

Health

Health Insurance Card (TIS)

WITH PADRON (town hall registration certificate):

Present the following documents at the corresponding health centre, depending on the neighbourhood in which you live:

- DNI, NIE or Passport
- Certificate of census registration in Vitoria-Gasteiz
- Document from the National Institute of Social Security (INSS) certifying the recognition of the right to public health insurance.

WITHOUT PADRON:

- A report from an NGO can be used to apply for provisional TIS
- The Non-Governmental Organisations that can be contacted to obtain this report are **Afroamericana or Colombia Euskadi** (contact in the **Entities** section). Photocopies of the passport of the applicants for the provisional card must be included.
- With a social register that can be requested from Social Emergencies or from community social workers.

Translation for people with language difficulties in osakidetza

When requesting an appointment, you can ask for the "DUALIA" translation service for people who do not understand Spanish or Basque to facilitate communication with the health staff.

Native interpreters will enable communication between foreigners and medical staff.

- Translation is available for 51 languages.
- 11 of these languages are available 24 hours a day, 365 days a year:
- All other languages are available from Monday to Friday between 8am and 6pm.

Specifically, Osakidetza provides its patients with a permanent translation service in the following languages:

- French, English, Italian, German, Russian, Mandarin Chinese, Portuguese, Japanese, Arabic, Spanish and Basque.

And from Monday to Friday another 40 languages:

- Farsi, Bambara, Soninke, Norwegian, Swedish, Czech, Finnish, Greek, Turkish, Romanian, Ukrainian, Thai, Slovenian, Wolof, Lithuanian, Hindi, Pular, Dutch, Hungarian, Bulgarian, Portuguese, Cantonese Chinese, Slovak, Polish, Serbo-Croatian, Danish, Korean, Urdu, Catalan, Galician, Armenian, Mandinka, Afghan, Albanian, Berber, Bosnian, Taiwanese, Georgian, Persian and Syrian.

Administration

Citizen Assistance Office (OAC)

Municipal information about the city.

From 08:30 to 14:00 Monday to Friday (working days).

The Vitoria-Gasteiz Town Hall offers an extensive network of Citizen Assistance Offices (OAC) where you can request information and guidance on the procedures, formalities, requirements and documentation necessary to access the various municipal services:

- Management of municipal procedures and services
- Registration for municipal activities
- Application for the MUNICIPAL CITIZEN CARD (TMC). The Municipal Citizen Card is a card issued by the Vitoria-Gasteiz Town Hall with the aim of identifying its holder in certain municipal facilities, services and procedures.
- PADRON
- Access to the citizen's mailbox for submitting complaints and suggestions to the Town Hall
- Management of the WIFI VOUCHER (free access to the wifi-vitoria-gasteiz network), available in civic centres and other municipal spaces.
- Bicycle registration

Online keys: BAKQ, Cl@ve

How to apply for BAKQ and Cl@ve keys, what they are used for and where to apply for them.

BAKQ: It is used to consult and process online the different services of public administrations and to carry out electronic procedures.

They can be applied for at Town Halls, Civic Centres, Osakidetza Centres, KZgunea Centres or at the Provincial Council of Alava.

Cl@ve: is a system aimed at unifying and simplifying citizens' electronic access to public services. Its main objective is to identify oneself to the Administration by means of agreed passwords (username plus password), without having to remember different passwords to access the different services.

It can be used in all the electronic services of the General State Administration, in the Autonomous Communities and in most of the Local Entities. In electronic administration services integrated in the system, which are distinguished by the Cl@ve symbol.

Employment and training

Job search

Job search platforms:

Temporary employment agency (ETT): Private companies for job search.

LANBIDE: This is the Basque Employment Service provided by the Basque Government to accompany and guide you in the job search process. A translation service is available on request.

Lanbide collaborating centres:

- CETIC: Castro Urdiales, 10
- Sartu Alava: Portal del rey 20 bajo, Polígono Oreitiasolo, pabellón 8-10
- Instituto Europa: Domingo Beltrán, 66, bajo.

Entities offering training

LANBIDE: Basque Employment Service

EPA: Adult Continuing Education

SAREGUNE: Free and open use of technologies

NORABIDE: Social or occupational integration of young people

SARTU: Against social exclusion from a public service perspective and in a network with resources

AFRICAN-AMERICAN ASSOCIATION

BERAKAH

CÁRITAS

ADSI

RED CROSS

Some of the entities require padron and some do not.

Contact and information about the associations can be found on the back of this brochure.

Finding housing

Online platforms for finding housing

Real state agencies

Etxebide: This is the Basque Housing Service. To register in Etxebide, you must be of legal age or an emancipated minor. One of the owners of the home must be registered in a municipality in the Basque Country. They must prove that in the last expired tax year the total weighted income does not exceed the maximums. For access to purchase, all those people forming part of the cohabitation unit who are going to be co-owners of the subsidised housing will be taken into account as eligible income recipients. For rental access, all people of legal age whose capacity has not been judicially modified and who form part of the cohabitation unit will be taken into account as eligible income recipients.

Social Services

Municipal Social Emergency Service (SMUS)

San Antonio, 10 | 945 16 12 10

From 8:00 to 22:00 office hours. From 22:00 onwards by calling 092.

Immediate attention in emergency and social emergency situations every day of the year, 24 hours a day. It is made up of social workers and psychology professionals. A translation service is available on request.

The emergency situations it deals with are:

- Assaults, abuse and gender-based violence
- Abandonment of individuals of any age
- Housing problems: lack of housing, foreclosures, evictions or demolitions.
- People who are hospitalised with loss or lack of autonomy and without a social or family network.
- Serious problems in cohabitation

Basic social services

An address is required and each address corresponds to a different centre. They offer support for a variety of problems. Translation service, which is requested when making an appointment. Ask at the neighbourhood civic centre.

Social register

This is a type of census registration that is requested in cases where it is not possible to provide any kind of document relating to the address. In order to access this registration, there must be an assessment and a protocol to be followed by the social or emergency workers, who carry out a study of the case.

Soup kitchen

Los Arquillos

Los Arquillos, 11

Access is by referral from social workers or emergency social workers.

Shelters

ATERPE

Pl. del Matxete, 3 | 945 16 26 60

Night care centre. Referral from social workers is required. There is the possibility to spend one night without a referral.

CMAS

Mediterráneo, 12 | 945 16 16 05

It is a shelter for homeless people. Requires referral from social workers or the SMUS.

ESTRADA

Fuente de la salud, 4 | 945 26 68 20

Day centre for homeless people.

VITORIA-GASTEIZ SOCIAL RESOURCES GUIDE



Social and public entities

Public entities

ERABEREAN: Network promoted by the Basque Government to combat discrimination based on racial, ethnic or national origin and sexual orientation or identity and gender identity.

The associations in charge of managing this network are: Aldarte, CEAR Euskadi, Red Cross, Gao Lacho Drom, CITE-CC.OO Bizkaia, Errespetuz, Kale Dor Kayiko, Nevipen, AGIFUGI, Gehitu and SOS Racismo Gipuzkoa.

AHOLKU SAREA: Basque legal service for foreigners to facilitate the regularisation of foreigners.

Face-to-face legal advice:

RED CROSS: 945 222 222

CEAR: 945 266 805

Legal advice by telephone or email:

Biltzen: 900 840 890 | asesoria@euskadi.eus

Social organisations and associations

ACCEM

Organisation that works to improve the living conditions of people in vulnerable situations. It supports asylum seekers and migrants, fights against poverty and social exclusion, works for a diverse society, for the defence of equal rights and opportunities and provides tools for people in vulnerable situations and training to promote their social integration.

Assistance and counselling service for victims of discrimination based on racial or ethnic origin: rlopez@accem.es

Employment Guidance Service: lsanzm@accem.es

CÁRITAS

Nuestra Señora de los Desamparados, 1-1º | 945 232 850
caritas@caritasvitoria.org

Cáritas is the official body of the Church charged with coordinating the charitable and social action of the Diocese as part of its evangelising mission.

SOS RACISMO

Zapatería, 15 Bajo | 945 222 222 | 649 743 000

Association that fights against the different manifestations of racism and offers counselling and accompaniment to victims of discrimination or racism.

RED CROSS

Portal de Castilla, 52 | 945 222 222 | alava@cruzroja.es

It provides assistance without discrimination and works in various areas such as social inclusion, employment, health, education and the environment.

ZEHAR ERREFUXIATUEKIN

Ferrocarril, 8 | 945 880 533

Assistance to refugees, asylum seekers, stateless or displaced people. It works in various fields, such as the reception and accompaniment of refugees. It supports social inclusion. It advises and defends the rights of asylum seekers, refugees, stateless and displaced people.

BERAKAH

Las Escuelas, 2 | 945 98 00 01 | berakah@diocesisvitoria.org

Social work programme of the parishes of Santa María and San Vicente Mártir in Vitoria. It works in various areas such as foster care for families without resources not served by the institution and legal advice. It carries out integration processes, offers food and blankets to homeless people. Manages the Zugaz soup kitchen. It offers breakfast and snacks for children. It provides food and products at affordable prices to low-income families. Referral to the food bank. School support for children. It provides a certificate from the entity in order to give access to school for children who cannot access schooling.

AFRICAN AMERICAN RESIDENTS ASSOCIATION

Alboka, 2 Bajo (Barrio de San Cristobal)
voluntariadoafro@asociacionafroamericana.es
638 440 818 / 603 375 876

- It is an entity whose ultimate aim is to promote the socio-cultural and labour insertion of migrants and other people in situations of difficulty and dependence.
- Schooling for children without a fixed address
- Processing of the Provisional TIS.
- Translation and interpreting in over 50 languages
- Leisure and recreational activities
- Wardrobe service
- Food distribution to families in social difficulty
- Awareness-raising activities
- Summer camps and leisure activities

PRESTATURIK

Perú, 8 Bajo | 945 069 970

Foreign professionals association in Alava. Basic needs counselling, Spanish language literacy and school support for children.

COLOMBIA EUSKADI ASSOCIATION

Panamá, Edificio A - 11 - Casa de Asociaciones Rogelia de Álvaro
636 825 458 | direcccion@colombiaeuskadi.org

- Guidance and information on resource management with Basque institutions.
- Basic information on immigration law.
- Collaboration with the Alava Food Bank to deliver free markets.
- Issuance of certificates of impossibility of census registration in order to apply for the Health Insurance Card

HAALY PULAR ASSOCIATION

Haaly Pular is a non-profit association formed by migrants of African origin, which has been developing activities and managing projects in Vitoria-Gasteiz and international cooperation projects in various African countries for years.

The activities carried out in Gasteiz are aimed at:

- Promoting gender equality and combating gender-based violence
- Promoting coexistence between the different nationalities in the city and raising awareness of the richness of cultural diversity.
- Combating racism and discrimination
- Raising awareness on the proper use of water
- Accompanying associations with difficulties in filling in forms, formulating projects or managing any needs they may have.

The projects promoted in African countries are:

- The reconstruction of schools and hospitals, the drilling of wells, always with the objective of sustainability over time.
- It also promotes the fight for equality in these countries, through activities such as literacy training for women who have not had the opportunity to study due to economic conditions.
- Promote income-generating activities to promote women's autonomy and reduce their dependency on men.
- Promote women in positions of responsibility at the community level, such as female teachers.
- Raising awareness among families to encourage girls access to secondary and university education
- Raise awareness and fight against the practice of FGM through awareness-raising forums and training of health workers on how to act in these cases.

We also form part of the Consortium of the African Diaspora in Gasteiz in which we collaborate to carry out various joint activities that promote the objectives of the association..

Panamá s/n Edificio A - Oficina 1.3 - 01012 - Vitoria-Gasteiz
623 135 669 | 699 905 895
sensi@haalypular.org

This guide to social resources has been produced by the Haaly Pular Association and has benefited from the invaluable collaboration of various individuals, associations and public entities in compiling the information. To all of them, thank you!

