

Specific Resources Guide for Migrants

**ALICANTE,
AT HAND**



DIPUTACIÓN
DE ALICANTE



AYUNTAMIENTO DE ALICANTE



Concejalía de
Derechos Públicos
Ayuntamiento de Alicante



MUNICIPAL RESOURCES

1. City Council Department of Public rights: Immigration Unit

A) PANGEA, MIGRANT'S ASSISTANCE OFFICE

It provides the services of reception, information, guidance, intercultural mediation and legal advice for foreigners living in the city of Alicante.

It is made up of **three services**:

1. Service of Assessment and Issuance of reports on social integration and habitability of housing:

- **Social Integration Report:** this is a document to accredit social integration in the city in the process of obtaining a temporary residence permit for exceptional circumstances due to social integration. A personal interview will take place and the corresponding report will be drawn up.

- **Housing Habitability Report:** they accredit the suitability of the house in the process of obtaining a residence permit for family reunification or of renewing it if the home address has changed. The documentation and the application must be submitted at the General Registry by appointment at the SAIC.

2. Assistance, Information and Mediation Service:

This involves personalised first reception, information and guidance, as well as cultural and linguistic mediation actions to promote social integration.

3. Legal Advice Service:

It provides legal guidance and advice to migrants on legal rights issues.

To receive assistance in person at the different services, it is necessary to phone the corresponding office and make an appointment.

B) TRAINING FOR MIGRANTS

Classroom-based and/or online Spanish courses for foreigners, who live in the municipality of Alicante and who are 18 or older.

For more information:

www.alicante.es/es/contenidos/programa-formacion-permanente-personas-migradas

Information on enrolment in the new courses is updated every three months on the Council's website.

C) EQUAL TREATMENT AND NON-DISCRIMINATION PROGRAMME

This programme provides a counselling and accompanying service for migrants who have suffered discrimination.

Citizen service by requesting an appointment by **telephone**.

Department of Public Rights

C/ Cándida Jimeno Gargallo, 1, 3rd floor. 03001 Alicante

E-mail: igualdaddetratoynodiscriminacion@alicante.es

648 256 327



Contact details of the Pangea Offices in Alicante:

Pangea North Office

Plaza de Argel, 5, 2nd floor. 03011 Alicante

965 127 347

Pangea Centre Office

"Plaza del Carmen" Community Centre
Plaza del Carmen, 9, 1st floor. 03002 Alicante

965 203 264

More information in:

oficinapangea.alicante@alicante.es



2. Citizens' Assistance Offices (OAC)



They offer **in-person assistance by appointment** regarding the operation of municipal services.

Telephone: 010 or 900 153 862

Office hours: Monday to Friday from 9:00 to 18:00h.

OAC 'Cervantes'

C/ Cervantes, 3.
03002 Alicante

Exclusive procedure in this office: Registration in the Municipal Census.

OAC 'Séneca'

C/ Portugal, 17.
03003 Alicante

OAC 'Gastón Castelló'

C/ Pino Santo, 1.
03011 Alicante

In all the offices: Issuing of individual, historical and collective registration certificates.

OTHER SERVICES

- Information about the municipality and its Town Council.
- Collection of incident reports.
- Collection of suggestions and complaints.
- Registration of documents.
- Municipal Census Records of inhabitants.
- Taxes.
- Digital certificate.
- Alicante Citizen Card (TCA).

Online appointment: www.citaprevia.alicante.es

3. Social Services

Social services can be accessed by going to the Community Social Centres of the city of Alicante closest to your place of residence.

To make an **appointment** you have to phone or go in person to the corresponding centre, from 9:00 to 14:00h.

To find out where your nearest centre is, call **965 149 417**.

For more information:

www.alicante.es/es/documentos/consulte-callejero-servicios-sociales-saber-que-centro-debe-dirigirse

MUNICIPAL SOCIAL CENTRES

Social Centre Zone 1

C/ Santos Médicos, 8.
03002 Alicante

965 209 499 - 965 209 578

Social Centre Zone

C/ Isla de Cuba, 40.
03009 Alicante

965 930 039

Social Centre Zone 3 Felicidad Sánchez

Av. Alcalde Lorenzo Carbonell, 58.
03007 Alicante

965 107 094 - 965 107 254

Social Centre Zone 4 Gastón Castelló

C/ Pino Santo, 1 – A
03011 Alicante

965 175 712 - 965 182 775

Social Centre Zone 7 Garbinet

C/ Médico Vicente Reyes, 16.
03015 Alicante

965 253 795



FOREIGN AFFAIRS

IMMIGRATION PROCEDURES

AGENCIES / ADDRESS

Application for asylum and refuge in Spain

By appointment through the website: <https://sede.administracionespublicas.gob.es/pagina/index/directorio/icplusplus>
E-mail: alicante.citasasilo@policia.es

Ministry of the Interior (Asylum and Refugee Office)
Alicante Head Immigration Office
C/ de la Ebanistería, 4. 03008 Alicante
965 019 300

TIE application (Foreigners' Identification Card)

By appointment through the website: <https://sede.administracionespublicas.gob.es/pagina/index/directorio/icplusplus>

Ministry of the Interior
Immigration Office Campo de Mirra Alicante
C/ Campo de Mirra, 6. 03005 Alicante
965 019 393. Office hours: 9:00 to 14:00h.

IMMIGRATION PROCEDURES	AGENCIES / ADDRESS
<p>Birth, marriage and death registration</p> <p>Application for Spanish Nationality by Option</p>	<p>Ministry of Justice Alicante Civil Registry Office C/ Los doscientos, 3. 03007 Alicante 966 907 652 E-mail: alrc00_ali@gva.es Office hours: 9:00 to 14:00h.</p>
<p>Consulates/Embassies</p>	<p>Morocco: C/ Jorge Comín Metge Pediatre, 38. 46015 Valencia. 963 523 443 Algeria: C/ Pintor Velázquez, 32. 03004 Alicante. 966 591 540 China: C/ Josefa Valcárcel, 40. 28027 Madrid. 917 414 728 Argentina: C/ Fernando el Santo, 15. 28010 Madrid. 914 025 115 Colombia: Plza. Tetuán, 8, planta 2-3. 46003 Valencia. 963 509 442 Ukraine: C/ Numancia, 185 bajos 2. 08034 Barcelona. 934 028 956</p>



The National Health System in Spain is universal and free of charge in primary care (Health Centres) and Hospital Emergency Care. In the Valencian Community there is a document that allows access to the health system and certifies the right to public health care, called the **SIP card**.

Situations to be taken into account:

1. EU foreigners

In order to access to healthcare in Spain, you must have applied for a European healthcare card in your country of origin. Once in Spain, you can go to the health centre closest to your place of residence and present this card together with the census registration certificate and obtain the healthcare card. It is important to make an appointment for any information with the Social Work Unit of the Health Centre in your area.

2. People from Chile, Andorra, Morocco, Tunisia and Peru (the 5 countries with social security agreements with Spain)

o be entitled to healthcare in Spain, you must go to the health centre closest to your place of residence and submit the identification documentation and the

health accreditation that justifies your origin. This way, the Temporary Inclusion Document will be obtained.

3. Undocumented foreigners

They should go to the **health centre** closest to their place of residence and request an appointment at the Social Work Unit of the local Health Centre, which will assess whether to the person's inclusion in the Valencian Health System, as long as they have been in the Valencian Community for 3 months and have a certificate of census registration.

As for a **hospital emergency**, everyone is entitled to get medical assistance for a serious disease or accident, until they are discharged from hospital.

WHO CAN APPLY FOR THE SIP CARD?

Foreigners without a residence permit in the following cases:

- Women who need assistance during pregnancy, childbirth and postpartum.
- Minors under the same conditions as Spanish minors.
- AAsylum seekers or victims of trafficking (this will be processed through the Social Work Unit of the local Health Centre).
- Individuals who do not have a valid visa or residence permit and are not registered in the EU Citizens Register, who have been living in Spain for more than 90 days, who are not entitled to cross- border healthcare assistance or by any other means.

WHERE CAN YOU APPLY FOR THE SIP CARD?

The SIP card is processed in each of the Health Centres, so go to the one closest to your place of residence.

There are 13 Health Centres (CS) and 2 General Hospitals in Alicante.

CS Campoamor	Plaza América, 4. 03010 Alicante 965 936 400
CS Parque Lo Morant	C/ Maestro Alonso, 109. 03010 Alicante 965 627 870 - 966 907 830
CS Ciudad Jardín	C/ Clot, 2. 03011 Alicante 965 918 105
CS Florida	C/ Vicente Chávarri, s/n. 03007 Alicante 965 918 520
CS Babel	C/ Vicente Chávarri, s/n. 03007 Alicante 965 918 550
CS San Blas	C/ Maestro Latorre, 9. 03005 Alicante 965 918 215
CS Los Ángeles	C/ Linares, 9. 03009 Alicante 965 937 270

CS Benalúa	C/ San Agatángelo, 40. 03007 Alicante 966 478 685
CSI Calle Gerona	C/ Gerona, 22 - C/ Jerusalén, 6 - C/ Navas, 7. 03001 Alicante. 966 478 900
CS Santa Faz-Ayuntamiento	Plaza Santísima Faz, 7. 03002 Alicante 965 918 130
CS Hospital Provincial-Pla	C/ Doctor Sapena, s/n. 03013 Alicante 965 918 370
CS Juan XXIII	C/ Cronista Vicente Martínez Morellá, 12. 03015 Alicante. 965 918 355
CS Cabo Huertas	C/ Arpón, 11. 03540 Alicante 965 918 310
Hospital General Universitario Dr. Balmis de Alicante	C/ Pintor Baeza, 11. 03010 Alicante 965 933 000
Hospital Universitari de Sant Joan d'Alacant	N-332, s/n 03550. Sant Joan d'Alacant 965 169 400



ALTERNATIVE HOUSING AND ACCOMMODATION

Foreigners with a residence permit in Spain are entitled to access the public housing aid system under the same conditions as Spanish citizens, as long as they meet the requirements for access to the different housing programmes.

ADDRESSES OF INTEREST	
Municipal Housing Board It is an autonomous body of Alicante City Council. It currently has social housing for rent and numerous housing projects.	Plza. Santa Faz, 5. 03002 Alicante 965 206 329 - 965 206 364 Office hours: 9:00 to 14:00h. E-mail: patronato.vivienda@alicante.es
"El Claustro" Municipal Housing Rental Programme Free service to help in the search for private housing for those looking to rent.	C/ Labradores, 6. 03002 Alicante 965 143 464 - 628 636 462 Office hours: Monday, Wednesday and Friday: From 9:00 to 14:00h. Tuesday and Thursday: 9:00 to 18:30h. E-mail: bolsalicante@lafactoriagc.com Appointment: www.elclauastro-alicante.es

DIRECCIONES DE INTERÉS

CAI-Reception and Integration Centre for Homeless People
It is a municipal housing resource for homeless people, available for a fixed period of time and aimed at people over 18 years.

Av. Doctor Jiménez Díaz, 27.
03005 Alicante
965 127 269

EVha - Valencian Housing and Land Agency
Public entity that provides access to subsidised housing or public property of the Generalitat Valenciana (Regional Government of the Valencian Community), in any form, use or access. It is required to be registered as a housing applicant in the Housing Application Register of the Valencian Community.

C/ Gerona, 4. 03001 Alicante
965 938 255

Office hours: 9:00 to 14:00h.



EMPLOYMENT AND TRAINING

Any work activity that a foreigner wishes to carry out in Spain is subject to a system of an administrative authorisation. In order to be able to work in Spain, it is essential to have all your papers in order with the authorities.

USEFUL ADDRESSES

LABORA
Public Service of Employment and Training Service of the Valencian Community, for registration as a job seeker (DARDE), to get training and employment guidance, job offers, grants and subsidies.

Espai LABORA Alicante San Juan Bosco
C/ San Juan Bosco, 15. 03005 Alicante
966 902 400
Office hours: 9:00 to 14:00h.

Espai LABORA Alicante - Isabel La Católica
C/ Isabel La Católica, 1. 03007 Alicante
965 918 800
Office hours: 9:00 to 14:00h.

PUNT LABORA: visit the website to apply for:
• Initial registration (DARDE)
• Appointment with ESPAI LABORA

Espai LABORA Alicante Los Ángeles - Jávea
C/ Jávea, 2. 03009 Alicante
965 693 755
Office hours: 9:00 to 14:00h.

More information:
<https://puntlabora.gva.es/puntlabora/?lang=es>

<p>SEPE Public State Employment Service aimed at individuals, companies, and entrepreneurs and self-employed people to provide information on unemployment benefits, employment programmes and job training.</p> <p>Appointment: https://sede.sepe.gob.es/portalSede/procedimientos-y-servicios/personas/proteccion-por-desempleo/cita-previa</p>	<p>Public State Employment Service. Alicante Provincial Office C/ San Juan Bosco, 15. 03005 Alicante 965 985 002 - Office hours: 9:00 to 14:00h.</p> <p>SEPE Alicante Los Ángeles C/ Jávea, 2. 03009 Alicante 965 363 084 - Office hours: 9:00 to 14:00h.</p> <p>SEPE Alicante Isabel La Católica C/ Isabel La Católica, 1, 3. 03007 Alicante 965 000 498 - Office hours: 9:00 to 14:00h.</p>
<p>Local Development Agency (ADL) IMPULSALICANTE Organization of Alicante City Council, to provide career guidance and advice on job search, training programmes and setting up companies.</p>	<p>Alicante Local Development Agency C/ Jorge Juan, 21. 03002 Alicante 965 145 700 - Office hours: 9:00 to 14:00h.</p> <p>Training Centre Av. Doctor Jiménez Díaz, 27. 03005 Alicante 965 186 501 - Office hours: 9:00 to 14:00h.</p> <p>Entrepreneurs Centre C/ del Cid, 13. 03001 Alicante 965 146 158 - Office hours: 9:00 to 14:00h.</p>
<p>Social Security General Treasury Social Security affiliation.</p>	<p>Alicante Provincial Office of the Social Security General Treasury C/ Enriqueta Ortega, 2. 03005 Alicante 965 987 500 - Office hours: 9:00 to 14:00h.</p>
<p>National Institute of Social Security (INSS) Social benefits and pensions.</p>	<p>C/ Mayor, 3. 03002 Alicante 965 233 300</p> <p>C/ Churruca, 26. 03003 Alicante 965 903 091</p> <p>C/ Doctor Ayala, 28. 03013 Alicante 965 205 909</p>



EDUCATION AND SCHOOLING

Schooling in Spain is compulsory and free for children between the ages of 6 and 16, although children can start school when they are 3 and, in some schools, when they are 2.

Schools are for students from 2-3 to 12 years of age and Secondary Schools (IES) for students from 12 to 16 years old.

In the city of Alicante there are two Municipal Nursery Schools where children from 4 months to 2 years of age attend free of charge.

WHO CAN APPLY FOR A PLACE?

The father, the mother or the legal guardians **must enrol** their children in school. The application must be submitted online at the following link: <http://www.telematricula.es/>, and it must be signed by both parents or the legal representative of the student, unless it can be proved that it is impossible to do so, or if any of them does not have parental authority.

HOW TO APPLY?

They will have to go to the school or the nursery school closest to the child's home address where the enrolment is to take place, during the deadlines and periods established for each educational stage, and follow the instructions.

If the enrolment **takes place after the established deadline**, the Education Service of Alicante City Council will inform you the publicly funded schools that have places available in Pre-school Education, Primary Education and Compulsory Secondary Education. about the places available. For vacancies in Bachillerato (Higher Secondary Education), Basic, Intermediate and Advanced Vocational Training (Formación Profesional or FP), you should consult the Department of Education or the schools themselves.

To go to the Education Service you will have to make an **appointment and submit the required documentation** to apply for a school place. Further details can be found in the following link: <https://citaprevia.alicante.es/CitaPrevia/#/inicio?2>.

WHERE TO FIND MORE INFORMATION?

At the Alicante Department of Education. C/ Maldonado, 9. 03002 Alicante
965 233 948 /49/50



SERVICES OF INTEREST

Free Legal Assistance (ICALI)

Free justice assistance is a constitutional right, recognised for every person, whether they are Spanish nationals or citizens from any other country (no matter their administrative and legal situation), as long as they can prove that they lack sufficient economic resources.

C/ Gravina, 4.
03002 Alicante
965 102 904

More information: <https://www.icali.es/solicitud-de-justicia-gratuita/>

<p>ATLAS Public service providing basic information and specialised assistance on migration and refugee issues. It is accessed directly by telephone and telematic means, or by referral from public services or specialised entities.</p>	<p>Free. 900 404 403 E-mail: atlas.alc@gva.es Telephone and online assistance.</p>
<p>Women's Centre 24h Alicante Centres that provide social, psychological and legal assistance, both in crisis situations and as counselling or follow-up therapy to women who are victims of abuse due to gender-based or domestic violence, sexual violence outside the couple (aggression and sexual abuse), sexual harassment, forced marriage, female genital mutilation, forced sterilisation and coercive abortion, grooming or cyberstalking, and trafficking and/or sexual exploitation. They also provide psychological assistance to the children of the assisted women. These are permanent and emergency centres, operating 24 hours a day, 365 days a year.</p>	<p>C/ García Andreu, 12. 03007 Alicante 900 580 888 (free line).</p> <p>Opening hours: 24h/365 days a year. Assistance in person and over the phone.</p> <p>Telephone service 016 Information and legal advice on gender violence.</p> <ul style="list-style-type: none"> • It leaves no trace on the bill or on the mobile phone. • 24 hours, accessible and in 52 languages.
<p>Office for Assistance to Victims of Crime (OAVD) Free public service with specialised assistance: legal, psychological and social.</p>	<p>Palacio de Justicia. Avda. Aguilera, 53, 1ª planta. 03007 Alicante 965 694 313 Office hours: From Monday to Friday from 9:00 to 14:00h. and from 17:00 to 20:00h. Saturdays, Sundays and holidays from 9:00 to 14:00h. EMERGENCIES: available 24h. Tel. 24h: 900 505 550</p>
<p>ORIENTA Office Office providing all-round advice and support to LGBTI people, their relatives, people who are close to them, as well as professionals from different sectors who need specialised guidance regarding the LGBTI collective in the province of Alicante.</p>	<p>Avda. Jaime II, 76, Local 6. 03002 Alicante 900 101 015 / 966 293 579 Opening hours: Working days: Monday to Friday from 10:00 to 14:00h. Tuesday, Wednesday and Thursday from 16:00 to 19:00h. July and August: Monday to Friday from 10:00 to 14:00h. E-mail: orienta-alc@gva.es</p>

<p>REDO - Guardia Civil (Civil Guard) INFORMATION Group. Hate Crime Response Team.</p>	<p>C/ San Vicente, 52. 03004 Alicante 965 145 660 E-mail: a-cmd-alicante-redo@guardiacivil.org</p>
<p>EDATI - Guardia Civil Immigrant assistance team.</p>	<p>C/ San Vicente, 52. 03004 Alicante 965 145 660 E-mail: a-cmd-alicante-edati@guardiacivil.org</p>
<p>GAVID - Local Police Group that provides assistance to victims of domestic violence, it helps victims of abuse at the time of the offence.</p> <ul style="list-style-type: none"> • 24 h personal attention and assistance. • Advice on all the resources and actions to be taken in the situation. • Taking the statement and processing it. 	<p>C/ Portugal, 17. 03003 Alicante 965 149 537 - 659 573 639</p>
<p>EVO GROUP (Violent Extremism and Hate) National Police Police investigation teams that focus exclusively on the prosecution and investigation of hate crimes.</p>	<p>C/ Isabel La Católica, 25-27. 03007 Alicante 965 148 829 E-mail: alicante.participacion@policia.es</p>
<p>ALERTCOPS Free mobile app that acts as a communication channel with the National Police and the Civil Guard. It reports events quickly and discretely.</p>	<p>091- National Police 062- Civil Guard 092- Local Police 112- Emergency</p>



TRANSPORT

TAM (ALICANTE METROPOLITAN TRANSPORTATION)

Alicante urban bus network, the intercity bus lines between Alicante and El Campello, San Juan de Alicante, San Vicente del Raspeig and Mutxamel. Metropolitan line between Alicante and the Alicante-Elche Miguel Hernández Airport.

* **Notes are not accepted** for payment of the service fee.

TAM customer service:

C/ Díaz Moreu, 6 (Rambla de Méndez Núñez esquina a Av. Jaime II)
03004 Alicante

965 140 936



Service hours:

- Summer (July and August): from 9:00 to 15:00h. Monday to Friday. Saturdays closed.
- Rest of the year: from 9:00 to 19:00 Monday to Friday and Saturdays from 10:00 to 13:00h.

TRAM Alicante L1 (Alicante-Benidorm); L2 (Alicante-San Vicente del Raspeig); L3 (Alicante-El Campello); L4 (Alicante-Playa de San Juan); L5 (Puerta del Mar-Plaza de la Coruña); and L9 (Benidorm-Denia).

TRAM customer service:

Plaza De Los Luceros - Luceros station. 03003 Alicante

Web: www.tramalicante.es

Tel: Free of charge: **900 720 472**

ALICANTE CENTRAL BUS STATION

Customer service:

Muelle de Poniente s/n. 03003 Alicante

965 123 744

Customer service hours: from 8:30 to 14:00. and from 17:00 a 19:00h. Monday to Friday. E-mail: tam@vectalia.es

RENFE-ADIF TRAIN STATION

Customer service:

Avda. Salamanca, 1. 03005 Alicante

912 320 320

ALGERIA PASSENGER FERRY LINE FROM ALICANTE PORT

Website: https://www.ferries.es/alicante_ferries.html

ALICANTE-ELCHE MIGUEL HERNÁNDEZ AIRPORT

Customer service: El Altet 03195

Avda. de l'Altet. 03195 Elche, Alicante

913 211 000 - 966 919 106

E-mail: alinfo@aena.es

alc.calidad@aena.es

Useful links:

<https://alicante.vectalia.es/>

<https://www.alicanteturismo.com/transporte-publico/>



PARTICIPATION AND ASSOCIATIONISM

The city of Alicante has a rich network of associations in which to participate and receive different types of support (material, social, emotional, etc.).

All the associations that are registered in the Municipal Register of Entities are listed in the link below:

<https://w3.alicante.es/participacion-ciudadana/asociaciones/>



The Valencian Community is made up of three provinces: Castellón, Valencia and Alicante, where the two co-official languages are **Spanish and Valencian**.



The official currency in Spain is the **Euro (€)**.



In Spain **the age of majority is acquired at 18 years**.

Rights of foreigners in Spain

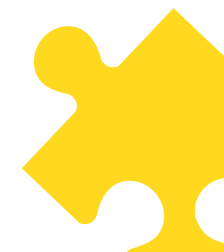
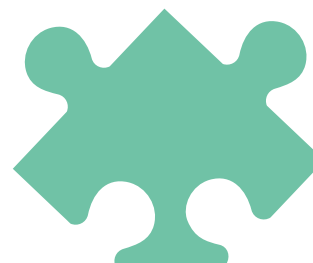
All foreigners in Spain, regardless of their legal situation, enjoy the inherent human rights as individuals: right to life, to physical and mental integrity and to ideological freedom.

In Spain the right to education, academic freedom, personal, ideological and religious freedom, the right of assembly and association, among others, are recognised.

To live in Spain

a) Temporary residence: this is when foreigners are allowed to stay in Spain for a period of more than 90 days and less than five years. The initial temporary residence permit that is not considered to be a work permit will be granted to foreigners who have sufficient financial means to cover their expenses of living in the country and, where appropriate, those of their family.

b) Long-term residence: this is when foreigners are allowed to live and work in Spain for an indefinite period of time, in the same conditions as Spanish nationals. Foreign citizens who have been granted temporary residence in Spain for five years on a continuous basis and satisfy the applicable regulatory conditions are entitled to long-term residence. Furthermore, the previous and on-going periods of residence in other member States of anyone in possession of the EU blue card will also be taken into account.



To study in Spain

There are two procedures: if you come to Spain with your study visa or if you apply for it once you are here.

Foreigners who wish to stay in Spain to study or extend their studies in an authorised teaching centre in Spain, in a full-time program leading to obtaining a degree or certificate of studies, **must be legally residing in Spain (with a visa or other)** and submit their application at least one month before the expiration date of their status.

They may be authorised to engage in employed or self-employed activities, provided that those activities are compatible with their studies and do not exceed 30 hours per week.

To work in Spain

Foreigners who intend to carry out any lucrative, occupational or professional activity in Spain must meet the following requirements:

a) Be at least 16 years of age (unless you are self-employed, in which case you must be 18 or older).

b) Obtain the corresponding prior authorisation to reside and work in Spain.

There are different ways to obtain a residence and work permit.

The information and data provided in this guide have been obtained from the official websites of the different centres and organisations mentioned.



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Concejalía de
Derechos Públicos
Ayuntamiento de Alicante

C/ Cándida Jimeno Gargallo,
1, 3rd floor.
03001 Alicante
inmigracion@alicante.es
965 230 267