

Municipal Department of Social Development
Avenida João Pessoa, 1105
Bairro Farroupilha
Phones: +55 51 33289-2075, 3289-7093, 3289-
2084, 3289 -2085 and 0800-6420100

Establishments owned by individuals or legal entities that, within the municipality, engage in acts of racial, gender, sexual, ethnic or religious discrimination, on the grounds of birth, age, marital status, rural or urban work, political philosophy or conviction, physical, immunological, sensory or mental disability, serving a sentence, color or any other particularity or condition, shall be subject to penalties of fines and revocation of the Installation and Operation Permit.
(Organic Law of the Municipality - Art. 150)



Prefeitura Municipal de Porto Alegre
Department of Social Development



Reference Center for Human Rights

(Centro de Referência de Direitos Humanos)

Av João Pessoa, 1105

Phones: 3289-2075, 3289-7093, 3289-2084,
3289-2085 e 0800-6420100



Reference Center for Human Rights (CRDH)

Human rights violations: help starts here.

What is the CRDH?

The Reference Center for Human Rights (CRDH) is a service run by the Porto Alegre City Hall, which provides trained professionals to welcome, diagnose, inform, and guide victims of human rights violations. The CRDH's activity is to welcome/assist people who are exposed to situations of human rights violence. It is a service open to free demand for guidance, mediation and referral of users to the service network.

Which professionals are available at the CRDH?

The Center has a team of professionals who provide interdisciplinary care. These professionals attend to service users in person, at the CRDH headquarters, or by telephone. Telephone assistance is also an option. Whenever the chosen channel, it will be given the appropriate reception and referral.

Who is the CRDH for?

Any citizen and/or vulnerable group whose rights have been violated and/or subjected to inhuman or degrading treatment in a discriminatory and prejudiced context:

- **LGBTQIAP+**
- **Elderly people**
- **People with disabilities**
- **Indigenous people**
- **Homeless people**
- **Migrants and refugees**
- **Victims of human trafficking**
- **Victims of ethnic/racial discrimination**
- **Intrafamily violence**
- **Urban violence**

When to go to the CRDH?

The CRDH can be contacted in all situations involving human rights violations. Based on the assistance provided by the professional.

Do I need to identify myself? Can I remain anonymous?

Service users can be assisted and given advice without being identified. Regardless of whether the user is identified, they will be referred to the appropriate legal measures.

How to obtain support?

Anyone can access the CRDH.

Find out how:

- At the CRDH headquarters: Avenida João Pessoa, 1105
- from 8:30 a.m. to 4 p.m. Monday to Friday
Phones: +55 51 3289-2075, 3289-7093, 3289-2084, 3289-2085 e 0800-6420100

An open service for the community

The CRDH is at the disposal of the entire community to answer any questions about its activities or human rights policies. In doing so, it strengthens, sensitizes, empowers and enhances the services of the attention network at all levels.

