

Welcome Guide for Immigrants



Ayuntamiento
de Salamanca

Familia e Igualdad de Oportunidades



Junta de
Castilla y León

Consejería de Interior y Justicia

Table of contents

Presentation	2
Residence Authorization	3
Census Certificate	4
Health Card	6
Health Care Centres	7
Health Care Centres Directory	8
Educational Institutions	9
Social Action Centres (CE.A.S.)	11
Women's Advice and Information Centre (C.I.A.M.)	12
Career and Job Counselling Centre (CE.F.O.L.)	13
Public Service of Employment of Castile and Leon (ECYL)	14
Entities dealing with immigrant population in Salamanca	15
Immigrant Associations in Salamanca	17
Unions providing services to immigrant people	19
Guides addressed to immigrant population	19



Presentation

During the last decades, the number of people from other countries living in our city has increased. The migratory phenomenon is an important element of economic development and cultural enrichment.

The foreigner population has problems to have access to the existing resources, since most of them do not know about the basic services that the society offers, how they work and where they are.

In order to give an answer to this problem, the Department of Family and Equal Opportunities of the Salamanca City Council publishes this guide with the purpose of integrating immigrant people into the society of Salamanca, on equal terms of rights, duties and opportunities.

This publication offers you, in the most representative languages (Spanish, English, French, Chinese and Arabic), information about the essential services which will make your integration possible.

It is addressed to the entities, volunteers and professionals involved in the field of immigration and to the foreigner people living in Salamanca.

I hope this publication is useful and contributes to create a more open, tolerant and warm city with all people who want to be part of it.

Salamanca City Council

2



Residence Authorization

What is the Residence Authorization?

It is an administrative authorization to live or reside in Spain.

In the Spanish immigration rules there are several sorts of residence authorizations. In order to have access to one of them, it is necessary to meet some requirements through the instruction of the relevant administrative procedure.

Situations in which an immigrant person can be in Spain

In Spain, the immigrant people can be in different kinds of situations: they can be in situation of stay and of temporary or long duration residence.

Situation of Stay: The foreigner who is not holder of an authorization of residence and is authorised to stay in Spain for a period of time is in situation of stay. This situation can be:

Short duration stay: It is the stay in Spanish territory for a period not longer than ninety days.

Stay because of studies, mobility of students, unremunerated training or volunteering services: The immigrant who comes to Spain with the purpose of furthering his/her studies, taking part of a students' mobility programme, doing researching works or unremunerated training works, or providing volunteering services.

Situation of residence: The residents are immigrant people who are in Spain and are holders of an authorization of residence. The residence can be:

Temporary: It is the situation that authorizes to stay in Spain for a period longer than ninety days and not longer than five years.

Long duration residence: It is the situation that authorizes to reside in Spain indefinitely and to work on equal terms than Spanish people. Those who had lived legally in Spain for a continued period of five years will have the right to long duration residence. It has to be renewed every five years.

Stateless people: The foreigner who states the lack of any citizenship and fulfils all the requirements in accordance with the Convention on the Statute of Stateless People will be acknowledged as a stateless person by the Home Office (Ministerio del Interior).

Refugees: The positive decision about the asylum petition in Spain will mean the recognition as refugee.



Requirements and documentation

It is not specified why immigrant people can be in several situations, and each one of them requires different documents.

Where to apply for it?

Provincial Government Office (Subdelegación del Gobierno)

C/ Gran Vía, 31 • 37001 Salamanca • Phone: 923 75 90 00

Web: www.extranjero.emtin.es

Entities helping with the procedures

Cruz Roja

C/ de la Cruz Roja, 1 • 37005 Salamanca • Phone: 923 22 10 32

Web: www.cruzroja.es

Cáritas

C/ Monroy, 2 • bajo • 37001 Salamanca • Phone: 923 26 97 85

Web: www.caritasalamanca.org

Opening hours

Provincial Government Office: Monday to Friday from 9.00 to 14.00

Cruz Roja: Monday to Friday from 9.00 to 14.00 and from 16.00 to 19.00, except Fridays

Cáritas: Monday to Friday from 9.00 to 14.00 and Monday, Tuesday, Wednesday and Thursday from 17.00 to 19.00

Census certificate

What is the census certificate?

It is the Document that demonstrates the residence in a Municipality.

How to ask for it?

It is necessary to fill in the registration form and the application form of Alta por Omisión if you are not registered in any municipal census in Spain previously.

4

Access Requirements

Any person who comes to reside in the city of Salamanca.

The foreigners who are non-EC citizens and without long duration residence authorization will have to renew the census certificate every two years (they will be notified of the expiration date the previous month).



Health Card

What is the Individual Health Card?

It is a document to have access to the health centres and services. It is individual.



Requirements

- To be registered in the municipality of Salamanca.
- If you are not registered in the municipality, you only have right to Medical Care in the following cases:
 - People younger than 18 years old.
 - Pregnant women.
 - Emergency Room until the discharge of the patient.

How to ask for the Health Card?

At the Health Care Centre:

- 1st You must find out to which Health Care Centre you belong (you can ask it at any of them). **Page 8.**
- 2nd You have to make an appointment with the social worker in your Health Care Centre.
- 3rd Go to the appointment at the arranged day.

Documents to obtain the Health Card

For foreigners with legal residence:

- **Census certificate:** You must ask for it at the Citizen Attention Service, Salamanca City Council.
 - Citizen Attention Service (Servicio de Atención al Ciudadano): C/ Iscar Peyra, 24-26 bajo.
 - Centro Integrado Julián Sánchez "El Charro": Plaza de la Concordia, s/n.
- **Photocopy of the authorization of residence:** (for foreigners who are non-EC citizens).



- **ID card** (for foreigners who are EC citizens).
- **Individual Income Tax** (Impuesto del Rendimiento de las Personas Físicas) (If you have not done it, request a document certifying it at the Tax Office (Agencia Tributaria).
 - C/ Rector Lucena, 12-18.
- **Photocopy of the Social Security Number.**
 - Paseo de Canalejas, 119, planta baja.
- **Economic proof or salary statement.**
- **F1 and F6 forms:** (The Social Worker from the Health Care Centre will provide you with these forms).

For foreigners whose regularization has to be resolved:

- **Census certificate:** You must ask for it at the Citizen Attention Service, Salamanca City Council.
 - Citizen Attention Service: C/ Iscar Peyra, 24-26 bajo.
 - Centro Integrado Julián Sánchez “El Charro”: Plaza de la Concordia, s/n.
- **Photocopy of the passport.**
- **Salary statement** (Declaración responsable de ingresos).
- **Photocopy of the Social Security Number.**
 - Paseo de Canalejas, 119 planta baja.
- **F1 and F6 forms:** (The Social Worker from the Health Care Centre will provide you with these forms).

People younger than 18 years old:

- **Photocopy of any supporting document of the minor:** (Passport, Family Record...).
- **Photocopy of the Social Security Number.**
 - Paseo de Canalejas, 119 planta baja.

Health Care Centres

What is a Health Care Centre?

It is the place where you should go when having any problem or doubt related to health.

Services of your Health Care Centre

- Consultation service with your family doctor at the centre, or at your house if your illness does not allow you to go to the centre.



- Paediatrics consultation to see your children until 14 years old (vaccinations, control and monitoring...).
- Consultation and nursing care.
- Social worker.
- Midwife, gynaecology, family planning, oral health, mental health...

When to go to the health care centre?

When you apply for your card, you are assigned a family doctor and from that moment you can go to consultation (by making an appointment). It is not necessary that you wait until having your card; it is enough with the receipt.

If you need medical attention, you have to previously ask for an appointment by calling to the number that appears on the back of your card as Teléfono de Citas or at the Information Windows of your Health Care Centre. When calling you have to say your name and your doctor's name. Try to arrange the appointment according to your possibilities and/or needs.

Opening hours

It is usually open from 8.00 to 21.00 from Monday to Friday.

Health Care Centres in Salamanca

San Bernardo

C/ Arapiles, 25-33 • 37007 Salamanca • Phone: 923 29 09 70

Garrido Norte

Paseo del Romero, s/n • 37005 Salamanca • Phone: 923 24 00 51

Garrido Sur

Avda. Comuneros, 27-31 (1ª planta) • 37003 Salamanca • Phone: 923 24 84 22

La Alamedilla

Avda. Comuneros, 27-31 (planta baja) • 37003 Salamanca • Phone: 923 12 65 91

Pizarrales - Vidal

C/ Alfareros, 2 • 37006 Salamanca • Phone: 923 23 26 30

Castro Prieto

C/ Maestro Tárrega, 2-4 • 37008 Salamanca • Phone: 923 26 03 30

8



Sancti-Spiritus

Ronda Sancti-Spiritus, 47 • 37001 Salamanca • Phone: 923 21 12 46

Tejares

C/ Tomás Rodríguez Pinilla, s/n • 37008 Salamanca • Phone: 923 19 24 17

Capuchinos

C/ Valles Mineros, 36-44 • 37006 Salamanca • Phone: 923 20 51 00

Universidad Centro

Ronda de Sancti-Spiritus, 47 • 37001 Salamanca • Phone: 923 21 99 11

San Juan

C/ Valencia, 32 • 37005 Salamanca • Phone: 923 23 27 78

Educational Institutions

What are the Educational Institutions?

They are Educational Centres where the students are given **Primary Education** (also known as **Basic Education**) and **Compulsory Secondary Education**.

- **The Primary Education** (from 6 to 12) ensures the correct teaching of basic literacy, that is, they learn to read, write, basic arithmetic and essential cultural concepts. It provides the students with a common training that makes possible the development of individual skills.
- **The Compulsory Secondary Education** (from 12 to 16). It follows the Primary Education. This stage has the aim to achieve that students learn about cultures, especially in the humanistic, artistic, scientific and technologic aspects, as well as to prepare them for their following studies and for their integration into labour market.

The education in Spain is compulsory from six to sixteen years old.

How to ask for it?

By filling in an official application form. There are two different kinds:

The first one of them is used within the **registration period specified** by the Department of Education of Castile and Leon (Consejería de Educación de Castilla y León) yearly. These forms are given and handed in at the different Schools and High schools.

The second one is to be used **out of the registration period**. This process is done at the Provincial Bureau of Education.



Access Requirements

Filling in the application form according to the age.

Documentation

- None for younger than 16 years old.
- For people older than 16 years old, certificate of Compulsory Secondary Education.
- And when it is necessary a standardization of the Title, ask for it at the Provincial Government Office (Subdelegación del Gobierno).

Where to ask for it?

- If it is within the registration period, at the different centres, by choosing in order of preference the nearest to home.
- If it is out of the registration period, you have to ask at the Provincial Bureau of Education for the free places.

Name of the Entity

Provincial Bureau of Education (Dirección Provincial de Educación)

C/ Gran Vía, 53-55 • 37002 Salamanca

Phone: 923 26 19 19 • Fax: 923 21 30 08

10

Opening hours

Monday to Friday from 9.00 to 14.00

Web

www.educajcy.es



Social Action Centres (CE.A.S.)

They are public and free Centres that the Salamanca City Council puts at our disposal with the aim of guaranteeing us the right to receive a personal and social quality care.

Everybody can go to the Social Action Centre where he/she belongs to, either individually or in group. We will receive advice about the most adequate way to solve our problems and to direct our expectations.

Services and programs

Information: We are provided with information and advice in a technique and confidential way about: *Our social rights, existing resources and social assistance.*

Support to the family and life together: The objective of this service is to make possible that people stay as long as possible in their usual environment: *Home care, telehomecare, home food service, economic helps, support to families, Learning in Family (Educar en Familia).*

Activity and community development. Preventive Programs that encourage our participation to have a better and more habitable neighbourhood, where all people feel more integrated: *Toy libraries, Summer Campaigns, children's activities, Building My Future (Construyendo Mi Futuro), Professional training for women, Integration of Young Disabled People, Occupational Workshops...*

How to ask for it?

Ask for it by making an appointment first.

Requirements

Living in the city of Salamanca.

Documentation

None.

Web

www.aytosalamanca.es

Social Action Centres (CE.A.S.) in Salamanca

CEAS CENTRO: C/ Juan de la Fuente, s/n

Phones: 923 21 40 12 - 923 21 39 99 • ceascentro@aytosalamanca.es

CEAS BUENOS AIRES: Pza. Extremadura, s/n

Phones: 923 19 24 88 - 923 19 09 62 • ceasbuenosaires@aytosalamanca.es



CEAS GARRIDO NORTE Y SUR: C/ Alfonso de Castro, 32

Phones: 923 23 20 46 - 923 12 56 95 • ceasgarridonorte@aytosalamanca.es • ceasgarridosur@aytosalamanca.es

CEAS SAN BERNARDO: Avda. Villamayor, 55-67

Phones: 923 22 41 72 - 923 12 02 10 • ceassanbernardo@aytosalamanca.es

CEAS SAN JOSÉ: Pza. de Santa Cecilia, s/n

Phones: 923 21 29 17 - 923 27 02 93 • ceassanjose@aytosalamanca.es

CEAS ROLLO: C/ Lugo, 9 • Phone: 923 18 25 13

Zona Puente Ladrillo: C/ Java, s/n • Phone: 923 18 54 71
ceasrollo@aytosalamanca.es

CEAS PIZARRALES: C/ Ruiz Zorrilla, 30

Phones: 923 12 04 26 - 923 12 09 00 • ceaspizarrales@aytosalamanca.es

Department of Social Services: C/ Peña Primera, 19 1ª planta

Phone: 923 27 91 63 • ssociales@aytosalamanca.es

Women's Advice and Information Centre (C.I.A.M.)

What is the C.I.A.M.?

The Women's Advice and Information Centre (C.I.A.M.) is a municipal service whose aim is to promote and develop actions designed to improve the women's situation in the society, guarantying a special attention to those women whose rights are violated (women victims of gender violence, women in situation of social disadvantage), by promoting interventions that help to achieve the principle of equal opportunities in all fields.

How to ask for it?

- By making an appointment, either in person or by telephone.
- Direct entry during opening hours.
- Referral of other resources.

Access Requirements

Living in the municipality of Salamanca.

Documentation

Specific documentation is not required.

12



Where to ask for it?

C/ Peña Primera 19, 2º

Name of the Entity

Women's Advice and Information Centre. Salamanca City Council

C/ Peña Primera 19, 2º • 37002 Salamanca

Phone: 923 27 91 63 • Fax: 923 27 91 65

Opening hours

Monday to Friday from 9.00 to 14.00.

Web

www.aytosalamanca.es

Career and Job Counselling Centre (CE.F.O.L.)

What is the CE.F.O.L.?

The Career and Job Counselling Centre (CE.F.O.L.) is a municipal centre. Its aim is to improve the professional integration of job seekers through the development of different programs of professional training. The CE.F.O.L. pays individual and personal attention to them, especially to those with more problems to access to the labour market. The activities carried out there are: **professional training, Occupational Training Courses, information about job offers, connection between job seekers and enterprises.**

How to ask for it?

Arranging an appointment, either by telephone or in person.

Access Requirements

- Be unemployed.
- Be registered in the municipality of Salamanca.
- Register as job seeker at the Public Service of Employment Castile and Leon (ECYL).

Documentation

- Certificate of working life.
- Job application card.



- ID card or Foreigner's Identification Number (N.I.E.)

Where to ask for it?

Career and Job Counselling Centre.

Name of the Entity

Salamanca City Council

C/ Profesor Lucas, 5-7 • 37006 Salamanca

Phone: 923 25 20 01 • Fax: 923 28 25 24

Opening hours

Monday to Friday from 9.00 to 14.00

Web

www.aytosalamanca.es



Employment of Castile and Leon (ECYL)

What is the ECYL?

It is the Public Service of Employment of Castile and Leon (ECYL). This organization is the place where you could go when you are unemployed to ask about matters related to employment search and demand. It offers the following services: professional training, information about job offers, connection between job seekers and enterprises, formative courses, etc.

How to ask for the employment application?

It is necessary to take with you your N.I.E. (Foreigner's Identification Number) to ask for the employment application (demanda de empleo).

			
DEMANDA DE EMPLEO - JUSTIFICANTE			
D-14714714G		F.Nacimiento: 13-05-1970	
PEDRO PRUEBA PRUEBA AVENIDA PRUEBA 5, Esc. 00- 00 000			
47001 VALLADOLID (VALLADOLID) ESPAÑA			
SU DEMANDA ESTÁ DE ALTA			
FECHAS PRÓXIMAS RENOVACIONES			
05-11-2009	04-02-2010	06-05-2010	
05-08-2010	04-11-2010	03-02-2011	
Su demanda tiene una validez temporal hasta la primera fecha arriba indicada.			
Operación realizada en: OMA7196320			
Fecha de inscripción: 05-08-2009			
700 - 10 52			
Oficina de Inspección en el Servicio Público de Empleo: O.E. VALLADOLID-PONIENTE PLAZA DE PONIENTE 1 47003 - VALLADOLID			
Teléfono: 983341 213, 983355433		Informacioncas@ecyl.es	
PIN - AGORFAS92 para renovación telemática a través de: EC: www.empleocastillaleon.com/OficioVirtual/			
A00E402C7F1A2471E120D270F A54F89A11CC			



Access Requirements

N.I.E. (Foreigner's Identification Number).

Documentation

N.I.E. (Foreigner's Identification Number).

Where to ask for it?

Depending on the area of the city where you live you will have to go to San Quintín Office (C/ Calatañazor) or to San José Office (C/ Hilario Goyenechea).

Name of the Entity

Public Service of Employment Castile and Leon

C/ Calatañazor, 5-11 • 37001 Salamanca

Phone: 923 26 70 61 • Fax: 923 26 74 48

C/ Hilario Goyenechea, 2-40 • 37008 Salamanca

Phone: 923 21 67 09 • Fax: 923 26 23 60

Opening hours

Monday to Friday from 9.00 to 14.00

Web

www.empleocastillayleon.com

Entities dealing with immigrant population in Salamanca

Salamanca City Council

C/ Profesor Lucas, 5-7 • 37006 Salamanca

Phone: 923 25 20 01

Email: cefol@aytosalamanca.es

Iberoamerican Institute of the University of Salamanca

C/ Fonseca, 2 • 37002 Salamanca

Phone: 923 29 46 36

Email: mcarrera@usal.es



ACCEM

C/ La Fresa, 6 • 37004 Salamanca

Phone: 923 12 45 67

Email: salamanca@accem.es

ADSIS Foundation

C/ Maestro Soler, 17-21 • 37008 Salamanca

Phone: 923 21 96 02

Email: gssalamanca@fundacionadsis.org

ASECAL

C/ Plateros, 19 bajo • 37006 Salamanca

Phone: 923 22 93 21

Email: calleinmigrantes@asecal.org

Cáritas

C/ Monroy, 2 • 37001 Salamanca

Phone: 923 26 96 98

Email: inmigrantes@caritasalamanca.org

Cruz Roja. Salamanca Provincial Committee

C/ Cruz Roja, 1 • 37005 Salamanca

Phone: 923 22 10 32

Email: salamanca@cruzroja.es

Salamanca Acoge

C/ Ávila, 38 bajo • 37004 Salamanca

Phones: 923 01 90 31 - 923 01 90 30

Email: salamancaacoge@yahoo.es.

ASDECOBA (Association of Community Development Buenos Aires)

C/ Almendralejo, 1 • 37008 Salamanca

Phone: 923 19 24 28

Email: asdecoba@terra.es



Immigrant Associations in Salamanca

MAX UND MORITZ German Association

C/ Valle Inclán, 8 • 37007 Salamanca

Phone: 923 23 09 58

Email: susanneschmidt@live.com

Association of Friends of Japan in Salamanca

Plaza San Boal, 11-13 • 37002 Salamanca

Phones: 609 27 82 99 • 676 74 36 32 • 609 56 11 72

Email: asociaciondeamigosdejapon@gmail.com

House of Argentineans Association in Salamanca

Paseo Cuatro Calzadas, 70 • 4º A • 37008 Salamanca

Phones: 923 19 34 45 • 923 31 02 07 • 635 45 58 98

Email: argentinos@argentinosensalamanca.org

House of Peru Association

C/ Conde de Cabarrús, 6 • 4º B • 37005 Salamanca

Phone: 649 99 34 93

Email: apcasaperu@yahoo.es

Association of Bolivian Residents in Salamanca

C/ Miguel de Unamuno, 12 • Esc. Izda • 1º B • 37006 Salamanca

Phone: 646 23 89 66

Email: arbol_sa@hotmail.com

Association of Chileans

C/ Rúa Mayor, 31 • 3ªA • 37002 Salamanca

Phone: 626 80 83 09

Email: chilenosensalamanca@gmail.com

Association of Dominicans in Salamanca

C/ Nicaragua, 39 • 37003 Salamanca

Phones: 923 13 46 54 • 689 91 25 92

Email: nanomilian@hotmail.com



Association of Egyptian Immigrants

C/ Cataluña, 9 • 1º B • 37006 Salamanca

Phone: 671 52 29 18

Email: abdallagandi@yahoo.es

Association of Hispano-American Residents in Salamanca

Patio Chico, 2-12 • 37008 Salamanca

Phones: 923 61 71 82 • 680 30 37 10

Email: slosada@ryrsalud.es • soraya.losada@yahoo.es

Castilian Hispano-Chinese Association

Avda. Portugal, 108 • 37004 Salamanca

Phones: 605 65 59 44 • 600 01 19 33

Email: tingqiaoguo@ahc.com.es • duero30@gmail.com

Association of Hondurans in Salamanca

C/ San Marcos, 5 • 37002 Salamanca

Phones: 659 51 30 34 • 680 80 87 50

Email: hondurenosensalamanca@hotmail.com

Association of Moroccan Immigrants in Salamanca

C/ Colombia, 5 • escalera 7 • 4º D • 37003 Salamanca

Phones: 923 19 02 00 • 627 27 16 25

Email: aim-s@hotmail.com

Rosa Búlgara. Cultural Association of Bulgarian Immigrants

C/ Arapiles, 51 • 3º B • 37007 Salamanca

Phone: 669 38 48 17

Email: asociacion_zosab@yahoo.es • asociacion_rosabg@yahoo.es

Senegalese Association in El Encinar

Urb. Encinar, C/ Tormes, 20 • bajo D • 37190 Terradillos

Phone: 659 39 13 19

Email: asspcyl@hotmail.com

Association of Munas Women

C/ Cordel de Merinas, 205 • 3º D • 37008 Salamanca

Phones: 699 66 84 45 • 645 35 51 77

Email: munas_Salamanca@hotmail.com



Venezuela Association

C/ Corvasera, 21 • portal, 1 • 3º A • 37008 Salamanca

Phone: 699 02 15 66

Email: yameliavargas@hotmail.com

Dominican-Latin Association

C/ Castroverde, 22-26 • 37008 Salamanca

Phone: 617 94 37 78

Email: asociaciondominico-latina@hotmail.com

Unions providing services to immigrant people

C.C.O.O.

C.I.T.E. (Information Centre for Foreign Workers)

C/ Arcos de la Lapa, 2 • 3ª Planta • 37001 Salamanca

Phone: 923 21 96 33

U.G.T.

C.A.S.L.I. (Social and Work Advice Centre for Immigrants)

C/ Gran Vía, 79-81 • 37001 Salamanca

Phone: 923 27 19 47

Guides addressed to immigrant population

Resources Guide for Health Promotion in the Immigrant Population of Castilla and Leon

Edited by: Dirección General de Salud y Consumo. Consejería de Salud.

Junta de Castilla y León.

Web: www.jcyl.es



Guide for Immigrants

Registration and Housing • Employment • Family and Social Services • Health • Education.

Edited by: Consejería de Administración Pública de la Junta de Castilla y León.

Web: www.jcyl.es

Guide of Entities and Associations for Immigrants

Edited by: Concejalía de Familia e Igualdad de Oportunidades del Ayuntamiento de Salamanca and Consejería de Interior y Justicia. Junta de Castilla y León.

Web: www.aytosalamanca.es

Catalogue of Services

Entities working with immigrant people and new residents.

Edited by: Ayuntamiento de Salamanca. Concejalía de Salud Pública.

Web: www.aytosalamanca.es

Guide of Health Services in Salamanca

Edited by: Ayuntamiento de Salamanca. Concejalía de Salud Pública y Consumo.

Web: www.aytosalamanca.es

Guide of Good Practices and Resources with regard to Equality and Immigration in Castile and Leon

Edited by: Federación de Mujeres Progresistas.

Web: www.fmujeresprogresistas.org





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