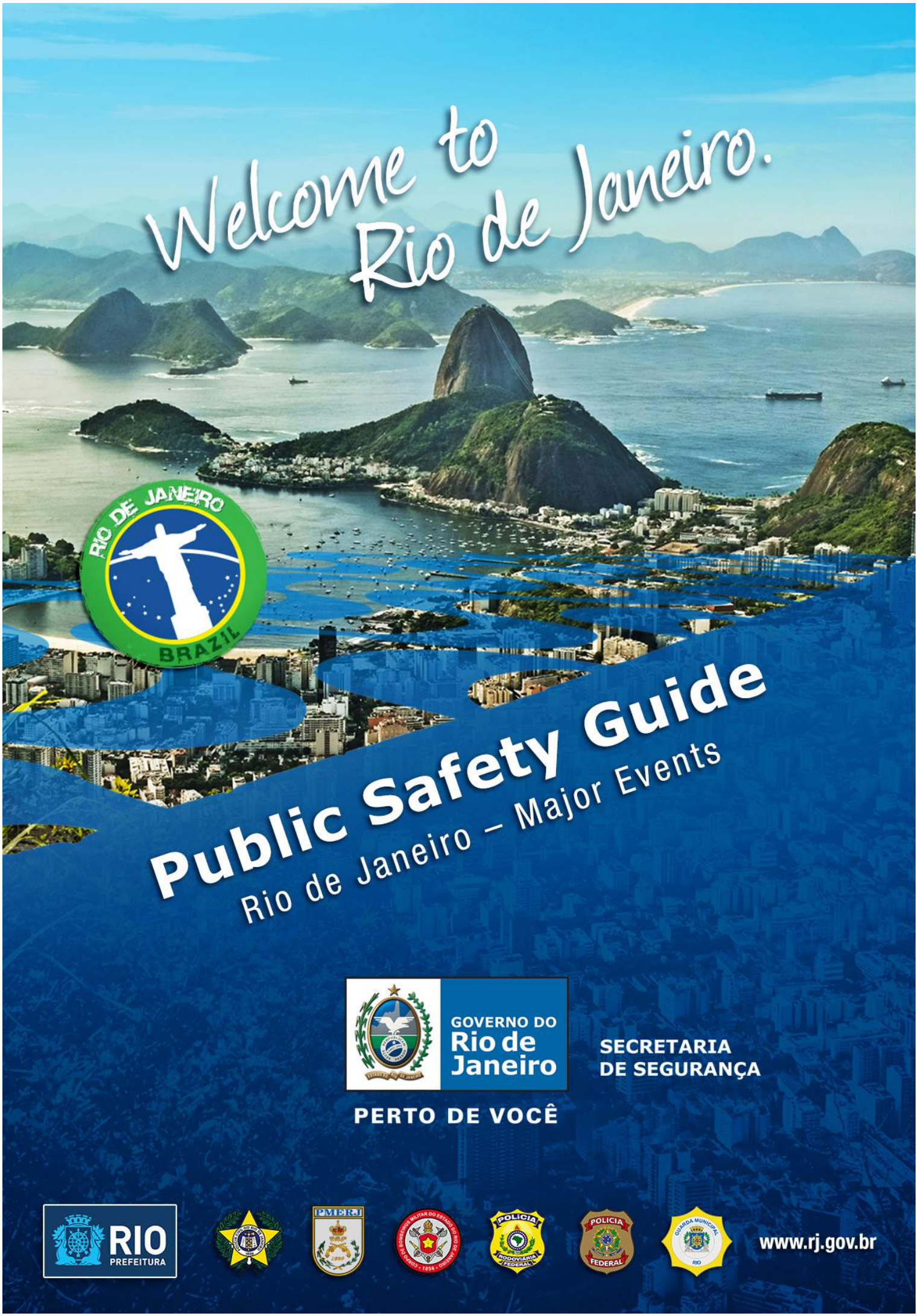


Public Safety Guide

Rio de Janeiro – Major Events

GOVERNO DO Rio de Janeiro

SECRETARIA DE SEGURANÇA

PERTO DE VOCÊ

RIO PREFEITURA

www.rj.gov.br



Public Safety Guide

Rio de Janeiro – Major Events

The guide that you have in hands brings importants safety guidelines and other useful information about Rio de Janeiro. Carefully read each of the recommendations and try to follow them.

The State Government, through the State Security Department and support of the other Safety Entities from the three federative entities wish you a wonderful stay in the Wonderful City

GOVERNO DO Rio de Janeiro
PERTO DE VOCÊ

SECRETARIA DE SEGURANÇA

SAFETY RECOMMENDATIONS

GENERAL

- Avoid carrying all your credit/bank cards on your wallet;
- Always carry the card with your hotel address, phone numbers and other useful contacts;
- Be in possession of the city map;
- We recommend to foreign tourist to have photocopies of the passport and leave the original stored on your accommodation place; in case of loss, copies can assist the authorities;
- Request information on adequate booths for tourist or to public safety officers;
- Do not accept drinks from strangers;
- Try to meet your schedule and let people you know aware about your destination;
- Leave valuable assets safely on your accommodation place;
- Distrust any "favors" from strangers;
- Some behaviors are taken as crimes in Brazil, such as serving alcohol to minors, transporting, purchasing or consuming drugs, non-consensual sex, and prostitution with minors (under 18 years), even if consensual, it is considered sexual exploitation of children and adolescents;
- Move around the city with just enough money for your daily consumption, and always keep it in internal pockets;
- Always carry bags or backpacks in front of the body;
- Avoid answering "charging" calls, if you are not expecting it.

BEACH

- Do not bring valuable items to the beach;
- Do not leave personal belongings to strangers and always stay near of your belongings;
- Observe the guideline signs laid down in the sand, such as risk of ocean currents and improper place for bathing;
- The lifeguards are uniformed with red shirt and black swimming trunks, placed on stations located on the boardwalk to the beaches;
- Try to identify a fixed reference point from your position on the beach.

ON THE ROAD

- In case of accident on state highways, call **190**. If you are already on a federal highway, dial **191**;
- If you need to make a stop during the trip, look for a police station or a gas station, this way avoiding the side of the highway;
- Avoid roaming through secondary roads, especially at night and in the rain. Make sure that the route indicated by your GPS is the main access to your final destination;
- If in the chosen route there is a toll, stay tuned: in Brazil, toll charges for casual travelers are performed manually by the central booths.

BE AWARE

- Always accompany your child, do not let them by themselves (try to use some identification device: name, phone number and accommodation place);
- Avoid crowded places;
- Cross streets at the crosswalk, obeying the traffic or transit commands/signs making sure about vehicles are fully stopped;
- Avoid walking alone through isolated, unknown or poorly lit places, especially at night;
- When visiting sights, preferably, visit with a group and an official tour guide.

MOBILITY

- Observe the speed limit set on the roads;
- Do not accept or give rides to strangers;
- If driving, do not drink;
- Avoid leaving your vehicle in the care of non-uniformed and unmarked valets. If necessary, activate the security organs;
- Use regulated transport means;
- Find out about the means of public transportation and regulated taxis through the websites of the Secretary of Municipal Transportation: *http://www0.rio.rj.gov.br/jari/veiculoreg/cons_transp_reg.htm* and the Secretary of State Transportation: www.rj.gov.br/web/setrans/listaconteudo?search-type=servicos&type-link=ver-todas&secretaria=/setrans

FINANCIAL INSTITUTION

- Do not disclose your password or security key to third parties, they are personal and not transferable;
- Never store your bank cards and passwords or security keys at the same place. Write down and store them in different places;
- Never accept help from strangers, even if they say they work in the bank;
- Do not reveal or type passwords or security keys in stranger's mobile devices;
- Report immediately to the financial institution the theft or loss of bank/credit card;
- Do not lend your card to anyone or allow outsiders to examine it under any pretext, it can be exchanged without you realizing it;
- Avoid making withdrawals of high values;
- Use preferably ATMs located in markets and malls;
- It is forbidden the use of cell phone within banks.

HOW TO PROCEED IN CASE OF INCIDENTS

- Ask for help by calling **190**, which is the emergency for the Military Police of Rio de Janeiro;
- Always look for the support of public safety officers who will be strategically positioned to best serve you;
- Security officers and the police should always be your reference;
- Foreign tourist can go to the nearest police station, but for a greater convenience, go to the **Special Police Unit for Tourism Support (DEAT) – Tel.: 2332-2924**;
- Civil Police, the Military Police and also the Municipal Guard have specialized services for tourist;
- Diplomatic and consular representations can also be a good option to inform you about the appropriate procedure. Contact: (*www.itamaraty.gov.br/temas/embaixadas-e-consulados*).

CONTRIBUTE TO SAFETY

- If you find abandoned packages or bags, do not stir, and immediately report to the nearest security officer;
- Look for a security officer if you see people wearing clothes at odds with the climate, and/or with suspicious attitudes.

SOME EXPRESSIONS THAT CAN HELP

I'm lost. Can you help me?
Eu estou perdido.
Você pode me ajudar?

I was robbed!
Eu fui roubado!

Where is the police station?
Onde fica a delegacia?

Where is the bus stop?
Onde fica o ponto de ônibus?

Is there any stand taxi here?
Há algum ponto de taxi por aqui?

PLAN YOUR TRIP

- Before leaving, search for the places you would like to know and observe the routes that can take you to your destination.
- Keep in hands a physical map;
- Under Brazilian law, it is illegal to drink any amount of alcohol and drive. **If driving, do not drink**;
- When renting a car, make sure that it can safely accommodate all passengers in your group, including children, who can only travel in appropriate car seats for each age;
- The use of seat belts is compulsory for all passengers, including in the back seat. Remember that luggage must be transported in the trunk and never cover the glazed area of the vehicle, or to be loose in the car, in order not to cause serious injuries in an accident;
- On long trips or with children, bring a small supply of water and snacks; avoid purchasing food products along the highway by unauthorized salesman.

GENERAL RECOMMENDATIONS

- Hydrate yourself;
- Use sunscreen when exposed to the sun;
- Use light clothing suitable for tropical countries;
- Know and respect the rules of the place where you are staying;
- Do not change the natural environment;
- Throw the produced trash on proper trash bins available through the city, or preserve it in plastic bags;
- Prefer do the itinerary by walking, biking or using public transportation;
- Share environmental care.

Every attitude of respect for the environment should be passed on to children and friends, thus increasing the network of responsible tourism.

USEFUL NUMBERS

City of Rio de Janeiro: **1746**

Barcas SA: **3559-5000**

Jacarepaguá Airport: **2432-7070**

International Airport:
3398-5050 | 3398-4526 | 3398-4527

Santos Dumont Airport: **3814-7070**

Crime Stoppers: **2253-1177**

BRAZIL – Code: 55

RIO DE JANEIRO – Code (Capital city): 21

REPORT SEX EXPLOITATION OF CHILDREN THROUGH THE 100 HOTLINE

EMERGENCY NUMBERS

Military Police of the State of Rio de Janeiro (PMERJ): **190**

Federal Highway Police (PRF): **191**

Ambulance (SAMU): **192**

Military Fire Brigade of the State of Rio de Janeiro (CBMERJ): **193**

DEAT (Special Police Unit for Tourism Support): **2332-2924**

BPTur (Touristic Areas Police Department)

BPTur Novo Rio Bus Station: **3213-1810**

BPTur International Airport: **3398-4150**

BPTur Santos Dumont Airport: **3814-7888**

BPTur Operations Room: **2332-7949**

Federal Police Department: **2203-4000**

USEFUL WEBLINKS

State Department of Tourism:
www.turisrio.rj.gov.br/default_institucional.asp

Search for registered hotels:
www.cadastur.turismo.gov.br

Embratur: *www.visitbrasil.com*

Ministry of Tourism:
www.turismo.gov.br/turismo

Subway – Rio de Janeiro:
www.metrorio.com.br

Superhighway – Commuter Rail:
www.supervia.com.br

BRS/BRT: *www.fetranspor.com.br*

Bus Lines: *www.vadeonibus.com.br/vdo/*

Ministry of Foreign Affairs – MRE:
www.itamaraty.gov.br/temas/embaixadas-e-consulados

RIOTUR – Tourism Company of the Rio de Janeiro Municipality:
www.rio.rj.gov.br/web/riotur

Police Ombudsman:
www.ouvidoriadapolicia.rj.gov.br

PROCON RJ: *www.procon.rj.gov.br*

RIO DE JANEIRO'S MAJOR POLICE PRECINCTS

DEAT – Leblon:	2332-2924
DAIRJ – Aeroporto:	2334-6319
1ª DP – Praça Mauá e	2332-5581
4ª DP – Praça da República:	2334-5148
5ª DP – Mem de Sá:	2332-8110
6ª DP – Cidade Nova:	2332-8176
7ª DP – Santa Teresa:	2332-8062
9ª DP – Catete:	2334-4126
10ª DP – Botafogo:	2334-8085
12ª DP – Copacabana:	2332-7914 2333-9262
13ª DP – Ipanema:	2332-2074
14ª DP – Leblon:	2332-2874 2332-2866
15ª DP – Gávea:	2332-2912
16ª DP – Barra da Tijuca:	2333-6364 2333-6306
17ª DP – São Cristóvão:	2334-8504
18ª DP – Praça da Bandeira:	2333-7504
19ª DP – Tijuca:	2332-1633
20ª DP – Vila Isabel:	2334-1828
21ª DP – Bonsucesso:	2334-7440
22ª DP – Penha:	2332-1946
23ª DP – Méier:	2334-8887
24ª DP – Piedade:	2332-4240
25ª DP – Engenho Novo:	2332-2300
26ª DP – Todos os Santos:	2332-4206
27ª DP – Vicente de Carvalho:	3352-1360
28ª DP – Campinho:	2332-1039
29ª DP – Madureira:	2333-5770
30ª DP – Marechal Hermes:	2332-1071
31ª DP – Ricardo de Albuquerque:	2333-6250
32ª DP – Taquara:	2333-6520
33ª DP – Realengo:	2333-4990
34ª DP – Bangu:	2333-4997
35ª DP – Campo Grande:	2332-7670
36ª DP – Santa Cruz:	2333-7246
37ª DP – Ilha do Governador:	2334-6308
38ª DP – Irajá:	2333-9805
39ª DP – Pavuna:	3852-4701
40ª DP – Honório Gurgel:	2333-5812 2333-8388
41ª DP – Tanque:	2332-2637
42ª DP – Recreio:	2332-8039
43ª DP – Guaratiba:	2333-7234
44ª DP – Inhaúma:	2332-4225

MAJOR PUBLIC HOSPITALS

Miguel Couto	Rua Mário Ribeiro, 117 – Leblon/RJ	Tel.: 3111-3746
Souza Aguiar	Praça da República, 111 – Centro/RJ	Tels.: 3111-2811 | 2635
Lourenço Jorge	Av. Ayrton Senna, 2.000 – Barra da Tijuca/RJ	Tel.: 3111-4652
Carlos Chagas	Av. Gen. Osvaldo Cordeiro de Farias, 466 – Mal. Hermes/RJ	Tels.: 2332-1127 | 1144 | 1136
Salgado Filho	Rua Arquias Cordeiro, 370 – Méier/RJ	Tel.: 3111-4100
Albert Schweitzer	Rua Nilópolis, 329 – Realengo/RJ	Tels.: 2333-4760 | 4781
Rocha Faria	Av. Cesário de Melo, 3.215 – Campo Grande/RJ	Tels.: 2333-6792 | 6794
Bonsucesso	Av. Londres, 616 – Bonsucesso/RJ	Tel.: 3977-9500
Getúlio Vargas	Av. Lobo Júnior, 2.293 – Penha/RJ	Tel.: 2334-7835
Hospital da Lagoa	Rua Jardim Botânico, 501 – Lagoa/RJ	Tel.: 3111-5259

PUBLIC SECURITY ORGANIZATIONS AND CIVIL DEFENSE

FEDERAL LEVEL

Federal Police
www.dpf.gov.br/institucional/pf-pelo-brasil/rio-de-janeiro



Federal Highway Police
www.dprf.gov.br





MUNICIPAL LEVEL

Municipal Guard
www.rio.rj.gov.br/web/gmrio/principal





STATE LEVEL

Civil Police of the State of Rio de Janeiro (PCERJ)
www.policiacivil.rj.gov.br



Military Police of the State of Rio de Janeiro (PMERJ)
www.policiamilitar.rj.gov.br







Military Fire Brigade of the State of Rio de Janeiro (CBMERJ)
www.defesacivil.rj.gov.br







CRITICISMS AND SUGGESTIONS FOR THE GUIDE:
ssegev@seguranca.rj.gov.br | www.rj.gov.br/web/seseg