



social services

resource

guide

for

 **immigrants**



**Gobierno
de La Rioja**

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The rights of persons affecting human dignity are rights that correspond to all persons irrespective of their legal situation.



Presentation

The Guidebook presented here aims to assist immigrant populations in achieving equal access to social services, just as other citizens already enjoy, and place such access in a more standardised context that hitherto.

This Guidebook is addressed both to immigrants and professionals working in social services and is intended for use as a consulting tool for specific information.

It contains the legally established requirements concerning foreigners and information on the public social services network of La Rioja. It also provides information on bodies involved in social initiatives considered of interest that contribute to supplying information and support for immigrants throughout the process of admittance and social support.

This new edition expands, corrects and updates former contents in sections that required a more specialised approach derived from the particular characteristics of the population being addressed.

The publishing of this Guidebook in Spanish, French, English and Arabic makes its contents more readily accessible to persons with only a limited knowledge of Spanish, effectively doing away with one of the first obstacles to integration.

We trust that the use of this Guidebook will contribute to advancement in the understanding and acknowledgement of the rights and obligations of immigrants in Riojan society.

Rocío Torre Osorio


General Director of the Family and Social Action Dept.


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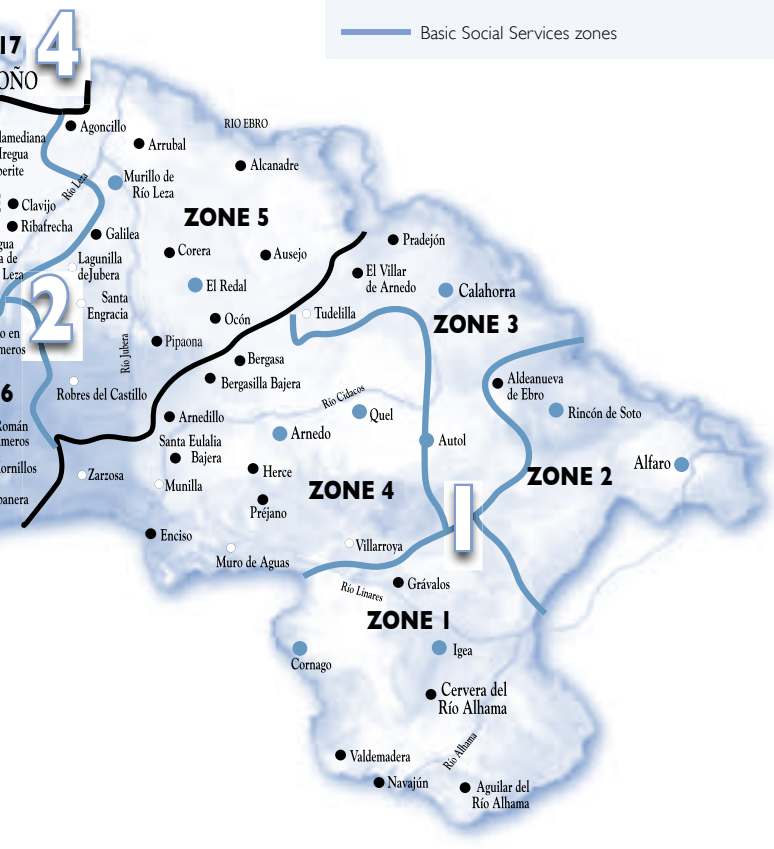
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TERRITORIAL DISTRIBUTION OF THE BASIC NETWORK OF SOCIAL SERVICES

 Groups of various zones
 1. Rioja Baja 2. Rioja Centro
 3. Rioja Alta 4. Logroño

 Basic Social Services zones



2



Legal Information

- Act 5/1984, of 26 March, regulating the right of Asylum and refugee status, modified by Act 9/1994, of 19 May, in addition to their respective development regulations.
- Aliens' law Ley de Extranjería. Organic law Ley Orgánica 4/2000, of 11 January, on rights and liberties of aliens in Spain and their social integration, modified by Ley Orgánica 8/2000, of 22 December and by Ley Orgánica 14/2003, of 20 November (Official State Gazette BOE No. 10, of 12 January 2000, BOE No. 307, of 23 December 2000 and BOE No. 279, of 21 November 2003, respectively).
- Law Ley 11/2003, of 29 September, on concrete measures for citizen security, domestic violence and social integration of aliens. (BOE No. 234, of 30 September de 2003).
- Royal decree Real Decreto 178/2003, of 14 February, on entry and permanent stay in Spain of nationals of member status of the European Union and of other States included in the Agreement on the European Economic Area.
- Royal decree Real Decreto 2393/2004, of 30 December, approving the Regulations of law Ley Orgánica 4/2000, of 11 January, on rights and liberties of aliens in Spain and their social integration (BOE No. 6 of 7 January 2005).



Limitations on scope

For the effects of the Aliens law Ley de Extranjería, all persons lacking Spanish nationality are considered to be aliens, notwithstanding the stipulations of Special Laws and international Treaties to which Spain is a party.

Aliens residing in Spain are subject to two different regulatory schemes that determine the exercise of their rights to entry, permanence and work, depending on their country or origin.

GENERAL SCHEME

Applied to persons lacking Spanish nationality, excluding nationals of the European Union and of other members States of the Agreement on the European Economic Area, of diplomatic personnel, representatives of international bodies with headquarters in Spain and their family members.

COMMUNITY SCHEME

Applied to persons who are nationals of member States of the European Union (EU) and of other States included in the Agreement on the European Economic Area (EEA), and of their family members irrespective of their nationality.

- To their spouse
- To their descendents and those of the spouse
- To their ascendants and those of the spouse

Regulated by legislation of the European Union and by royal decree Real Decreto 178/2003, of 14 February. The aliens law Ley de Extranjería is applied in a supplementary manner.

STATES MAKING UP THE EUROPEAN UNION (E.U.)

Austria, Belgium, Cyprus, **Czech Republic**, Denmark, **Estonia**, Finland, France, Germany, Greece, **Hungary**, Ireland, Italy, Latvia, **Lithuania**, Luxembourg, Malta, **Poland**, Portugal, **Slovakia**, **Slovenia**, Spain, Sweden, the Netherlands and the United Kingdom.

In Spain a transitory period has been established, up to 1 May 2006, for the full effectiveness of the scheme of

free circulation of salaried workers of the eight countries marked in bold face.

 **STATES MAKING UP THE EUROPEAN ECONOMIC AREA (EEA)**

EU Countries, Iceland, Liechtenstein and Norway.

 **STATES TO WHICH THE SCHENGEN AGREEMENT APPLY (19 JUNE 1990)**

Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden and The Netherlands.

Countries in the Schengen area have suppressed internal border controls and allow free circulation of persons.

 **NATIONALS TO WHOM THE COMMUNITY SCHEME APPLIES**

Nationals of the European Union, European Economic Area and Switzerland.





Organic law Ley Orgánica 4/2000, of 11 January, on rights and liberties of aliens in Spain and their social integration, modified by Ley Orgánica 8/2000, of 22 December and by Ley Orgánica 14/2003, of 29 September and by Ley Orgánica of 20 November

www.mtas.es



4.1. RIGHTS AND LIBERTIES OF ALIENS

“Aliens shall enjoy in Spain the rights and liberties recognised under Chapter I of the Constitution in the terms established in International Treaties, in this Law and in the laws regulating the exercise of each of these.”

Aliens shall exercise the rights as set forth in this Law under conditions of equality with Spaniards. Art. 3, law Ley Orgánica 4/2000

Rights and liberties of aliens.

- Right to documentation.
- Right to freedom of movement.
- Public participation.
- Right of meeting and demonstration.
- Freedom of association.
- Right to education.
- Right to work and social security.
- Freedom to join unions and strike.
- Right to emergency or full health services.
- Right to aid for housing.
- Right to basic and/or specific social services.
- Obligation of aliens to the same taxation as Spaniards.
- Right to family intimacy.
- Family regrouping.
- Effective judicial protection.
- Right to recourse against discriminatory actions.
- Right to free legal aid.



4.2. ALIEN'S DOCUMENTS

Aliens in Spanish territory have the right and the obligation to safeguard and maintain in force the documents

required for entry, the documents accrediting identity and the documents that accredit their status in Spain.

ALIEN'S IDENTIFICATION NUMBER. NIE

This is the sole, exclusive personal number of a sequential nature that identifies an alien, which should be shown on all documents issued to them or being processed for them.

Information and processing: Granted automatically by the General Directorate of Police.

PASSPORT OR TRAVEL DOCUMENT.

Individual, family or collective document. Appropriately issued and in force and bearing an entry stamp. Accredits the identity and permanence status in Spain in cases where no sojourn visa is required.

Minors under 16 years of age may be included on their parents' or tutor's passport if they are of the same nationality as the passport holder.

Information and processing: Special offices in the alien's country of origin.

REGISTRATION CERTIFICATE.

Provisional identification document for aliens who accredit being unable to present documents through their respective Diplomatic Missions. If granted, renewal is annual. Aliens who have been granted a Registration Certificate can apply for a residency permit due to exceptional circumstances if the requirements as established by Law are fulfilled. Should the application be rejected, the alien may be returned or expelled to their country of origin or residence. This Certificate becomes invalid when the alien is documented in a given country or acquires Spanish nationality.

Information and processing: Aliens' Office. Police Services.

VISA

Document that allows an alien to enter or stay in Spain until the expiry of its validity period or until the Alien's Identity Card is obtained.



There are various types of visa.

Information and processing: Diplomatic Missions or Spanish Consular Offices.

WHO DOES NOT NEED A VISA?

- a) Nationals of EU countries and of countries with which Spain has signed bilateral agreements establishing no visa requirements.
- b) Refugees.
- c) Members of aircraft or ship crews.
- d) Aliens who hold the following cards: Aliens Identity Cards, Students' Cards, diplomatic corps accreditations, transborder workers and workers with return authorisations.

VISA TYPES

- **Transit visas:**

Authorisation to stay in the transit areas of airports or travel through Spanish territory for periods not exceeding 5 days.

- a) Airport transit visa.
- b) Territorial transit visa (collective for groups > 5 and > 50 persons).

- **Sojourn visas:**

- a) For short-term sojourns.
Authorisation for stays up to 3 months.
- b) Multiple sojourns.
Authorisation for multiple stays, not exceeding 90 days per semester, for the period of one year.
- c) Courtesy sojourns.
Authorisation for stays in exceptional cases, for a maximum period of 3 months in a period of six.

- **Student visas.**

Authorises a foreign student to stay in Spain for study, research and training purposes.

- **Residency visa:**

- Authorisation to reside in Spain without working for the period of one year.

- The application must be accompanied, among other items, by documents accrediting that the applicant has sufficient means to live on without the need to undertake employment.
- **Residency and work visa.**
 - Authorises one to undertake employment and reside in Spain.
 - Valid from the date of entry in Spain.
 - a) Residency and work permit as an employee.
 - b) Residency and work permit as a self-employed person.
- **Visa for the search for employment.**

(see quota section, page. 29)

 - Authorisation to travel to Spanish territory and register in the public employment services and look for a job for a three-month period.
 - If no job can be found, the holder must leave the territory.
 - The number of visas shall be established by quota.
 - a) Intended for children or grandchildren of original Spanish nationals.
 - b) For certain sectors of the economy.

Information and processing: In Spanish Diplomatic Missions or Consular Offices in the country of residence of the alien in question.

ALIENS' IDENTITY CARD (TIE)

Personal, non-transferable document intended to accredit one's legal situation. It has the same validity period as the authorisation that has been granted.

Aliens with authorisation to stay in Spain for a period above six months should apply for this within a period of one month from their date of entry, or from the date of authorisation. If they fail to do this, they may be fined for an amount from EUR 3,001 to 6,000.

Students and transborder workers must apply for their respective cards under the same terms as the TIE.

Renewal: Since the identity card has the same period of validity as the residency or sojourn permit, it should be renewed together with this 60 days before the expiry date.

Information and processing: Aliens' Office.



TRAVEL CERTIFICATE FOR DEPARTURE.

Document issued to aliens accrediting an exceptional need to leave Spain and who are unable to produce a valid personal passport. The Certificate specifies the destination country/ies and includes an authorisation to return to Spain.

Information and processing: Aliens' Offices. Police Services.

4.3. **IMMIGRATION CONTROL: ENTRY TO AND DEPARTURE FROM SPAIN.**

Aliens intending to enter Spanish territory must do so at the specified points of entry, bearing passport or travel document accrediting their identity, and documents justifying the purpose and conditions of their stay, accrediting sufficient means of support and be in a position to legally obtain such means.

ENTRY

Entry of aliens into Spanish territory is dependent upon fulfilment of the following requisites:

- Possession of a passport or travel document.
- Possession of a visa, except in cases of exemption.
- Justification of purpose and conditions of entry.
- Accreditation of sufficient economic means or capability of obtaining them.
- Presentation of medical certificates.
- No specific prohibition barring entry.
- No danger to public health, public law and order, national security, etc.

DEPARTURE

- Voluntary departures must be made via the intended points of departure upon presentation of a valid document for entry.
- Departure prohibitions do exist in certain cases.
- Departure may be made with defective documentation or with none provided the police services have no objection thereto.

- Departure in situations of sojourn or renewal of sojourn must be made during the validity periods of these situations.
- If an alien is authorised as a resident, departure may be made provided the authorisation and passport are valid.

RETURN

- When an alien is barred from entering due to non fulfilment of the requisites established by the Regulations, the consequence of the refusal to permit entry is the return of the alien.
- Returns are made immediately, with the alien being allowed to stay in special installations intended for this purpose for a maximum period of 72 hours, after which, the governmental authorities may request for the alien's internment. All actions of this nature are reported to the Ministry of Foreign Affairs and the Embassy of the alien's country of origin.

EXPULSION

- This involves the cancellation of any authorisation to stay in Spain.
- Expulsion forbids the alien to entry Spanish territory for a minimum of three and a maximum of ten years.
- It involves the obligation to leave the country within the period established in the resolution (ordinary procedure) or immediately (preferential procedure).

DEVOLUTION

This is applied to aliens who after expulsion from Spain disobey the prohibition to enter the country (and involves the re-initiation of the prohibition period for entry) or to aliens who attempt to enter the country illegally through unauthorised points (involving the prohibition to enter Spain for a maximum period of 3 years).

4.4. **SOJOURN AND RESIDENCY SITUATION.**

SOJOURN

- This is a stay in Spanish territory for a period not exceeding ninety days per semester from the date of entry.



- For extensions the reasons accrediting an additional stay must be given and the application made before the expiry date of the visa.
 - Aliens with visas: For sojourns under three months, an extension may be requested for another period not to exceed three months in a period of six.
 - Aliens without visas: Only for exceptional circumstances. Extensions not to exceed six months may be requested.

- **Special sojourns for students**

Intended for students undertaking courses or unpaid research work in centres that are officially recognised.

Durations for sojourns are equivalent to the course or research project duration. If the sojourn for study purposes exceeds six months, the student should request the Foreign Student's Card.

Aliens who have student visas may request sojourn visas for their spouses and offspring or children under their guardianship under 18 years of age for the duration of said studies.

This allows for employment as long as it is compatible with studies. It also allows access to authorisation for residency if the sojourn in Spain has been for at least three years with a student's card, if studies have been done showing successful achievements and as long as the foreigner has not been given a grant or aid package within development cooperation programs.

- **Sojourns for exceptional cases**

For humanitarian or public interest reasons, or international obligations. These sojourns shall be for a maximum of three months within any period of six.

Information and processing: Aliens' Office.

RESIDENCY

Residents are aliens who live in Spain and are in possession of an authorisation to reside. They may undertake employment if they have been authorised to do so.

Information and processing: Aliens' Office

1) Temporary Residency

A situation that authorises an alien to stay in Spain for a period above 90 days and not exceeding 5 years. The issuing of this permit has an initial duration of 1 year and must be renewed by the applicant within a period of 60 days before the expiry date.

Types:

- **Temporary residence without a work permit.**

Initial authorisation requires a visa.

The applicant must accredit, apart from other documents, sufficient means of economic support.

Validity: 1 year, extendable for successive 2-year periods. (see section on exceptions from work permits, page 29)

- **Temporary residence for family regrouping reasons.**

Aliens who have legally resided in Spain for one year, and are authorised for at least another year, may request certain family members to be regrouped with him/her in Spain. The following circumstances must be accredited: suitable housing and sufficient means of economic support to care for regrouped family members.

Initial authorisation requires a visa.

- **Regroupable family members:**

Spouse, children under 18 years of age or with disabilities, including adopted children, ascendants under the alien's care.

Aliens with temporary residency for family regrouping can in turn regroup their own family members if they have residency authorisation and a work permit.

Regroupable family members may obtain authorisation for residency independent from the regrouping member, when they obtain a work permit or in the event of domestic violence, among other cases.

Renewal: 60 days before expiry of the authorisation validity.

Validity: For the same period as that of the regrouping member, except when this member has an authorisation for permanent residency.



- **Temporary residency in exceptional cases.**

Integration reasons:

a) Employment integration.

Requisites:

- Accredited continued stay of a minimum of 2 years.
No criminal record in the last 5 years.
- Employment contract not under 1 year.
- *(Enters into force: from 7 August 2005)*

b) Social integration.

Requisites:

- Accredited continued stay of a minimum of 3 years.
- No criminal record in the last 5 years.
- Employment contract not under 1 year, at the time of application.
- Accredited family links with resident aliens, direct ascendants or descendants, or report accrediting social integration issued by the relevant Town Council where the alien has his/her place of abode.
- The corresponding Town Council may recommend that the alien is excused from the requirement of having an employment contract, as long as he/she can accredit sufficient economic means of support.

c) Children of parents who were originally Spanish.

- For reasons of international protection: asylum seekers or refugees.
- For humanitarian reasons: victims of crimes, among others, domestic violence, serious illnesses having been contracted that require specific treatment.
- Collaborators with administrative, police, fiscal or judicial authorities.

d) For reasons of international protection.

- Authorised to stay in Spain pursuant to the stipulations of Section 17.2 of the regulatory Act on the right to asylum and refugee status.

- Displaced aliens.
- For humanitarian reasons (Sections 31.4 and 34.1 of the regulatory Act on the right to asylum and refugee status).

e) For humanitarian reasons.

- Victims of crimes against workers' rights or crimes including the aggravating circumstance of perpetration for racist reasons, or victims of crimes involving violent conduct in the family milieu. Court sentence must be produced.
- Accredit suffering a serious illness contracted during stay. Medical report must be produced.
- Accredit that travelling to the alien's country to apply for a visa would endanger his/her safety or that of his/her family.

Validity: Initial authorisation is valid for one year.

Renewal: 60 days before the expiry of the authorisation validity.

- **Temporary residency and employment**

This status authorises an alien above the age of 16 to stay in Spain for a period over 90 days and under 5 years and to work as an employee or as a self-employed individual.

Validity: Initial residency authorisation is valid for one year.

Renewal: 60 days before the expiry. Renewal may be for 2 years, except in cases where a permanent residency authorisation is permitted.

2) Permanent residency

Status that authorises an alien to reside indefinitely and to work under equal conditions as a Spanish national.

Requisites: Reside legally in Spain continuously for 5 years, even if there are periods of temporary absence. Certain exceptions exist involving the exemption of the requisite of having resided in the country for five years.



Validity: Permanent residency authorisation is valid for five years.

Renewal: 60 days before the date of expiry on the Identity card, every 5 years.

3) Alien minors

- **Unaccompanied minors.**

The Spanish minor protection services take charge of undocumented minors arriving in Spain until repatriation or permanence in Spain can be arranged, to be decided by the Delegation or Subdelegation of the Government, following a report from the minor protection services.

Repatriation to the minor's country of origin will only be decided if there are suitable conditions for the effective family regrouping of the minor; or for suitable guardianship, forthcoming from the minor protection services of the corresponding country of origin.

- **Temporary travelling of minors.**

Travelling for temporary periods can only be effected under the express authorisation of the guardian and the Delegation or Subdelegation of the Government.

- **Minors born in Spain.**

The offspring of resident aliens acquire the same authorisation as the father or mother; upon application for said authorisation.

- **Minors born outside Spain.**

The offspring of resident aliens, or alien children under the guardianship of resident aliens or Spaniards, who have been born outside Spain, acquire the same residency authorisation when they accredit their continued permanence in Spain for 2 years and fulfil the requirements laid out in the Regulations for exercising the option for family regrouping.

4.5. IMMIGRANT EMPLOYMENT.

(see section on temporary residency and work, page 25)

- Aliens above 16 years of age require administrative authorisation to work.

If the alien intends to exercise a profession that requires a Degree, the Degree must be duly approved by the authorities.

- The employer requires administrative authorisation for hiring an alien.

Types of work permits.

EMPLOYEE WORK PERMIT

- **Initial type**

Duration: One year

Possible limitations: Geographical location or type of activity.

Requisites:

- a) The national situation must allow for the hire of an alien worker.
- b) Guarantee of continued activity for the duration of the validity.
- c) Hiring companies must be registered and up to date on Social Security payments.
- d) Job conditions must conform to current regulations.
- e) Accreditation of capacities required.
- f) No criminal record.
- g) No irregularities in condition of stay in country.

- **Renewed type**

Duration: For two years, except in cases where a permanent residency authorisation is forthcoming.

SELF-EMPLOYED WORK PERMIT

- **Initial type**

Duration: One year.

Possible limitations: Geographical location or type of activity.

Requisites:

- a) Fulfil current requirements, just like nationals, for the opening and operation of a business.
- b) Possess the qualifications, experience or Degree required.
- c) Accredite the necessary investment, and possible creation of employment.
- d) Be registered in the relevant association if the profession so requires.
- e) Prove that the business will have sufficient earnings for maintenance and accommodation.
- f) No irregularities in condition of stay in country.



- **Renewed type**

Duration: For two years, except in cases where a permanent residency authorisation is forthcoming.

SPECIAL SCHEMES FOR OTHER DURATIONS

Activities:

- Seasonal or for campaigns.
- For works or services.
- Of a temporary nature for top management personnel, sportspersons, and artists in public shows.
- For professional practices.

Duration

- Same as employment contract. Maximum limit one year, with possible extension.
- For seasonal or campaign-limited activities, the maximum limit is 9 months in any consecutive 12-month period.

Limitations: Geographical location or type of activity.

Requisites:

- a) Commitment of worker to return to his/her country of origin following the expiry of his/her employment contract.
- b) Commitment of the employer to make available suitable accommodation for seasonal workers. Organisation of return trip and payment of expenses of initial trip.
- c) Employment contract to be formalised before entering Spain.

WORK PERMIT FOR TRANSNATIONAL SERVICES

Worker with employment contract dependent on a company established in a State not belonging to the EU or the EEA.

Duration: One year, renewable for the same period.

Limitations: Geographical location or type of activity.

Requisites:

- a) The worker's residency in the country where the company is located is stable and regular.
- b) The professional activity is habitual and the worker has been in the company for at least 9 months.
- c) The company guarantees suitable worker conditions.

WORK PERMIT FOR TRANSNATIONAL WORKERS

Employed or self-employed worker residing in a frontier zone and carrying out activities in Spain. Accreditation of such status by means of transborder worker card.

Duration: Maximum validity five years, renewable.

Limitations: Geographical location.

ALIENS EXEMPT FROM WORK PERMITS (see section on temporary residency without work permit, page. 23)

Duration: One year, extendable for successive 2-year periods.

Activities:

- a) Engineers, researchers, professors and scientists hired by Public Administrations or Universities.
- b) Management personnel or teachers in institutions of accredited prestige.
- c) Civil servants or military personnel pertaining to foreign administrations for undertaking cooperation in Spain.
- d) Communications media correspondents, accredited by the Spanish authorities.
- e) Members of scientific missions.
- f) Artists with specific performances.
- g) Members of religious hierarchies.
- h) Spanish-born persons having lost Spanish nationality.
- i) Alien minors having reached working age under the guardianship of competent bodies undertaking social integration activities.
- j) Aliens forming part of the organs of representation, government and administration of trade unions and business organisations.

QUOTAS

(see section on visas for seeking employment, page 19)

- Quotas permit the programmed hiring of workers not residing in Spain.
- These are selected in their country of origin, depending on the national employment situation in Spain.

- The Quota proposal corresponds to the Secretary of State for Immigration and Emigration, following information obtained from Autonomous Communities and the Tripartite Immigration Commission.
- The Quota agreement establishes a certain number of visas for the search for employment for the children and grandchildren of original Spaniards, as well as the search for employment in certain sectors in which jobs are difficult to fill.

Annual nature.

NORMALISATION PROCESS

This is a measure that grants authorisation for residency and employment to aliens already in Spain and fulfilling certain requirements. (See third transitory Disposition, R.D. 2393/2004)

Duration: The process lasts three months. From 7 February to 7 May 2005.

Validity period for residency authorisation: One year.

Requisites:

For the employer or businesspersons:

- a) Be registered and up to date with Social Security payments.
- b) Present an employment contract for a 6 month period. Agricultural sector: 3 months. Building and the restaurant or hotel trade: 12 months. Domestic services, full time by one single employer or discontinuously with 30 working hours a week.

For the worker:

- a) Be registered in the Town Hall census before 8 August 2004.
- b) No criminal record.
- c) Possess the Degree or capacities required for the job.

Information and applications:

Social Security Offices authorised for this process.

5



Applications and presentation of documents



WHO SHOULD PRESENT THE DOCUMENTATION?

If the alien is the person entitled to initiate the procedure and is currently in Spanish territory, the alien him or herself must present the initial applications **personally** for residency authorisation and a work permit before the competent bodies.

If the alien is outside Spanish territory, this person must **personally** present and collect his or her visa at the competent bodies. Only in exceptional cases can this be done via a duly authorised representative.

When the necessary documentation must be presented by the **employer** or **businessperson**, this may be done either personally or through a duly authorised legal representative.

Exceptions: Applications and collections of visas for sojourns, transit and residency for family regrouping reasons may be effected through duly authorised legal representatives.



WHERE CAN THE OFFICIAL APPLICATION FORMS BE COLLECTED?

The official application forms are free of charge and can be copied using any means of reproduction. They are available at authorised offices and on the following web pages:

www.mtas.es.

www.map.es.

www.extranjeros.mir.es



OBLIGATION TO NOTIFY CHANGES IN SITUATION.

Aliens authorised to stay in Spain are obliged to notify any changes in nationality, home address and marital status at the Aliens' Office corresponding to their residency address.



FEES

All fees are charged when the authorisations, extensions, modifications, renewals or document issuings are made. For visas, fees are charged when the application is made.



6



Town Hall Registration

The Census is the register accrediting the residency and domicile of the inhabitants of a given municipality.

It is the obligation of all inhabitants, both Spanish and alien, to be registered in the municipality where they normally live. Aliens may be registered in the Census irrespective of their legal or non-regulated situation.

Advantages

- Ensures health care.
- Accredits length of stay.
- Permits access to municipal social services.
- Permits access to municipal programs.

Requisites

- Documents accrediting identity.
- Accredit a home or organisational domicile.
- Renew every two years (except when the alien has a permanent authorisation) or when domicile changes.

Information and applications:

Contact the Town Council of the corresponding place of residence.

7



Aliens' Office

Offices

Units including different services from the General State Administration competent in Alien and immigration affairs. Located in provincial capitals. Delegation offices may be created in provincial municipalities or districts.

Dependent on

Dependent on the Delegation of the Central Government, and functionally on the Ministry of Employment and Social Affairs.

Functions

Reception, processing and issuing TIE cards, students' cards, registration certificates, travel certificates, asylum and stateless applications, sojourn processing, residency authorisations, work permits, return authorisations, processing of fines and sanctions, elaboration of statistics, etc. Some of these functions correspond to the police services of these offices.

(see useful addresses, page 61)



Standards

Act 1/2002, of 1 March, Social Services of La Rioja (BOR No. 29, Thursday, 7 March 2002)

www.larioja.org/servicios_sociales

This Act has the objective of promoting and guaranteeing, within the framework of the Autonomous Community of La Rioja, the right of all citizens to access Social Services.

Irrespective of their administrative situation or status, aliens have the right to receive basic social services and support. (Section 14.3 Act 4/2000).

8.1. PUBLIC SOCIAL SERVICES SYSTEM

Social Services are structured on two levels of care:

- a) First-level, or Community, Social Services provide for primary social care and are intended for the entire population.
- b) Second-level, or Specialised, Social Services provide for the care of persons derived from the Community Social Services who require more specific kinds of care.

8.2. BASIC SOCIAL SERVICES

Basic social services are provided from the first level of healthcare or the basic network of community social services and include:

- Information, evaluation and guidance.
- Support for the family unit and home support.
- Alternative accommodation.
- Social prevention and insertion.

a) Information, evaluation and guidance.

Direct care for the citizen for such things as activities, existing social resources, psycho-social support and specialised consultancy services on social problems, and links up to remaining specialised social services and social protection systems.

b) Support for the family unit.

Provides reinforcement for families and persons with relationship difficulties, aiming to increase well being in the personal, relational and physical spheres, providing individuals with the possibility of continuing in their current settings and/or situations.

Action areas in this respect are: the social work and family structure support program, socio-community support, tele-assistance, homes for the elderly, social dining rooms, childcare centres and home support services.

c) Alternative accommodation.

Helps needy individuals to enjoy a suitable framework in which to develop coexistence through decent accommodation and a basic relationship structure.

Shelter centres, shelter families, guardianship homes and residences.

d) Social prevention and insertion.

Concrete actions undertaken to prevent exclusion, or, if need be, achieve family and social insertion.

8.3. **ECONOMIC SUPPORT**

Social insertion support

Standards

Decree 24/2001, of 20 April, regulating social insertion support measures.

Act 7/2003, of 26 March, on Socio-Employment Insertion.

Decree 3/2005, of 28 January adapting Decree 24/2001, of 20 April, regulating social insertion support measures, to the provisions of Act 7/2003, of 26 March on Socio-Employment Insertion.

- **Minimum insertion earnings (I.M.I.):** This is a periodical support measure intended for persons in need of social intervention for their socio-employment insertion. The requisites include being registered in the municipal Census one year before application.

- **Support for social inclusion:** These are periodical support measures intended to cover basic needs in the family unit including persons in a situation of social exclusion, who due to their personal and/or social characteristics, cannot access socio-employment insertion programs and who therefore require an intervention program addressed primarily to social recovery. The requisites include being registered in the municipal Census one year before application.
- **Social emergency support:** These are non-periodical support measures of an economic character intended to provide aid in situations of urgency or serious necessity that cannot be covered through other resources, with the aim of preventing, avoiding or palliating situations of social exclusion. The requisites include being registered in the municipal Census four months before application.

Subventions and Agreements on social services:

- Local corporations.
- Not-for-profit associations and institutions: Ethnic minorities and immigration.

Information and applications:

**REGIONAL GOVERNMENT DEPT. OF YOUTH,
FAMILY AND SOCIAL SERVICES**

GENERAL DIRECTORATE OF RESOURCES

Support Services

C/Villamediana, 17. 26071. Logroño

Tfno: 941 291 100

Fax: 941 291 332

CITIZEN ATTENTION SERVICES (S.A.C.)

C/ Capitán Cortés 1. 26071. Logroño

**SOCIAL SERVICES CENTRES AND/OR
SOCIAL WORKER UNITS**

(listed below)

www.larioja.org/sac



8.4. BASIC NETWORK OF COMMUNITY SOCIAL SERVICES

RIOJA BAJA

RIOJA BAJA COMMUNITY SOCIAL SERVICES COORDINATION CENTRE

DIRECTOR: VICTORIA MATEOS JIMÉNEZ
C./ RASILLO DE SAN FRANCISCO, 27 • 26500 CALAHORRA
Tel.: 941 145 530 Fax: 941 130 389
E-mail: sssscomunitarios.rb@larioja.org

SOCIAL SERVICES ZONE Nº 1

ALHAMA-LINARES COMMUNITY

Avda. de la Constitución s/n • 26520 • Cervera de Río Alhama

Fax: 941 17 71 77

aytocervera@larioja.org

SOCIAL WORKERS:

M^a Elena González López

Silvia Jiménez Fernández

TOWN COUNCILS:

Aguilar del Río Alhama	Tel.: 941 19 70 93
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Cervera del Río Alhama	Tel.: 941 19 80 94
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Cornago	Tel.: 941 19 60 01
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Grávalos	Tel.: 941 39 80 05
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Igea	Tel.: 941 19 40 01
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Navajún	
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Valdemadera	
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SOCIAL SERVICES ZONE Nº 2

ALFARO

C/ Tiendas, 10 • 26540 • Alfaro

Fax: 941 18 38 93

SOCIAL WORKERS:

Aránzazu Arambarri Hervías / arambarri@aytoalfaro.org

Itziar Gutiérrez Salcedo / itziar@aytoalfaro.org

TOWN COUNCIL:

Alfaro	
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Tel.: 941 18 02 11

RINCÓN DE SOTO MUNICIPALITIES ASSOCIATION

C/ Plaza González Gallarza, 5 • 26550 • Rincón de Soto

Fax: 941 14 15 64

SOCIAL WORKER:

Belén Taberbero Lasanta / administracion@rincondesoto.org

TOWN COUNCILS:

Aldeanueva de Ebro	Tel.: 941 16 30 05
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Rincón de Soto	Tel.: 941 16 00 13
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SOCIAL SERVICES ZONE Nº 3

CALAHORRA

C/ Miguel de Cervantes, 5 • 26500 • Calahorra

Fax: 941 14 52 40

SOCIAL WORKERS:

M^a Antonia Deza Bella / tdeza@ayto-calahorra.es

Berta Domingo Santamaría / bdomingo@ayto-calahorra.es

Gloria Martínez Gómez / ssociales@ayto-calahorra.es

Almudena Pisón Latorre / apison@ayto-calahorra.es

TOWN COUNCILS:

Calahorra

Tel.: 941 13 36 50

SOCIAL SERVICES ZONE Nº 3-4

CIDACOS COMMUNITY

C/ Plaza de España, 1 • 26570 • Quel

Fax: 941 40 12 27

SOCIAL WORKERS:

Reyes Jiménez Barambio / rcidacos@yahoo.es

M^a Jesús Tomás Navajas / mancocidaco@hotmail.com

TOWN COUNCILS:

Arnedillo	Tel.: 941 39 44 50
Autol	Tel.: 941 39 00 05
Bergasa y Carbonera	Tel.: 941 39 50 27
Bergasillas Bajera	
Enciso	Tel.: 941 39 60 05
Herce	Tel.: 941 40 71 05
Munilla	Tel.: 941 39 40 11
Muro de Aguas	
Pradejón	Tel.: 941 15 00 01
Préjano	Tel.: 941 39 90 05
Quel	Tel.: 941 34 24 02
Santa Eulalia Bajera	Tel.: 941 40 70 73
Tudelilla	Tel.: 941 15 20 04
Villar de Arnedo	Tel.: 941 15 90 13
Villarroya	
Zarzosa	



SOCIAL SERVICES ZONE Nº 4

ARNEDO

C/ Carretas, 3 • 26580 • Arnedo

Fax: 941 38 57 67

SOCIAL WORKERS:

Susana Barco Munilla / sociales@aytoarnedo.org

Natalia García Álvarez / prevencion@aytoarnedo.org

TOWN COUNCIL:

Arnedo

Tel.: 941 38 57 66

RIOJA CENTRO

SOCIAL SERVICES ZONE Nº 5

AGONCILLO MUNICIPALITIES ASSOCIATION

C/ Plaza del Castillo, 15 • 26509 • Agoncillo

Fax: 941 43 13 15

SOCIAL WORKERS:

Basilio González Sáez serviciosocialbasilio@hotmail.com

Marta Alguacil Alfaro martalguacil@hotmail.com

TOWN COUNCILS:

Agoncillo

Tel.: 941 43 10 07

Lagunilla del Jubera

Tel.: 941 48 20 87

Murillo de Río Leza

Tel.: 941 43 20 10

Robles del Castillo

Santa Engracia de Jubera

Tel.: 941 48 22 11

OCÓN COMMUNITY (in formation)

C/ Cava, 1 • 26513 • Ausejo

Fax:

sonyortiz@worldonline.es

SOCIAL WORKER:

Sonia Ortiz de Viñaspre Lumbreras / sonyortiz@worldonline.es

TOWN COUNCILS:

Alcanadre

Tel.: 941 16 51 95

Arrúbal

Tel.: 941 43 11 03

Ausejo

Tel.: 618 70 43 44

Corera

Tel.: 941 43 80 75

Galilea

Tel.: 941 48 00 32

Ocón

Tel.: 941 43 80 48

Redal (El)

Tel.: 941 43 80 02

SOCIAL SERVICES ZONE Nº 6

CAMEROS VIEJOS MUNICIPALITIES ASSOCIATION

C/ Solano, 14 • 26133 • San Román de Cameros

Fax: 941 46 41 85

SOCIAL WORKER:

Salomé López Jalón / ssbcamviejo@wanadoo.es

TOWN COUNCILS:

Ajamil	Tel.: 941 46 40 73
Cabezón de Cameros	
Hornillos de Cameros	Tel.: 941 46 40 33
Jalón de Cameros	Tel.: 941 46 40 26
Laguna de Cameros	Tel.: 941 46 41 61
Muro de Cameros	Tel.: 941 46 40 30
Rabanera	Tel.: 941 46 42 30
San Román de Cameros	Tel.: 941 46 40 85
Soto de Cameros	Tel.: 941 43 90 07
Terroba	
Torre de Cameros	Tel.: 941 46 41 00

SOCIAL SERVICES ZONE Nº 7

LARDERO

C/ Pza. de España, 12 • 26140 • Lardero

Fax: 941 44 90 00

SOCIAL WORKER:

Cristina Rudiez Herce / aytolardero@riojatel.com

TOWN COUNCIL:

Lardero	Tel.: 941 44 80 03
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LEZA - IREGUA COMMUNITY

C/ General Franco, 15 • 26120 • Albelda de Iregua

Fax: 941 43 50 60

SOCIAL WORKERS:

Ana Petra Antón Sáinz / serviciosocialanapetra@hotmail.com

Ruth Hernández Sarnago / serviciosocial@villamedianadeiregua.org

TOWN COUNCILS:

Albelda de Iregua	Tel.: 941 44 30 19
Alberite	Tel.: 941 43 62 98
Clavijo	Tel.: 941 43 65 96
Leza de Río Leza	
Nalda	Tel.: 941 41 72 03
Ribafrecha	Tel.: 941 43 40 01
Sorzano	Tel.: 941 44 74 00
Villamediana de Iregua	Tel.: 941 43 51 33



SOCIAL SERVICES ZONE N° 8**ALTO IREGUA COMMUNITY**

C/ El Horreo, s/n • 26122 • Pradillo

Fax: 941 46 22 76

SOCIAL WORKERS:

Esmeralda Blázquez García / ssbiregua@wanadoo.esM^a Angeles López Fraile / ssbiregua@wanadoo.es

TOWN COUNCILS:

Almarza de Cameros	
Gallinero de Cameros	Tel.: 941 46 23 96
Lumbreras	Tel.: 941 46 81 31
Nestares	Tel.: 941 46 02 10
Nieva de Cameros	Tel.: 941 46 01 53
Ortigosa de Cameros	Tel.: 941 46 20 01
Pinillos	Tel.: 941 46 01 82
Pradillo	Tel.: 941 46 20 32
Rasillo (El)	Tel.: 941 46 21 01
Torrecilla en Cameros	Tel.: 941 46 00 14
Viguera	Tel.: 941 44 20 78
Villanueva de Cameros	Tel.: 941 46 21 70
Villoslada de Cameros	Tel.: 941 46 80 01

SOCIAL SERVICES ZONE N° 9**MONCALVILLO COMMUNITY**

C/ Avda. Ciudad de Cenicero, 2 • 26360 • Fuenmayor

Fax: 941 44 06 01

SOCIAL WORKERS:

Visitación Ortiz Somovilla / visi.ortiz@wanadoo.esMónica Rodríguez Ugalde / mpmtsmr@wanadoo.es

TOWN COUNCILS:

Cenicero	Tel.: 941 45 40 16
Daroca de Rioja	Tel.: 941 44 48 94
Entrena	Tel.: 941 44 60 77
Fuenmayor	Tel.: 941 45 00 14
Hornos de Moncalvillo	Tel.: 941 44 18 16
Medrano	Tel.: 941 44 48 04
Navarrete	Tel.: 941 44 00 05
Sojuela	Tel.: 941 44 60 93
Sotés	Tel.: 941 44 17 00
Torremontalbo	
Ventosa	Tel.: 941 44 18 36

RIOJA ALTA

RIOJA ALTA COMMUNITY SOCIAL SERVICES COORDINATION CENTRE

DIRECTOR: YOLANDA TOBIÁS BAÑOS
C/ MAYOR, 67 26250 STO. DOMINGO DE LA CALZADA
Tel.: 941341697 Fax.: 941341732
E-mail: sssscomunitarios.ra@larioja.org

SOCIAL SERVICES ZONE Nº 10

NÁJERA

C/ Plaza de España, 1 • 26300 • Nájera

Fax: 941 36 35 72

SOCIAL WORKERS:

Rosa Ana Rubio Martínez / rosana@aytonajera.es

Concepción Cuadra Jadraque / serviciosocial@aytonajera.es

TOWN COUNCIL:

Nájera

Tel.: 941 41 01 59

NAJERILLA COMMUNITY

C/ Plaza de España, 1 • 26313 • Uruñuela

Fax: 941 37 10 06

SOCIAL WORKER:

M^a Teresa Navaridas Domínguez / sersomdadnajerilla@conlared.com

TOWN COUNCILS:

Arenzana de Abajo	Tel.: 941 36 14 03
Arenzana de Arriba	Tel.: 941 36 25 11
Berceo	Tel.: 941 37 30 17
Canillas de Río Tuerto	Tel.: 941 37 91 58
Cañas	Tel.: 941 37 93 22
Cárdenas	Tel.: 941 36 70 07
Huércanos	Tel.: 941 37 10 86
Ledesma de la Cogolla	Tel.: 941 37 47 86
Torrecilla sobre Alesanco	Tel.: 941 41 60 57
Tricio	Tel.: 941 36 10 57
Uruñuela	Tel.: 941 37 10 06
Villar de Torre	Tel.: 941 36 60 34
Villarejo	Tel.: 941 36 60 22
Villaverde de Rioja	Tel.: 941 37 45 91



BADARÁN MUNICIPALITIES ASSOCIATION

Pza. del Ayuntamiento, 1 • 26320 • Baños de Río Tobía

Fax: 941 37 40 04

SOCIAL WORKERS:

Inmaculada Muntión Fernández / inmabanos@wanadoo.es

José Miguel Sáez Sobrón / josemiguel@aldonza.com

TOWN COUNCILS:

Alesanco	Tel.: 941 37 90 05
Alesón	Tel.: 941 36 91 15
Anguiano	Tel.: 941 37 70 21
Azofra	Tel.: 941 37 90 49
Badarán	Tel.: 941 36 70 01
Baños de Río Tobía	Tel.: 941 37 47 68
Bezares	Tel.: 941 41 68 80
Bobadilla	Tel.: 941 37 42 85
Camprovín	Tel.: 941 36 21 79
Castroviejo	Tel.: 941 41 68 57
Cordovín	Tel.: 941 36 70 92
Estollo	Tel.: 941 37 30 31
Hormilla	Tel.: 941 41 78 01
Hormilleja	Tel.: 941 36 10 37
Manjarrés	Tel.: 941 36 90 42
Pedroso	Tel.: 941 37 40 40
San Millán de la Cogolla	Tel.: 941 37 30 35
Santa Coloma	Tel.: 941 41 68 00

VINIEGRA DE ABAJO MUNICIPALITIES ASSOCIATION

C/ Elias Romero Marrull, 3 • 26325 • Viniegra de Abajo

Fax: 941 37 42 25

SOCIAL WORKERS:

Carmen Calle Castroviejo / carmen7villas@hotmail.com

TOWN COUNCILS:

Brieva de Cameros	
Canales de la Sierra	Tel.: 941 37 60 51
Mansilla de la Sierra	Tel.: 941 37 60 01
Matute	Tel.: 941 37 42 25
Tobía	Tel.: 941 37 46 27
Ventrosa	
Villavelayo	Tel.: 941 37 60 96
Viniegra de Abajo	Tel.: 941 37 80 12
Viniegra de Arriba	

SOCIAL SERVICES ZONE Nº II

SANTO DOMINGO DE LA CALZADA

C/ Pza. de España, 4 • 26250 • Sto. Domingo de la Calzada

Fax: 941 34 00 55

SOCIAL WORKER:

Nieves Martínez Bravo / UTSSANTO@terra.es

TOWN COUNCIL:

Sto. Domingo de la Calzada Tel.: 941 34 00 04

VIRGEN DE ALLENDE COMMUNITY

C/ Avda. de Navarra, 3 • 26280 • Ezcaray

Fax: 941 35 42 09

SOCIAL WORKERS:

Nuria Crespo García / nuria.crespo@terra.es

Asunción Ruiz López / ezallende@terra.com

TOWN COUNCILS:

Bañares	Tel.: 941 35 01 11
Cirueña	Tel.: 941 42 64 05
Corporales	Tel.: 941 34 34 78
Ezcaray	Tel.: 941 42 70 50
Grañón	Tel.: 941 42 06 85
Herramélluri	Tel.: 941 32 70 01
Leiva	Tel.: 941 32 71 01
Manzanares de Rioja	Tel.: 941 42 64 33
Ojacastro	Tel.: 941 35 41 53
Pazuengos	Tel.: 941 42 66 92
Santurde de Rioja	Tel.: 941 42 66 01
Santurdejo	Tel.: 941 42 67 00
Tormantos	Tel.: 941 32 75 17
Valgañón	Tel.: 941 35 46 02
Villalobar de Rioja	Tel.: 941 30 00 00
Villarta-Quintana	Tel.: 941 42 06 33
Zorraquín	Tel.: 941 42 73 28



SOCIAL SERVICES ZONE N° 11-12**RIOJA ALTA COMMUNITY**

C/ Plaza Nueva, 1 • 26340 • San Asensio

Fax: 941 45 71 19

SOCIAL WORKER:

M^a Angeles Aretio Romero / manrioja@hotmail.com

TOWN COUNCILS:

Ábalos	Tel.: 941 33 41 60
Baños de Rioja	Tel.: 941 30 01 12
Briñas	Tel.: 941 31 20 12
Briones	Tel.: 941 30 10 03
Castañares de Rioja	Tel.: 679 92 96 81
Cidamón	Tel.: 679 92 96 81
Hervías	Tel.: 941 42 01 77
Ollauri	Tel.: 941 33 80 80
Rodezno	Tel.: 941 33 80 10
San Asensio	Tel.: 941 45 75 28
San Torcuato	Tel.: 941 35 02 05
San Vicente de la Sonsierra	Tel.: 941 30 80 06

SOCIAL SERVICES ZONE Nº 12

HARO

C/Vega, 36 bajo drcha. • 26200 • Haro

Fax: 941 30 43 77

SOCIAL WORKERS:

Iciar Corral Oteo / serviciosocial@haro.org

Raquel Martínez Ochoa / serviciosocial@haro.org

TOWN COUNCIL:

Haro

Tel.: 941 30 40 08

TIRÓN COMMUNITY

C/ Pza. Mayor,1 • 26214 • Cuzcurrita del Río Tirón

Fax: 941 32 45 19

SOCIAL WORKERS:

Cristina Estenaga Glera / mancomtiron@terra.es

Cristina Pérez Velamazán / cristinapv2tiron@hotmail.com

TOWN COUNCILS:

Anguciana Tel.: 941 32 00 03

Casalarreina Tel.: 941 32 45 31

Cellórigo

Cihuri Tel.: 941 32 01 01

Cuzcurrita del Río Tirón Tel.: 941 30 17 61

Foncea Tel.: 941 30 05 51

Fonzaleche Tel.: 941 30 04 35

Galbárruli Tel.: 941 30 04 01

Gimileo Tel.: 941 31 27 51

Ochánduri Tel.: 941 32 71 30

Sajazarra Tel.: 941 32 01 33

San Millán de Yécora Tel.: 941 32 60 30

Tirgo Tel.: 941 30 17 75

Treviana Tel.: 941 32 60 80

Villalba de Rioja

Zarratón Tel.: 941 32 41 98



LOGROÑO

SOCIAL SERVICES ZONE Nº 13/17

LOGROÑO

Logroño town council:

“ SOCIAL SERVICE UNITS ”

Avda. de la Paz, 11. • 26004 • Logroño

Tel.: 941 27 70 00

Fax: 941 24 92 24

sociales@logro-o.org

Person in charge:

Carmen Bengoa Munduate

“ CASA FARIAS ”

C/ Mayor 35 • 26001 • Logroño

Tel.: 941 25 55 87

Fax: 941 25 51 22

“ LA RIBERA ”

C/ Beatos Mena y Navarrete 29-31 • Logroño

Tel.: 941 23 57 33

Fax: 941 23 06 28

“VAREA ”

C/ Artesanos, 2 • Logroño

Tel.: 941 25 86 39

“LOBETE”

C/ Obispo Blanco Najera 2 • Logroño

Tel.: 941 24 77 04

Fax: 941 25 32 39

“EL PARQUE”

C/ Santa Isabel 6 bajo • Logroño

Tel.: 941 26 28 59

Fax: 941 26 26 31

“LA ESTRELLA”

C/ Piqueras, 8 bajo • Logroño

Tel.: 941 25 86 38

Fax: 941 25 86 38

“LAS FONTANILLAS”

C/ Poniente 14 • Logroño

Tel.: 941 20 48 28

Fax: 941 20 54 53

“YAGÜE”

C/ Salamanca, 23 • Logroño

Tel.: 941 20 68 05

Fax: 941 20 57 19