Cedro Street, s/n                                                  | (43) 3240-1114 |

**Each person should preferably seek the Basic Health Unit (UBS) corresponding to their neighborhood of residence.**

## **24-HOUR EMERGENCY CARE (PA)**

24-hour urgent care service.

Address: R. Sagaragi, s/n – Vila Oliveira

Phone: (43) 3906-1025

## **WHEN TO GO TO THE PA**

- Persistent high fever
- Severe pain
- General illness or discomfort
- Minor accidents
- Situations requiring urgent care without immediate risk of death

## **SERVICES OFFERED**

- Medical care for adults and children
- First aid in emergencies
- Patient stabilization
- Referral to hospitals when necessary
- Guidance to UBS for mild cases

## **SPECIALIZED MEDICAL TRANSPORTATION**

Transportation service for patients who need assistance to attend health appointments or treatments.

## **WHO CAN USE IT**

- People with reduced mobility
- Patients on hemodialysis
- Medical appointments or treatments outside the municipality
- Out-of-home treatment (TFD), including transplants
- Patients referred for transplant procedures

## **HOW TO REQUEST IT**

Go to the nearest UBS with a medical referral to check eligibility and schedule transportation.



## **SAMU – MOBILE EMERGENCY CARE SERVICE**

Free emergency medical service available 24 hours a day.

☎ 192 (free, 24/7)

### **WHEN TO CALL**

- Life-threatening situations
- Serious accidents
- Severe breathing difficulty
- Strong chest pain
- Fainting or seizures
- Suicide attempts or severe mental health crisis

How it works

- The call is free
- A trained professional assesses the situation and provides guidance
- If necessary, an ambulance is dispatched

## **PSYCHOSOCIAL CARE CENTER – CAPS AD**

Free mental health service for people with problems related to alcohol and other drug use.

Services offered

- Psychological and psychiatric care
- Individual and family support
- Therapeutic groups and recovery support

Address: R. Alzira Tiburski, 102 – Centro

Phone: (43) 3255-1926





## **CHILD AND ADOLESCENT PSYCHOSOCIAL CARE CENTER (CAPS I)**

Free service for children and adolescents with mental health needs.

### **WHEN TO SEEK HELP**

- Significant changes in behavior or mood
- Social withdrawal or difficulty interacting
- Aggressive or self-harming behavior
- Persistent sadness, anxiety, or thoughts about death

Address: Rua Guimarães Rosa, 84 – Jardim Asteca

Phone: (43) 3906-1018



## **EDUCATION**

### **MUNICIPAL DEPARTMENT OF EDUCATION**

Address: Rua Soshishi Sasaki, 804 – Parque Industrial Roland

Phone: (43) 3906-1010

Hours: Monday to Friday, 7:30 AM to 5:00 PM

### **SCHOOL ENROLLMENT**

To request a place in a CMEI or municipal school, present:

- Child or adolescent identification document
- Guardian's identification document
- Proof of address
- Other documents that may be requested by the Department of Education

School placement depends on availability and the family's area of residence



# EDUCATION



| Neighborhood                          | Municipal Early Childhood Education Centers (CMEI) | Municipal Schools                                                        |
|---------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------|
| Centro                                | CMEI São José                                      | Arthur da Costa e Silva Municipal School; Dr. Vitorio Franklin Municipal |
| Jardim Santiago                       | CMEI São Josemaria Escrivá                         | Monteiro Lobato Municipal School                                         |
| Jardim Nobre                          | CMEI Prof. <sup>a</sup> Terezinha Bertochi         | Narciso Fernandes Bouças Júnior Municipal School                         |
| San Fernando Residential Complex      | CMEI Hans Helmut Behrend; CMEI Zilda Arns          | San Fernando Municipal School                                            |
| Parigot de Souza Residential Complex  | CMEI Marly do Nascimento Santos                    | Parigot de Souza Municipal School                                        |
| Jardim José Erdei                     | CMEI Prof. Delermo Poppi                           | —                                                                        |
| José Perazolo Residential Area        | CMEI Prof. <sup>a</sup> Eliane Ferreira da Roza    | —                                                                        |
| Horácio Cabral Complex                | —                                                  | Garrastazu Médici Municipal School                                       |
| Jardim Terezópolis                    | —                                                  | Geralda Chaves Tiradentes Municipal School                               |
| Domingos Neves Residential Complex    | —                                                  | Maria do Carmo Campos Municipal School                                   |
| Manoel Müller Residential Complex     | —                                                  | Maria Teixeira Georg Municipal School                                    |
| Jardim Novo Horizonte                 | —                                                  | Parigot de Souza Municipal School                                        |
| São Martinho District                 | CMEI Pedro Serpeloni                               | Luiz Real Municipal School                                               |
| Our Lady Aparecida District (Bartira) | CMEI Rita Teodoro de Jesus                         | Our Lady Aparecida Municipal School                                      |
| Aida Nogueira Residential Area        | —                                                  | Prof. Fábio Nogaroto Municipal School                                    |

