

BASIC GUIDE FOR NEWCOMERS TO SANT BOI DE LLOBREGAT

Sant Boi de Llobregat City Council
December 2022

www.santboi.cat



OMAP (MUNICIPAL OFFICE FOR CITIZENS' ATTENTION)

The OMAP is the gateway for all procedures related to the city hall (e.g. census registration), located at Pl. Ajuntament, 1.



The **opening hours** of the OMAP, except for holiday periods, are:

- Monday to Thursday from 8.30 a.m. to 7 p.m.
- Fridays and eves of public holidays from 8.30 a.m. to 2 p.m.

If you need help to process your application or would like to be attended in person, you should call **93 654 82 23** or **93 635 12 12**.

Some procedures can also be completed online. To make any request, you must go to the **PROCEDURES' GUIDE**, available 24 hours a day, 365 days a year.

HEALTH CARE

In Catalonia, everyone has the right to free emergency public health care when they contract serious illnesses or have accidents, whatever the cause, until they are discharged from hospital.

In addition, all registered residents with a health card are covered by all the benefits and resources of the public health care services network.



Individual Health Card (IHC)

This card identifies and certifies us as users of the public health system. It facilitates access to the centres and services of the health care network. It is a free, personal and non-transferable document that everyone living in Catalonia must have, **regardless of their legal and administrative situation**.



Where to apply for an Individual Health Card:

It is requested at the **Primary Care Centre (CAP)** that corresponds to the address, presenting the following documentation:

- ID card (DNI, NIE or Passport)
- Certificate of census registration (to be processed at the OMAP)
- Affiliation to the Spanish Social Security (for foreigners who do not have access to the SSS, the Catalan Health Service will facilitate your access to health care and will assign you a specific level of coverage, according to your personal circumstances. You can apply directly for the IHC at CatSalut through the online form or in person at the CAP).

For further information: https://catsalut.gencat.cat



Primary Health Care Centres (CAP):

The primary health care centre (CAP) is the place to go when you have a health problem or when you want to prevent an illness.

CatSalut assigns all citizens to a primary care team (EAP) according to where they live. The EAPs are made up of a group of professionals in family medicine, paediatrics, nursing, dentistry and social health work. As a rule, these professionals will attend to you in a CAP.

The specific CAP for each person will depend on the address. Appointments are made by prior reservation, but emergencies are also attended. The CAP will assign you a family doctor who will be in charge of your medical history, and will refer you to other specialists if necessary. In Sant Boi there are 4 CAPs located in:

| CAP Molí Nou Ronda Sant Ramon, 5 Tel. 93 654 33 00 | CAP Camps Blancs Plaza Euskadi, 1 Tel. 93 652 91 30 |
|---|---|
| CAP Montclar Francesc Pi i Margall, 115 Tel. 93 652 91 16 | CAP Vinyets - Molí Vell Ronda Sant Ramon, 187 Tel. 93 65 250 13 |

For further information please contact **Salut Respon** at phone number **061**.





Hospitals

For medical emergencies, hospitals have beds for people suffering from illnesses that cannot be adequately treated at home, or who need specialised tests to make a proper diagnosis of the illness. It is also where births are attended.

The two reference hospitals in Sant Boi are:

Sant Boi General Hospital and Parc Sanitari Sant Joan de Déu

> Camí Vell de la Colònia, 25 Tel. 93 661 52 08 https://www.pssjd.org/

Benito Menni Hospital.

Mental Health Care Center

C/ Doctor Antoni Pujadas, 38
Tel. 93 652 99 99
https://www.hospitalbenitomenni.org/

LEGAL ADVICE, EMPLOYMENT, FOREIGNERS, ASYLUM

PIO (Point of Information and Guidance on International Protection)

This is a personalised service offering information and guidance on international protection and asylum law, mainly addressed at people and families who wish to apply for asylum, people who are waiting to access into the State Shelter Programme or have been excluded, or people who find themselves in an irregular situation because they have been refused asylum.

- The office is located in the **Office of the Catalan Commission for Refugee Aid** (CCAR) in Sant Boi, at **c/Frederic Mistral**, **2**.
- Opening hours are **Wednesdays from 10am to 1.30pm**, with an **appointment** service available on request:
 - By mail to pio.santboi@ccar-cear.org. The subject of the mail must be "PIO Appointment".
 - By telephone on 93 628 97 60.

Further information at www.barrejant.cat or www.santboi.cat



Newcomer Reception Service - Sant Boi City Council

Service that offers a set of actions and resources to satisfy training and information needs of newcomers to the city with the aim of promoting their personal autonomy, thus facilitating their incorporation into the Catalan society, on equal terms and within the framework of social cohesion and coexistence. **Further information.**

- The office is located in Can Massallera (C/ Mallorca, 30).
- Opening hours are **Wednesday and Friday from 9:30am to 1:30pm**.

To access the Newcomer Reception Service it is necessary to make an **appointment by** following the instructions below:

- **Telephone processing**: Tel. **93 654 89 50 ext. 243** (Wednesdays and Fridays from 9:30 to 13:30 h)
- **Online processing**: Through the following <u>FORM</u> (City Council staff will contact you by e-mail or telephone to arrange a date and time).
- **In-person processing**: Go to the office in person to book an appointment.

The reception service offers a training programme composed by three modules:

- Module A) Learning the official languages Catalan and Spanish (90h)
- Module B) Knowledge of Catalan and Sant Boi society (15h)
- Module C) Labour knowledge (15h)

Once these three modules have been completed, it will be possible to obtain the **Reception Certificate issued by the Generalitat de Catalunya**, subject to notification from the City Council. The services offered and the requirements for obtaining this certificate are regulated by Decree 150/2014 of 18 November.



What is the reception certificate for?

- These are initial tools that will make incorporation into Sant Boi and Catalan society easier.
- It can make it easier to find a job or to prove training and experience.
- It can be useful in immigration procedures such as the certificate of social roots, modification or renewal of authorisations.



Information and advice point for newcomers - AMIC-UGT

The City Council, in agreement with AMIC-UGT, provides a free basic information service which basically provides information on the following topics:

- Immigration law and procedures in general: work licence and renewals, family reunification, social roots, among others.
- Spanish nationality.
- Information on employment integration and health care rights.
- Information on social security, social services and housing.
- The office is located in the civic centre **La Gralla**, Plaça dels Gegants, 1.
- Contact telephone number: 93 640 03 34. The concierge will arrange visits.
- Opening hours: Monday and Thursday from 16:00 to 19:30.

Further information at http://www.associacioamic.cat or www.santboi.cat

FUNDACIÓ MARIANAO - Legal Service

This entity offers a service that assists people who, due to different circumstances, may have problems in the exercise of their rights. The service provides information and guidance to citizens on what to do, where to go and what procedures to follow when faced with legal problems or procedures.

- This service is located at: C/ Girona, 30 (Barrio de Marianao).
- Monday to Friday from 9 a.m. to 1 p.m. and from 3 p.m. to 7 p.m.
- Tel. **93 630 30 62**
- Further information: www.marianao.org

'EL FARAH' WOMEN'S ASSOCIATION - Empowering newcomer women programme

The aim of the **Associació de Dones Magrebines El Farah** is to facilitate the integration of migrant women in the municipality through cultural and recreational activities, as well as empowerment and language learning courses.

- This service is located at: **Can Massallera** (c/ Mallorca, 30).
- Monday and Tuesday from 9 a.m. to 1 p.m.
- Tel. 93 654 89 50
- Further information: elfarah.santboi@gmail.com



BASIC SOCIAL SERVICES

It is the first level of the **public Social Services System** and has a polyvalent, community and preventive character. It includes basic services (integrated by multidisciplinary teams), home help and telecare services and non-residential socio-educational intervention services for children and teenagers.

The City Council's Social Services work to guarantee people's right to live in dignity, attend to their basic needs (food, housing, energy supplies, etc.), promote personal autonomy and prevent situations of risk. In Sant Boi Social Services are organised territorially in 4 centres:

Casal Ciutat Cooperativa (c. Pau Casals, 7)
L'Olivera (Plaça Montserrat Roig, 1)
Can Massallera (c. Mallorca, 30)
La Gralla (Pl. Gegants, 1)
Tel: 93 640 21 08
Tel: 93 652 98 45
Tel: 93 654 89 50
Tel: 93 640 03 34

Another of the services offered to cover some of the basic needs of the Sant Boi City Council is the **Material Sufficiency Office**.

MATERIAL SUFFICIENCY OFFICE - Sant Boi City Council

The **Material Sufficiency Office**, located in Cal Ninyo, is specifically in charge of managing social assistance and benefits, carrying out information, advising and processing tasks.

- The office is located in Cal Ninyo, C/ Major 43.
- Opening hours:
 - Monday to Friday from 10 a.m. to 2 p.m.
 - Monday to Thursday from 16:00 to 19:00
- To make an appointment or request information:
 - Contact telephone number: 93 635 12 20
 - E-mail suficienciamaterial@santboi.cat



You can also request the municipal reports on foreigners:



Municipal report on social roots

Application for a report submitted by a non-EU foreign national of legal age (or over 16 years of age with the authorisation of the legal representative) who lives in a municipality in Catalonia and is in an irregular administrative situation, and who wants to apply for a temporary residence permit for social integration.

- It is requested at the **OMAP**, where they will inform you of the requirements.
- This procedure can also be completed **online**.



Report on the suitability of the accommodation for family reunification

Application for a report submitted by a non-EU foreign national, of legal age and with a residence authorisation that has been renewed or is in the process of being renewed, who wants to reunite his or her family and who is living in Sant Boi de Llobregat.

- It is requested at the OMAP, where they will inform you of the requirements.
- This procedure can also be completed online.



Social integration report for the renewal of the temporary residence permit

Application for a report submitted by a foreigner who has his/her habitual residence in Sant Boi de Llobregat and **who wants to renew his/her temporary residence authorisation** (non-profit; family reunification; employed work; self-employed work).

- It is requested at the **OMAP**, where they will inform you of the requirements.
- This procedure can also be completed **online**.

In case you need to process other reception or immigration reports, or any other benefit you may need, you can contact the **Newcomer Reception Service**, the **Social Services Department** or consult the **OMAP in case they** can be processed online.



SPECIALISED EQUALITY DEPARTMENT SERVICES

SIAD (Women's Information and Support Service) - Sant Boi City Council

If you need information, legal advice or psychological support because you are suffering a **situation of gender violence** or think you might be, please contact SIAD. The main goal of this service is to provide women victims of gender violence in Sant Boi with specialised attention, offering advice, psychological support and guidance on any related issue.

- The office is located in Can Jordana, C/ Ebre, 27
- Opening hours: Monday to Friday from 10 a.m. to 1 p.m. and Monday to Thursday from 5 p.m. to 8 p.m.
- Contact telephone number: 93 635 12 37 / 93 635 12 00 ext. 436/156
- Further information at www.igualtatsantboi.cat



SIAD offers the following services:

- **Individual psychological care**: Mondays, Tuesdays, Thursdays and Fridays from 8.30am to 3pm. Wednesday afternoons. Emergencies, to be arranged.
- Group psychological care. Mutual help groups, after the approval of the individual care.
- Attention and legal advice: Mondays from 9:20 to 11am and Wednesdays from 3 to 5pm.
- **Èlia Service** (anonymous male violence clinic): 24-hour service.

SAI (LGTBI Information and Counselling Point) - Sant Boi City Council

This service offers attention to LGTBI+ people and all those interested in **sexual** diversity, sexual orientation and gender identity or expression. You can contact us to receive information, to formalise procedures or to report cases of discrimination. We will give you specific support and, if necessary, we will direct you to other services in the city.

It has two offices in Sant Boi:

- Can Jordana (C/ Ebre, 27):
 - Monday to Friday from 10am to 1pm and Monday to Thursday from 5 to 8pm.
 - Contact: Tel. 93 635 12 00 (Ext. 436, 153) or lgtb@santboi.cat
- Servei d'Informació Juvenil 'El Punt' (Mallorca, 30-34):
 - Monday & Friday from 10am to 2pm & Tuesday to Thursday from 4 to 7.30pm
 - Contact: Tel. 93 652 98 43 or elpunt@santboi.cat

Further information at www.igualtatsantboi.cat



SCHOOLING AND TRAINING

SCHOOLING FOR CHILDREN AND TEENAGERS. In Catalonia, schooling is compulsory and free from 6 to 16 years. All children and young people have the right to education. But it is also the duty of parents to send their children to school in the compulsory stages. For further information, please contact:

OME (Municipal Schooling Office) - Sant Boi City Council

This is the instrument of collaboration between the City Council and the Department of Education of the Generalitat in the process of schooling students in publicly funded schools in the municipal area. They act basically at the levels of infant education, primary education and compulsory secondary education.

- The office is located in L'Olivera (Plaza Montserrat Roig, 1).
- Opening hours: Mondays from 4 to 7 p.m., Tuesdays and Thursdays from 10 a.m. to 1 p.m.
- Contact telephone: 93 652 98 40 / 93 635 12 12
- It is necessary to make an appointment at the OMAP

POST-COMPULSORY EDUCATION. From the age of 16 onwards, there are different study options such as intermediate and higher vocational training, the Baccalaureate and other specific programmes. For further information, please contact:

'EL PUNT' YOUTH INFORMATION SERVICE - Sant Boi City Council

Municipal service that offers young people information, guidance and advice on regulated and non-regulated studies, grants, resources and job offers, training for work, resources for travelling, health, associations and volunteering, housing, leisure and culture, etc.

It is a free service addressed to young people from 16 to 35 in the city.

- The office is located in Can Massallera (C/Mallorca, 30).
- Opening hours:
 - Monday and Friday from 10 a.m. to 2 p.m.
 - Tuesday to Thursday from 16:00 to 19:30 h.
- Contact: Phone: 93 652 98 43 / Whatsapp 673 036 495

Further information at www.joventutsantboi.wordpress.com/



ADULT EDUCATION. For adult education you can find the different training offers designed in the adult education centre.

SANT BOI ADULT TRAINING CENTRE (CFA)

The centre offers flexible and personalised training, with the advice and guidance of the teaching staff and the development of itineraries for adults. It offers training in languages, IT, basic education (GESO), as well as support in the entrance exams for training and university degrees.

- Located in l'Olivera (Plaza Montserrat Roig, 1)
- Contact telephone number: 93 640 16 78
- E-mail: a8058209@xtec.cat
- See all trainings at https://agora.xtec.cat/cfasantboi/

OCCUPATIONAL TRAINING. There is a catalogue of theoretical-practical training programmes whose aim is to improve the professional qualification and/or the capacity for labour market insertion through the attainment and improvement of the professional competences of the participants.

TRAINING SERVICE - Sant Boi City Council

These courses are addressed to unemployed people, registered in the OTG as job seekers (in some cases active workers may be eligible, as long as they are registered in the OTG). The range of courses is updated regularly, with new offers throughout the year.

- Located at the **Centre de Serveis** (Carretera de Santa Creu de Calafell, Km 33).
- Contact telephone number: 93 630 24 64
- For further information, please contact formacio@santboi.cat
- See all trainings at http://ocupacioiempresa.santboi.cat/

HOMOLOGATION OF STUDIES. For further information, please contact:

General Registry of the Government Delegation in Catalonia

- **C/ Bergara 12**, 08002 Barcelona (Barcelona)
- Monday to Friday from 9h to 17:30h and Saturdays from 9h to 14h.
- Telephone 93 520 96 22 / 93 520 90 00

You will also find more detailed information with the option to **apply online**: https://www.barcelona.cat/internationalwelcome/es/homologacion-y-convalidacion-de-estudios



LEARNING OFFICIAL LANGUAGES. In the city you will find different services offering Catalan and Spanish courses, adapted to different modalities and levels.

CATALAN

Sant Boi de Llobregat Local Catalan Service - CNL Eramprunyà (CNPL)

CPNL general courses are offered either face-to-face or online. The methodological approach of the courses is oriented towards the acquisition of communicative competence and task-based work. Learners are set challenges to achieve with the support and guidance of the teacher.

Free basic level courses and official certifications for levels A1, A2, B1, B2, C1 and C2.

- Located at L'Olivera, Pl. de Montserrat Roig, 1
- Opening hours: Monday to Friday from 9am to 1pm and Monday and Wednesday from 3pm to 6pm.
- Contact: telephone 93 652 95 85 or e-mail santboi@cpnl.cat
- More information and all courses at www.cpnl.cat/xarxa/cnleramprunya/

Free online Catalan course - PARLA.CAT

Parla.cat is a virtual learning space that makes teaching materials available to everyone to learn the Catalan language. The course can be taken in free mode or with tutoring.

The course offers four levels of learning (basic, elementary, intermediate and proficiency) and each level is organised into three grades. The course is offered in two modalities (the free modality is free and the modality with tutoring is paid):

- Free: allows fully autonomous learning, as the course materials are freely available.
- **With tutoring**: allows learning with the support of a tutor who guides and motivates the learner.

All information at https://www.parla.cat/

Find other similar resources at www.cpnl.cat/es/promocio-us/recursos-linguistics/

Col·lectiu SUMA - MARIANAO FOUNDATION

Col·lectiu Suma offers literacy classes in Catalan and Spanish for migrants who want to learn the official languages of Catalonia.

More information at www.marianao.org/es/que-hacemos/participacion-y-comunidad/



SPANISH

ADULT TRAINING CENTRE (Spanish language for foreigners)

It is addressed to people who have recently arrived in the country and/or have little knowledge of Spanish. The main focus is on the spoken language and the aim is for students to be able to communicate in the new language in order to respond to their most immediate personal needs.

- Located at L'Olivera, Pl. de Montserrat Roig, 1
- Contact telephone number: 93 640 16 78
- E-mail: a8058209@xtec.cat
- See all training courses at https://agora.xtec.cat/cfasantboi/

CULTURA VIVA SANTBOIANA ASSOCIATION

Activity addressed to migrants without oral knowledge of Spanish, whether they are literate in other languages or not. We differentiate between two levels.

- Located in Casal de Barri Camps Blancs (C/ Salvador Seguí, 2)
- Contact telephone number: 93 661 73 86
- Monday to Thursday: 18-19:30h (from September to June)
- See all training courses at http://culturaviva.santboi.net/es/

FUNDACIÓ MARIANAO (Col·lectiu SUMA)

Col·lectiu Suma offers literacy classes in Catalan and Spanish for migrants who want to learn the official languages of Catalonia.

- This service is located at: **C/ Girona, 30** (Barrio de Marianao).
- Monday to Friday from 9 a.m. to 1 p.m. and from 3 p.m. to 7 p.m.
- Tel. 93 630 30 62
- Further information: www.marianao.org

CÁRITAS SANT BOI. Training courses and learning Spanish.

- This service is located at: Parroquia Sant Baldiri (Pl Mn Jaume Oliveras, 7)
- Monday to Friday from 9am to 2pm
- Tel. 608 51 33 29

'EL FARAH' WOMEN'S ASSOCIATION. Spanish courses.

- This service is located at: **Can Massallera** (c/ Mallorca, 30).
- Wednesday from 9:30 to 11:30am
- Tel. 93 654 89 50 and elfarah.santboi@gmail.com



EMPLOYMENT INSERTION

Sant Boi City Council also provides employment guidance for different specific groups that change according to the circumstances of the labour market. Although this first contact is generic, the technical staff will refer the person according to their needs.

People from our municipality who wish to register should contact the Employment Promotion Service at the **Service Centre**.

OCCUPATION SERVICE - Sant Boi City Council

This is a free public service offered by Sant Boi City Council to the citizens of the municipality of working age with the aim of improving their job search process.

This requires the support of career guidance professionals who provide information, advice and accompaniment to people until they find work or improve their job.

- Located at the Centre de Serveis (Carretera de Santa Creu de Calafell, Km 33).
- Contact telephone number: 93 630 24 64
- For more information, please contact ocupacio@santboi.cat
- See all training courses at http://ocupacioiempresa.santboi.cat/

If you are a young person between 16 and 35 years old, you can check:

EL PUNT YOUTH INFORMATION SERVICE - Sant Boi City Council

Job counselling for young people. This counselling service offers guidance to young people to improve their job search. **Every Thursday from 16 to 19.30h**.

ESKALA Programme: Professional training and coaching programme for young people between 18 and 30 years of age who are unemployed and want to overcome this situation.

- The office is located in Can Massallera (C/Mallorca, 30).
- Opening hours: Monday and Friday from 10am to 2pm and Tuesday to Thursday from 4pm to 7.30pm.
- Contact: Phone 93 652 98 43 / Whatsapp 673 036 495
- Email: elpunt@santboi.cat / eskalasantboi@gmail.com

Further information at www.joventutsantboi.wordpress.com/



HOUSING

Sant Boi City Council offers different resources for advice and support related to housing issues. If you need additional information about housing, grants or other issues, you can go to the Local Housing Office.

LOCAL HOUSING OFFICE - Sant Boi City Council

The Local Housing Office is a free public service offered by Sant Boi de Llobregat City Council to inform, advise and manage issues related to housing in Sant Boi de Llobregat.

This is a comprehensive service that includes information, advice and management of the procedures related to the Social Rent Mediation Exchange, rental payment aid, aid for property renovation, housing advice, and processing of habitability certificates, among other services.

- Located in OMAP (Plaça de l'Ajuntament, 1)
- Opening hours: Monday to Friday from 9 a.m. to 2 p.m.
- Telephone **93 635 12 23**
- Email olhsantboi@santboi.cat

If you are a young person between 18 and 35 years old, you can consult:

'EL PUNT' YOUTH INFORMATION SERVICE - Sant Boi City Council

Housing advice for young people. Free service addressed to young people aged 18 to 35 to promote youth emancipation through access to information and advice on housing issues. This is a rental housing advice service for young people, information and processing of rental subsidies, information on buying and selling, contracts, insurance, administrative procedures, etc.

- The office is located in Can Massallera (C/Mallorca, 30).
- Opening hours: Monday and Friday from 10am to 2pm and Tuesday to Thursday from 4pm to 7.30pm.
- Contact: Phone 93 652 98 43 / Whatsapp 673 036 495
- Email: elpunt@santboi.cat

Further information at www.joventutsantboi.wordpress.com/



CULTURAL AND CIVIC CENTRES

Sant Boi has a wide network of **cultural facilities and civic centres** where activities are regularly organised (concerts, theatre, dance, reading, exhibitions...). Here you can find a directory of the most important ones:

Theatre and neighbourhood centre CAN MASSALLERA

Calle Mallorca, 30 93 654 89 50

Library JORDI RUBIÓ I BALAGUER

Baldiri Aleu Street, 6-8 93 630 97 60

Art centre CAN CASTELLS CENTRE D'ART

Lluis Castells Street, 14-16 93 661 46 46

Neighbourhood centre CAMPS BLANCS

Calle Salvador Seguí, 2 93 652 53 99

Neighbourhood centre CASABLANCA

Calle Badajoz, 2 93 654 03 02

Theatre and neighbourhood centre CAL NINYO

Calle Mayor, 43 93 635 12 07

Library MARIA AURÈLIA CAPMANY

Calle Mallorca, 30 93 630 64 63

Neighbourhood centre LA GRALLA

Pl dels Gegants, 1 93 640 03 34

Neighbourhood centre MARIANAO

Calle de Miquel, 2 93 654 08 00

Neighbourhood centre CIUTAT COOPERATIVA

Calle Pau Casals, 7 93 654 48 54



To be updated on the activities, you can check the website https://agendasb.info/