

INFORMATIVE GUIDE FOR IMMIGRANTS



Govern
de les Illes Balears

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Published by:  **Govern
de les Illes Balears**
Conselleria d'Immigració i Cooperació


In collaboration with:  Ministerio de Trabajo y Asuntos Sociales

Coordination, design and illustration:  **inrevés SLL**

Drafting of content: **Inrevés SLL and Oikos**

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8 a.m. to 3 p.m.
<http://immicooper.caib.es>**

Legal deposit: PM 2.565-2006
Printed on recycled paper 



The Balearic Islands Autonomous Government's **2nd Comprehensive Immigrant Services Plan** has as one of its areas of activity dissemination efforts to facilitate awareness of resources and general services for immigrants.

Along these lines, this guide is meant to be a new informative resource aimed at facilitating the welcome and integration of immigrants arriving in our community for the first time, especially those from outside the European Community.

The focus of the various subjects is based on the principle of equal rights and obligations for everyone, as well as respect for the basic rules of cohabitation.

Another aspect worth mention is the usage of illustrations as graphic elements to identify the various subjects, accompanied by practical, simple language that facilitates comprehension of the contents.

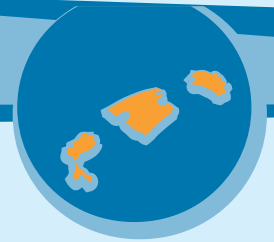
The Guide is structured over eleven blocks providing basic information on our social reality, daily life and the workings of the various Balearic Islands' public services and institutions. In short, useful information that can help immigrants begin the process of integration into our society.

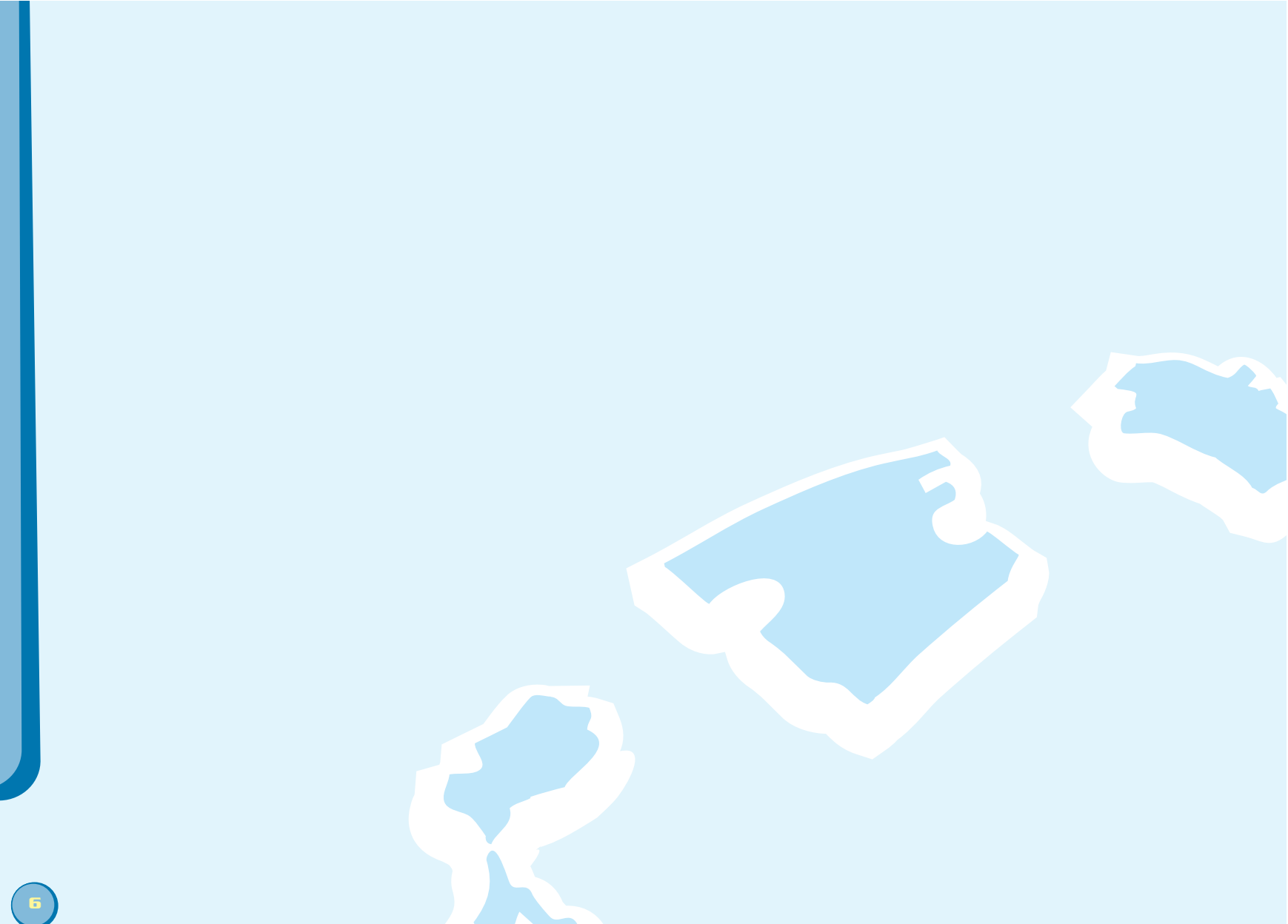
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1. Presentation. The Balearic Islands





1.1.



Territory and official languages

The Balearic Islands are located in the western part of the Mediterranean Sea, with a total area of 5,040 km². Majorca, Minorca, Ibiza and Formentera are the four inhabited islands of the archipelago. The mild climate, beauty of their landscapes and cultural richness make the Balearic Islands a first-rate tourism destination.

The official languages of the Balearics are Catalan and Spanish. Balearic Catalan is spoken in the forms typical of each island.

1.2.



Territorial distribution

Majorca is the largest of the Balearic Islands and one of the main tourism destinations of the Mediterranean. Palma, its capital, concentrates half of the island's population.

Other major municipalities:

- **In Majorca:** Marratxí, Lluçmajor, Calvià, Inca and Manacor.
- **In Minorca:** Maó (capital) and Ciutadella.
- **In Ibiza:** the city of the same name, Ibiza (capital).
- **In Formentera:** Sant Francesc Xavier.

The islands' economy is based on tourism and the service industry, with a few traditional activities still being maintained (leather, footwear, costume jewellery, etc.).

1.3.



Population

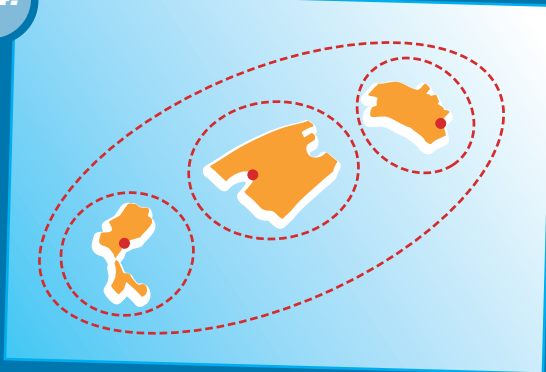
The Balearic Islands have a resident population of nearly one million inhabitants. They have undergone significant demographic growth in recent decades; in the 1960's due to the arrival of persons from other Spanish autonomous communities (at the beginning of the tourism boom), and several years later, with the arrival of EU nationals (from other European Union countries, especially Germany, the United Kingdom, France, etc.), and non-EU citizens (from countries not belonging to the European Union, mainly Argentina, Morocco, Ecuador and Colombia).

Therefore, nearly 41% of the Balearic Islands' residents have been born outside our territory, with 16% from other countries.

Population (2005)

Majorca	777,821
Minorca	86,679
Eivissa	111,107
Formentera	7,508
Total Balearic Islands	983,115

1.4.



Institutions of the Balearic Islands

The Balearics make up one of Spain's 17 autonomous communities or regions. It has its own democratically-elected institutions that govern matters such as education, health care, housing, infrastructures, etc.

The main institutions are made up of:

- **The Parliament.**
- **The Balearic Island Autonomous Government**, elected from the Parliament, with administrative and executive duties in the area of the Autonomous Community.
- **The Insular Councils**, which are the government bodies on each of the islands.
- **The Local Councils**, that manage a great deal of public affairs from the local level of each municipality.

Likewise, the General Spanish Administration is represented in the Islands through the Spanish Government Delegation.

2. The rights and duties of immigrants Foreigner affairs regulations







The rights and duties of immigrants in Spain

The general principles underlying the guarantees for any person in Spanish territory are **equality before the Law** and **non-discrimination** for reasons of color, race, ancestry, origin or religion.

Rights of all foreigners

All foreign persons, even those in an irregular administrative situation, have the following rights:



- **The right to census registry** in the municipality where they live, after accrediting their identity and habitual residence in said municipality.
- **The right and duty to conserve documentation** that accredits their identity and situation in Spain. In the exceptional event that the passport or identification document is confiscated from a foreigner, he or she will be issued a receipt indicating that this has been done.
- **The right to seek asylum** in Spain if they are victims of persecution due to reasons of race, religion, nationality, belonging to a given social group or holding certain political opinions. If asylum is granted to them they will be authorized to reside and work, in addition to guaranteeing the issuing of the necessary travel and identification documents.

Under no circumstances may a foreigner be forcefully sent to the territory of a country in which his or her life is threatened, or where they could suffer torture, inhumane treatment or other severe violations of human rights.

Exclusive rights of foreigners with regularized administrative situations

All foreign persons with regular administrative situations have the right to:

- **Free movement:** they will be able to move freely throughout the entire Spanish territory. This also applies to the countries of the European Union, although only during a maximum period of 3 months.
- **Public participation:** they have all the rights derived from municipal census registry. Thus, they will have a voice in the matters affecting them, for example, through the committees of their Local Council.
- **Assembly, demonstration, association, unionization and strike,** in the same conditions as Spanish nationals.

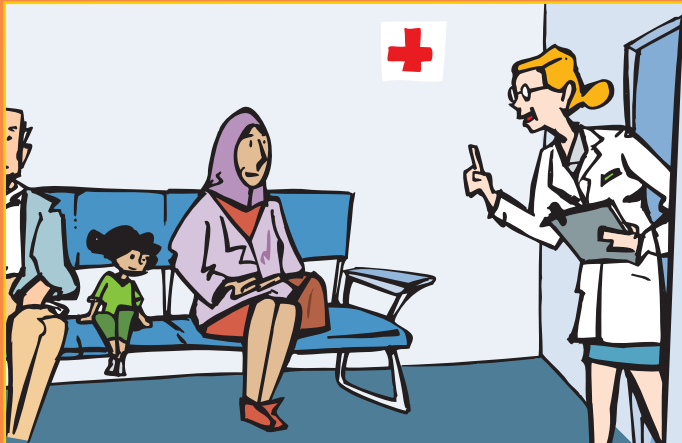


- **Work:** they will be able to work independently or for a third party in the conditions stipulated by the law, and as long as they hold the necessary work permit and authorization. Furthermore, they will be able to work for the Public Administrations as employed staff (not civil servants). Therefore, they may present their candidacies for published job openings.

Foreigners with work permits who work independently or for third parties shall do so in the same occupational conditions as Spanish nationals. Thus, when they start to work, they must register with the Social Security system and contribute to it during their working life.

- **Housing:** they will have access to the public housing aid system in the same conditions as Spanish nationals.





Differentiated rights for foreigners with regularized or irregular administrative situations

All foreign persons, whether or not they have permits, shall enjoy the human rights inherent to any person. Even so, immigrants with regularized administrative situations will also enjoy other rights that immigrants who have irregular administrative situations do not.

- **Health care:** all foreigners registered in their municipal census, whether in regularized or irregular administrative situations, have the same rights to health care as any other Spanish person. Immigrants with irregular administrative situations not registered in their municipal censuses only have the right to emergency health care. In any event, even if they are not registered in the municipal census, minors and pregnant women have the right to public medical care like all Spanish citizens.



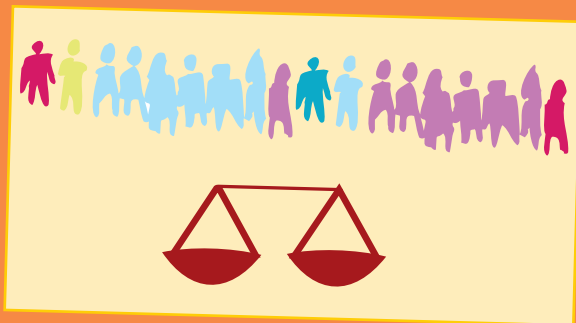
- **Education:** all immigrants under 18, regardless of whether their family has regularized their situation, have the right to education –which is also an obligation– in the same conditions as Spanish minors, which includes free basic education (from 6 to 16 years), access to grants and other public educational aid.

Foreigners with regularized administrative situations over 18 years of age have the right to any stage of higher education, including access to grants and public aid.



- **Social security and Social Services:** all foreigners have the right to basic social benefits. In the Balearic Islands, this includes the basic primary social services, home care, lunchroom, limited stay residential services, open centers for minors and adolescents and urgent social aid.

Foreigners with regularized administrative situations have the right to the benefits and services of the Social Security System in the same conditions as Spanish citizens, including the right to receive unemployment benefits. Further, they are entitled to all services and social benefits offered by the autonomous communities.



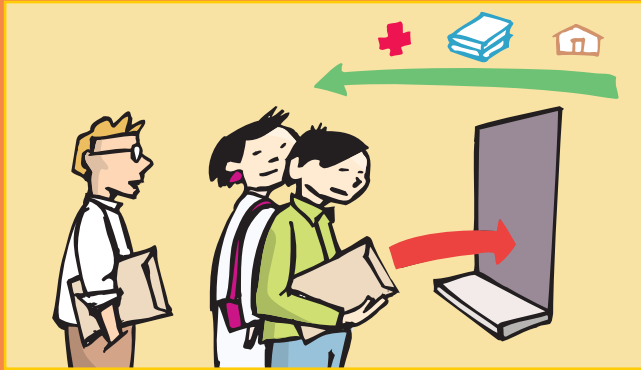
- **Guarantees of rights:** all foreign persons are entitled to have their rights and interests protected by the judicial system in the same conditions as Spanish citizens.

Whenever the Administration's proceedings may conclude with the expulsion, return or deportation of a foreigner, he or she shall be entitled to free legal aid from an attorney, as long as they are in Spain and lack sufficient economic resources. Furthermore, they will be entitled to the services of an interpreter if they do not understand the official language.

Immigrant rights advocacy groups can intervene as interested parties in the administrative procedures and in the courts, if the affected foreigner so desires it.

Foreigners with regularized administrative situations and that do not have sufficient economic resources, have the right to free legal aid from an attorney in all judicial proceedings, and if necessary, interpreting services.

The obligation to pay taxes



By residing in the Balearic Islands, immigrants also assume the obligation to contribute, in the appropriate degree, to the maintenance of public expenditure through taxes. With this money, the public administrations finance services such as education, health care, social services, housing, etc., which benefit all inhabitants.

There are two types of taxes: direct taxes, levied on income and property, and indirect ones, applied to consumer and other forms of expenditure.

2.2.



Foreigner affairs regulations (*)

(*) Organic Law 4/2000, reformed by Organic Law 14/2003, Organic Law 11/2003 and Organic Law 8/2000; and Royal Decree 178/2003, fundamentally.

A foreigner must stay or reside legally in Spain

If the person travels to Spain as a tourist or for a limited stay, he or she will require a visa to enter Spanish territory, although for some countries a passport is sufficient. This stay can last up to three (3) months, after which time, the foreigner must return to his or her country. If they do not, they will be in an irregular administrative situation.

To be able to live in the Balearic Islands for a longer period, a residence permit is necessary. This permit is granted when you have come from your home country in a regularized manner, with a residence visa (given by the Spanish consulate in your home country) authorizing your entry, either because you come to reside and work in this country, or as part of a family reunification.



You must have a residence and work permit to be able to work. If you have come for family reunification and only have a residence permit, you must apply for authorization to work.

For information on the residence permit or the bureaucratic procedures to perform for yourself or a family member in your home country, visit a specialized service, the information offices indicated by your local council, a law firm or support organization. You should not trust anyone who offers you the chance of easily obtaining a residence permit in exchange for money.

If you do not have a residence permit, and are therefore in an irregular situation, the legislation in force calls for your deportation from the country.

Residence and work authorizations

The residence and work authorization authorizes foreigners over 16 to remain in Spain for a period greater than 90 days but not to exceed five (5) years, and to engage in work activity, mainly **for a third party** or **independently** (see chapter 7).

Types of work authorization

The most common residence and work authorizations are of two types:

- **Initial** for one (1) year's duration, possibly with limits on the geographic area and activity. The renewal process begins 60 days before its expiration.
- **Renewed**, of two (2) years' duration, unless it is for a permanent residence authorization.





Temporary residence for family reunification

Foreigners who have legally resided for one (1) year and have authorization for at least another year, can reunite with some of their family members. They must accredit appropriate lodging and economic means sufficient to care for the reunited family members.

The initial authorization for the family members will require a residence visa, granted by the Spanish consulate in their home country.

The family members eligible for reunification are the spouse, disabled children or any under 18, including those adopted, and any dependent forebears.



Temporary residence in exceptional cases

There are some exceptional cases that could allow the granting of a temporary residence permit to a foreign citizen staying in Spain:

- For reasons of established occupational or social ties, if the foreigner accredits a minimum stay of two (2) or three (3) years (depending on the case), having no criminal activity over the past five (5) years and having a work contract of at least one (1) year's duration.
- For having a father or mother of Spanish nationality.
- For reasons of international protection: asylum-seekers and refugees.
- For humanitarian reasons: victims of crimes, among them those of domestic violence, or those affected by severe acquired diseases requiring special treatment, etc.
- To collaborate in certain cases with government, police, tax or judiciary authorities.

Main Procedures of the Foreign Citizens Act



- **Who files the documentation?**

When outside Spanish territory, foreigners themselves must file for and pick up the visa in the Spanish consulate of their home country. This may only be done by proxy in exceptional cases.

Once in Spanish territory, the foreigner must personally file the initial applications for residence and work authorization in the Foreign Citizens Offices.

When the documentation must be filed by the employer or business owner, he or she must do so personally or through their legal representative.

The applications and pick-up of extended stay, transit and family reunification residence visas may be done through a legal representative.



- **Where are the official application forms available?**

The official application forms are free of charge. They are available at Foreign Citizens Offices and on the following websites:

www.mtas.es

www.map.es

www.mir.es

- **Obligation to notify regarding changes of situation**

Foreigners authorized to remain in Spain are obliged to notify the Foreign Citizens Office wherever they reside of any changes of nationality, address or marital status.

- **Fees**

Fees will be charged for the granting of authorizations, extensions, modifications, renewals or whenever documents are issued. In the case of visas, fees are charged when the application is filed.

Foreign Citizens Office



The foreign citizens offices offer various services of the General State Administration competent in foreign citizens' affairs and immigration. They report to the Delegation of the Government and, in functional terms, to the Ministry of Labor and Social Affairs.

Among others, their duties include the reception, issuing and delivery of TIE (Tarjetas de Identificación de Extranjeros, or Foreigners' ID Cards), student cards, registration certificates, travel certificates, asylum applications, extended stay procedures, residence and work authorizations, sanctions processing, etc.

IN MAJORCA:

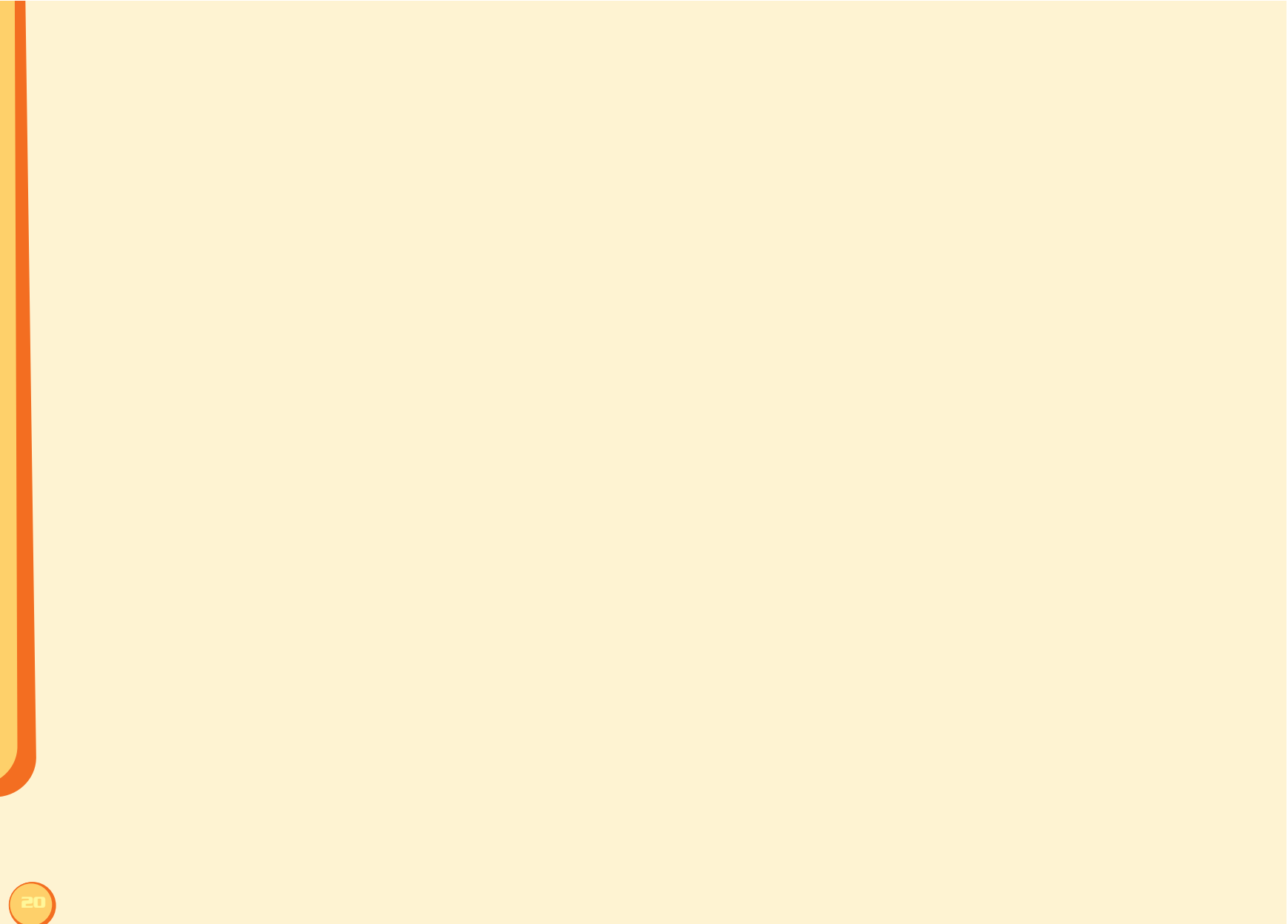
Single Foreign Citizens' Affairs Office of the Delegation of the Government, Balearic Islands (Oficina Única de Extranjeros de la Delegación del Gobierno en las Islas Baleares)
C/ Ciudad de Querétaro, s/n. Polígono de Levante
07007 Palma
Tel. 971 98 91 70 (or 901 50 20 50 to make an appointment)

IN IBIZA:

Insular Directorate of the Spanish Government (Dirección Insular de la Administración General del Estado)
Pº Juan Carlos I, s/n (Casa del Mar)
07800 Eivissa
Tel. 971 98 90 55

IN MINORCA:

Insular Directorate of the Spanish Government (Dirección Insular de la Administración General del Estado)
Pza. Augusto Miranda, 22
07701 Maó
Tel. 971 98 92 80



3. Municipalities and the municipal census registry





3.1.



The city or town where you live

If you are going to be residing in the Balearic Islands, the first thing you should do is get to know the city or town where you will live. You should know the location of the municipal offices, the primary health care clinic, the schools, the social services, the market, etc.

The local council is the administration closest to citizens. Here they will help you to meet many of the needs that could arise.

Important telephone numbers

- 012 Citizen services
- 112 Emergency Citizen services
- 091 National Police
- 092 Municipal Police (emergency)
- 062 Civil Guard (emergency)
- 061 Medical emergency

3.2.



The municipal census registry

Municipal census registration consists of registering in the municipal census, which is the registry of inhabitants residing in a municipality.

All immigrants, including those in an irregular administrative situation, are entitled to register with the municipal census in the municipality where they live.

Being registered in the municipal census means automatically having access to a number of rights, notwithstanding one's regularized or irregular administrative situation as an immigrant.

The data provided for the census are always kept confidential, and are protected by the Personal Data Protection Act.

3.3.

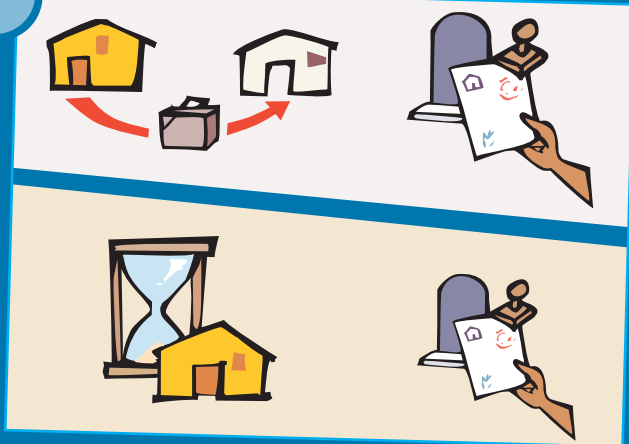


The importance of municipal census registration

Forming part of the municipal census makes you a citizen of the municipality where you live, allowing you to:

- Access public health care services.
- Be entitled to basic education for your children.
- Justify habitual residence in a given municipality.
- Access the local council's social services.
- Participate in the programs that every municipality carries out to improve its inhabitants' quality of life, in areas such as housing, education, employment, health, culture, sport or leisure.
- Benefit from the activities that the Social Services of each municipality carry out to inform, advise on and meet the specific needs of the most disadvantaged persons, facilitating their social integration.

3.4.



Municipal census registry renewal

If you are not a member of the European Union or holder of a permanent residence permit, the municipal census registry has a validity of two years. After this time, you must apply for renewal. If not, you are automatically removed from the municipal census, which would mean having to repeat the same bureaucratic procedures and losing the advantages implied in having seniority of residence in a municipality.

Likewise, if you relocate to another address, either in the same city or town or moving to another, you must notify the municipal census authorities and update the census information.



How to register in the municipal census

To apply for registration in the municipal census, go to the population department of your municipality's local council or the special municipal offices designated for this purpose.

For municipal census registration you will need:

- An official document that identifies you: passport, residence, ID card from your home country, etc.
- One of the following documents (originals, no photocopies are allowed) that accredits the address where you live:
 - Title deed.
 - Valid rental contract.
 - The contract or most recent bill for any utility (water, gas, electricity, etc.) featuring the name and address of the person applying for municipal census registry.
- If the home is not the property of, or rented by, the person applying for the municipal census, who wishes to indicate it as his or her residence, he or she will need a signed authorization from the owner of the home and a photocopy of his or her Spanish ID card, passport or personal identification document.
- If you do not have a home, visit a social services office, where you will be informed and advised on the processes to carry out.



To register minors in the municipal census

Minors must register with the address of their parents or legal guardian. To register them in the municipal census, you must bring:

- Authorization of the parents or legal guardian.
- The "libro de familia" (family register containing family details).
- The parents' or guardians' original passports or residence cards.

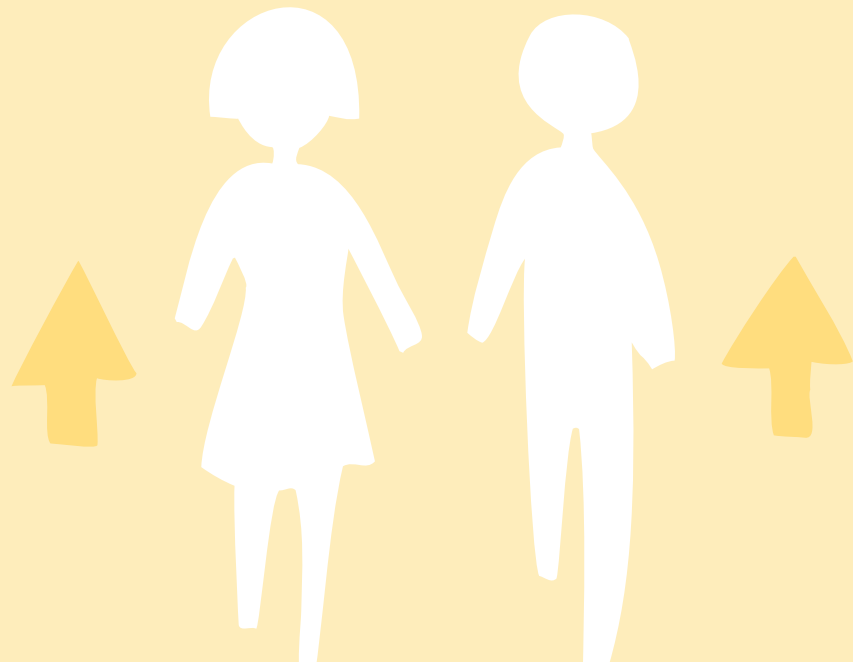
If the parents do not live in the same domicile, the minor must register with the address of the person who has custody over him or her, which must be proven with the separation or divorce ruling.

If the minor registers with only one of his or her parents, the other's authorization or the original family register is required.

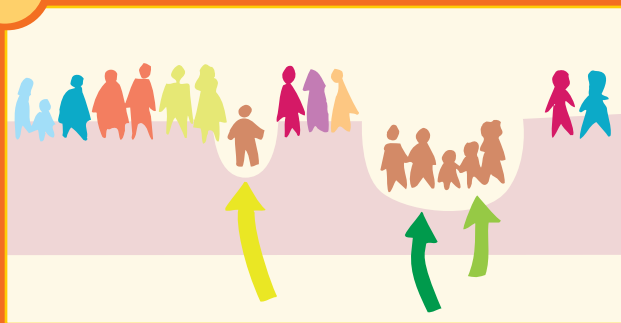
If the municipal census registry is applied for by persons who are not the minor's parents, the legal guardianship or express consent of the parents must be proven with documents.

4. Social services





4.1.



What are social services?

Social Services is responsible for channeling to the population the social benefits that the Administration makes available to citizens. These are essentially structured on two levels of service:

- The first level or **Community Social Services**, providing primary social services aimed at the entire population.
- The second level or **Specialized Social Services** that serve groups of people who require a more specific intervention.

Foreigners, whatever their administrative situation, are entitled to basic social services and benefits.

4.2.



Basic social benefits

The basic Social Service benefits are:

- **Information, assessment and guidance** to citizens on the existing social resources, psychosocial support, specialized counseling on social problems, etc. It refers and channels toward the rest of specialized social services and social protection systems.
- **Support to the cohabitation unit and home care** provides reinforcement to families and individuals with cohabitation difficulties, maintaining the possibility for them to continue in their usual environment. Among the areas of activity within this benefit are the social work program, family structure support and socio-community support: teleservice, nursing homes, social food service, day care centers and home aid service.
- **Alternative lodging** helps individuals keep a stable framework for the development of his or her coexistence, through dignified lodging and a basic relationship structure. This benefit is made up of shelters, foster families, supervised homes and boarding houses.
- **Social prevention and insertion** carries out activities to prevent exclusion or, if necessary, achieve family and social insertion.

4.3.



Economic benefits of social insertion

- **Minimum insertion income (Renta mínima de inserción, or R.M.I.):** this is a regularly-distributed benefit for people who need social support for their socio-occupational insertion.
- **Social inclusion aid:** these are regularly-distributed benefits, aimed at covering the basic needs of families with members in social exclusion situations who, due to their personal and/or social characteristics, can not enter socio-occupational insertion programs. Among the requirements is being registered in the municipal census a year before filing the application.
- **Social emergency aid:** these are specially-distributed benefits meant to remedy situations of urgent or severe necessity that can not be covered through any other resource, in an effort to prevent, avoid and mitigate social exclusion situations.

4.4.



Municipal social services

The social services centers are centers that depend on Local Councils. Here you can receive information, guidance and assistance in covering the various needs you may have. If you have any personal, family or social difficulty, it is important that you visit one of these centers. They will give you information on the resources existing in your neighborhood and associations with social purposes, immigrant organizations, trade unions, etc. that you can turn to.

You can go directly to the Social Services Center located in the municipality where you are registered. If you are not registered in the municipal registry, visit the center nearest your home for information.

4.5.

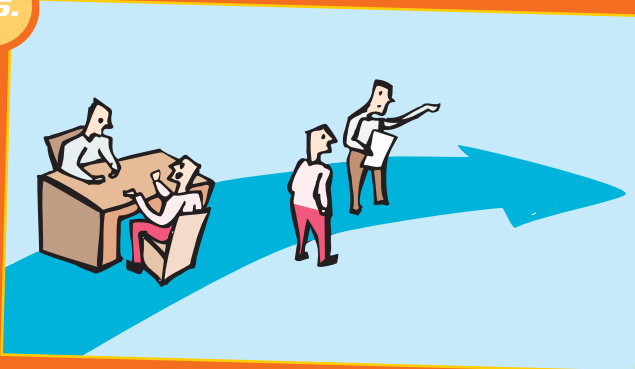


Intercultural mediation services

Some local councils in the Balearic Islands have professional intercultural interpreters or mediators. This is a service to guarantee the foreign population's appropriate access to social services in general, such as those for health care, education, etc. They help resolve linguistic problems in general, acting as a cultural and communicative bridge, facilitating foreigners' welcome in society.

It is important that you contact the mediator in your local council, and channel your consultations in the appropriate manner.

4.6.



Balearic Islands Guidance Service (Servicio de Orientación de las Islas Baleares)

In the Balearic Islands there is a guidance network organized in conjunction with the SOIB –Servicio de Ocupación de las Islas Baleares, or Balearic Islands Employment Service–, whose goal is to develop routes to insertion and personalized professional improvement.

Based on an analysis of each person's situation, the most appropriate activities are undertaken to offer and accompany the user in his or her process of insertion and professional improvement. To do so, resources are used from the SOIB network (see chapter 7) and other organizations, among them:

Fundació Deixalles Palma
C/ de Son Gibert, 8A. 07008 Palma
Tel. 971 47 94 40 and 971 47 87 73

Fundació Patronat Obrer de Sant Josep
C/ de Montevideo, 6. 07006 Palma
Tel. 971 46 35 58 and 971 46 62 01



Immigrants' Information, Counseling and Guidance Office - (Oficina de Información, Asesoramiento y Orientación a los Inmigrantes): OFIM

On the islands of Majorca and Minorca, the Immigrants' Information, Counseling and Guidance Office (OFIM) serves the immigrants who require information, guidance or counseling on the rights and services that they can access.

Its offices are at the following addresses:

IN MAJORCA:

OFIM. Av. General Riera, 67. 07010 Palma

Tel. 971 76 06 75 / Fax 971 761 029

OFIM Palma. C/ Sant Agustí, 14 bajos. 07002 Palma

Tel. 971 71 02 12 / Fax 971 71 39 94

Sa Pobla service point. C/ Curt, 4. 07420 sa Pobla

Tel. 971 54 21 18 / Fax 971 54 01 89

OFIM Inca. C/ ses Garroves, 23. 07300 Inca

Tel. 971 88 02 16 / Fax 971 50 24 07

OFIM Manacor. C/ José López, 1. 07500 Manacor

Tel. 971 84 49 01 / Fax 971 55 47 81

Calvià service point. C/ sa Porrassa, s/n. 07184 Magalluf (Calvià)

Tel. 971 13 26 45 / Fax 971 13 01 08

Alcúdia service point. C/ ses Monges. 07400 Alcúdia

Tel. 971 89 71 11 (Mondays only)

IN MINORCA:

C/ Santa Rita, 22. 07730 Alaior

Tel. 971 37 85 23 (Mondays only)

C/ República Argentina, 94. 07760 Ciutadella

Tel. 971 48 02 01 (Wednesdays only)

C/ Vives Lull, 154. 07703 Maó

Tel. 971 35 70 24 (Tuesdays only)



Special women's services

Various organizations work for the promotion and equality of women in society. The Balearic Women's Institute (Instituto Balear de la Mujer), which is dependent on the Balearic Islands Autonomous Government, develops and carries out the actions necessary to make the principles of equality between men and women of the Balearic Islands a reality. It also drives and promotes women's participation in all areas of society, fighting any form of discrimination.

You can find its support at the following addresses:

Website: <http://ibdona.caib.es>

E-mail: ibdona@caib.es

In Majorca:

C/ Aragó, 26. 07006 Palma

Fax 971 77 45 23

Tel. 971 77 49 74 (Women's Information Center)

Tel. 971 77 51 16 (Immigrant Women's Service)

In Minorca:

Av. Vives Llull, 154-156. 07703 Maó

Tel. 971 35 70 24 and 971 35 23 33

Fax 971 35 02 51

In Ibiza and Formentera:

C/ Cosme Vidal Llacer, s/n. 07800 Eivissa

Tel. 971 19 56 00 and 971 19 56 07

Fax 971 19 56 31

Furthermore, women who suffer situations of violence, and require a lodging alternative to their residence, have access to shelters and areas for protection and counseling.

In Majorca:

Casal ses Ufanés. Tel. 971 50 51 56

Casal de Llevant. Tel. 971 82 91 57

SADIF. Tel. 971 71 94 04

In Minorca:

Women's Counseling Center

(Centro Asesor de la Mujer)

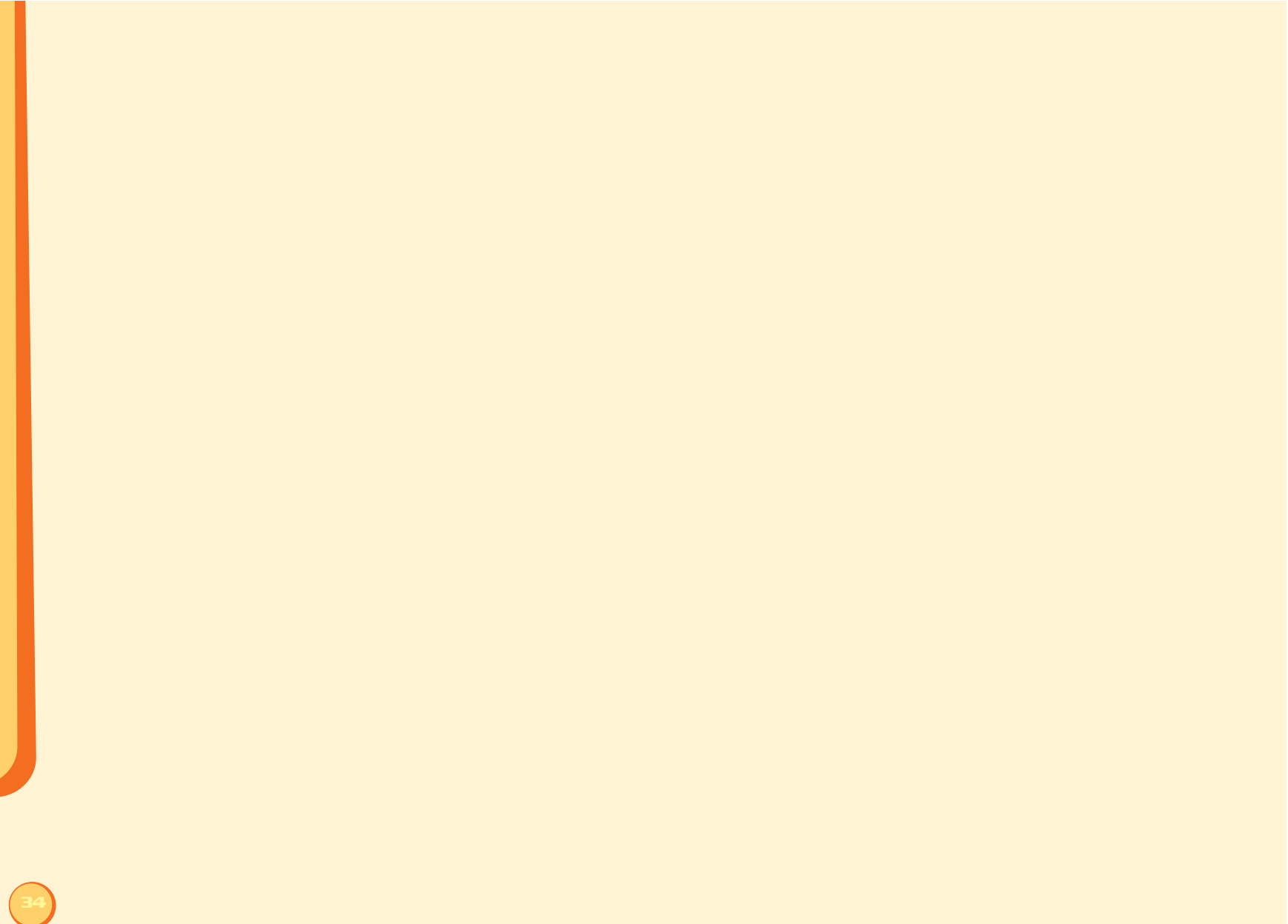
Tel. 971 35 70 24

In Ibiza:

Women's Counseling Center

(Centro Asesor de la Mujer)

Tel. 971 19 56 07



5. Children's education and schooling





5.1.

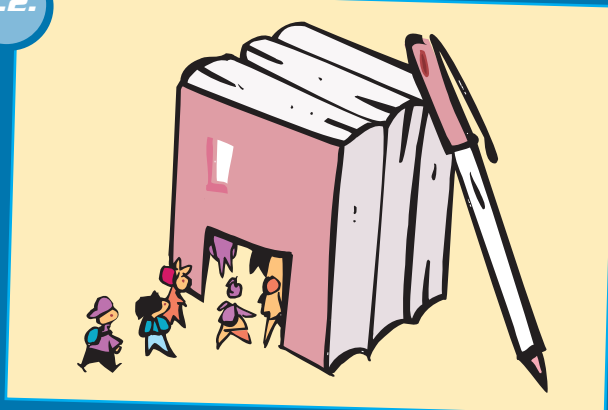


The obligatory nature of schooling

In the Balearic Islands, schooling for all persons aged six (6) to 16 is mandatory. The entire population under 18 years, regardless of their administrative situation, has the right to education in the same conditions as the Spanish population.

At the end of their mandatory schooling, boys and girls should be able to live in the society where they have relocated as citizens, respecting the democratic principles of coexistence and fundamental rights and freedoms.

5.2.



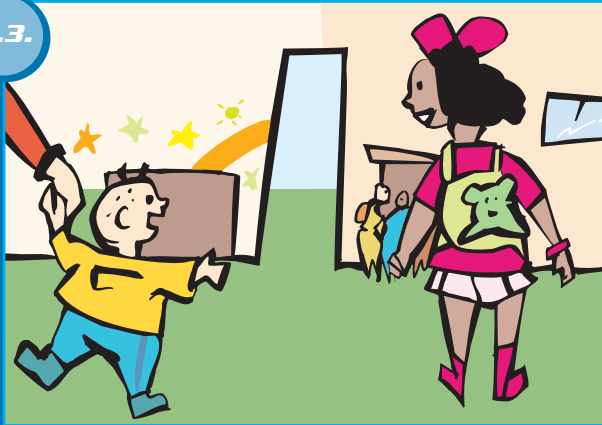
Types of educational centers

The educational system is competency of the Autonomous Ministry of Education of the Balearic Islands Autonomous Government, mainly financed through the taxes paid by the citizens.

The educational centers can be:

- Public.
- State-assisted private (private schools financed with public funds).
- Non-state-assisted private (made up mainly of denominational centers, non-profit cultural organizations, companies or co-operatives of parents and teachers).

5.3.



The stages of the educational system

Children's Education

- **From 0 to 3 years.** Prior to the age of three, parents can take their children to a day care center. They coincide with the first cycle of Children's Education. Although it is still not a mandatory level, it is important as it begins the child's socialization, psychomotricity and oral language skills.
- **From 3 to 6 years** the second cycle of Children's Education is carried out. It is still not mandatory, but it must be provided free of charge by the government to all persons who request it.
In this cycle, children are taught self-discovery, the natural and social environment, intercommunication and languages.



Primary and Secondary Education

- **From 6 to 12 years** the Primary Education stage is conducted, organized in three cycles: initial, intermediate and higher.
- **From 12 to 18 years** Secondary Education is conducted, organized in two stages:

1st) A mandatory stage, **from 12 to 16 years**, called Mandatory Secondary Education (ESO - Educación Secundaria Obligatoria), organized in two cycles, 1st and 2nd, that conclude with the attainment of the secondary education diploma.

2nd) A voluntary stage, **from 16 to 18 years**, of high school or specific vocational training of an intermediate level for students who decide to continue their education.



18 years and up

The specific higher vocational education studies and/or university education can be begun. There are also social guarantee programs, for youth who have taken Mandatory Secondary Education, and who have obtained the secondary education diploma.

This learning process should give students a level of knowledge that will facilitate their autonomy and social integration, ensuring their personal development and future incorporation in the job market.

5.4.



Registration procedures

It is necessary to register your children for them to go to school.

Schools post their characteristics and information on registration formalization procedures on their bulletin boards during the pre-registration and registration period (usually in March and April).

For pre-registration, ask for the application from the educational center, fill it out, and take it to the center you have designated as first choice. You can also request and file it at the Local Council of the municipality where the center is located.

For children joining the educational system once the school year has begun, it is possible to register throughout the entire year.



During the registration procedures, school administrators meet with the parents or guardians of students registering for the first time. If immigrant families do not know the two official languages, the educational center can request a translation service to facilitate communication.

You can visit the school and its facilities before registering your child.

The main documentation necessary to formalize the registration is:

- Photocopy of the family register or similar document.
- Photocopy of the Spanish ID, Foreigners' ID or passport of the father, mother or guardian.
- Documents that accredit municipal census registry.

To perform the bureaucratic procedures, visit the Information and Education Office (Oficina de Información y Escolarización) nearest your home.

In Majorca:

Central Information. Directorate General for Planning and Centers (Autonomous Ministry of Education) - Direcció General de Planificació i Centres
Capità Salom, 29. 07004 Palma
Tel. 971 17 65 00

Palma. Education Office - Oficina d'Escolarització

Ruiz de Alda, 4. 07011 Palma
Tel. 971 73 28 80 / Fax 971 73 21 20
escolaritzacio.palma@dgplacen.caib.es

Inca. Teachers' Center - Oficina Centre de Professors

Mestre Antoni Torrandell, 59. 07300 Inca
Tel. 971 50 72 65 / Fax 971 88 10 52
escolaritzacio.inca@dgplacen.caib.es

Manacor. Teachers' Center - Oficina Centre de Professors

Camí de Bandris, s/n. 07500 Manacor
Tel. 971 55 59 12 / Fax 971 84 33 24
escolaritzacio.manacor@dgplacen.caib.es

Marratxí. Education Office - Oficina d'Escolarització

Avda. Antoni Maura, 45. 07009 Pont d'Inca (Marratxí)
Tel. 971 60 10 89 / Fax 971 79 42 72
escolaritzacio.manacor@dgplacen.caib.es

Calvià. Education Office - Oficina d'Escolarització

Saragossa, s/n. 07181 Palmanova, Calvià
Tel. 971 68 13 06 / Fax 971 68 13 06
escolaritzacio.calvia@dgplacen.caib.es

In Minorca:

Territorial Delegation Office of Minorca - Oficina Delegació Territorial de Menorca

Josep M^a Quadrado, 33. 07703 Maó
Tel. 971 35 31 76 / Fax 971 36 70 58
escolaritzacio.menorca@dgplacen.caib.es

In Ibiza-Formentera:

Territorial Delegation Office of Ibiza and Formentera - Oficina Delegació Territorial d'Eivissa i Formentera

Via Púnica, 23. 07800 Eivissa
Tel. 971 31 01 04 / Fax 971 19 33 62
escolaritzacio.eivissa@dgplacen.caib.es

5.5.



Initial welcome in schools

To assist in the integration of immigrant students, the educational system has specialized programs and services. Through the work of support professionals, the teaching of language is reinforced and in-school immersion of new students is facilitated.

Education aid

Aid programs (scholarships) are convened for the purchase of books and school supplies, which consider the student's economic situation and certain thresholds established to grant the assistance. Individual assistance can also be requested for the lunchroom or school transport expenses. This information is provided by the educational centers themselves.

In some conditions, it is also possible to obtain aid to cover day care costs. For more information, visit the Municipal Social Services Center in your neighborhood, or call the Autonomous Ministry of the Presidency and Sport at 971 17 74 00.

5.6.

5.7.



Daily activities

All school-age children are welcome in the publicly-funded schools of the Balearic Islands. The religion and beliefs of all students must be respected, as well as the celebrations of the different faiths, avoiding offensive historical references to any people or culture.

Boys and girls usually study together in all classes. They use separate dressing rooms when they go to the swimming pool or gymnasium.

In the Balearic Islands, Catalan is the vehicular language normally used for learning in schools.



Everything that happens in school affects you directly, as the future of your children is at stake. Do not hesitate to meet with your child's teachers at the beginning of the school year and whenever any difficulties arise. Your first duty as a parent is to ensure your children's attendance in class, making sure they do not have difficulties keeping up with the pace of the course.

When the time comes, you will need to help them choose the best path toward general, technological or professional studies. The qualified personnel of the school (tutors, teachers or psychologists) can always lend you a hand.

You must maintain contact with the school, going whenever called.

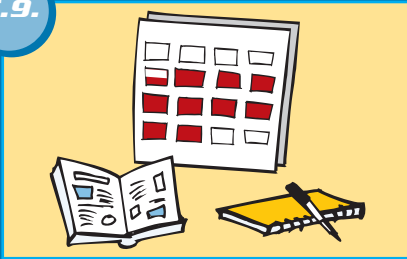
5.8.



Parents' associations

The Parents' Associations (Asociaciones de Madres y Padres de Alumnos - AMPA) represent families and work to improve the school. You can form part of the Parents' Association at your children's school: you will be able to vote for the parents who make up the board of directors, acting as representatives via-à-vis the school. You can also stand for election and be elected to the board.

5.9.



The school calendar

Every year, the Autonomous Ministry of Education publishes the school calendar, which is the same for all non-university schools.

Classes begin in mid-September and conclude in the month of June, with the summer holidays. There are also Christmas and Easter Week holidays.

Aside from the vacation periods, the days designated by the Autonomous Ministry of Labor, and two days freely designated by each school will also be holidays.

5.10.



Adult education

Legislation establishes that foreign residents will be entitled to non-mandatory education in the same conditions as Spanish citizens. Specifically, they will have the right to access the aforementioned education and official teaching levels for people over 18, including the attainment of the relevant degrees for each case and access to the public scholarship and aid system.

If an adult wishes to continue his or her University studies, he or she may file for partial validation with the University of the Balearic Islands (UIB). They will be informed of the necessary requisites in the Faculty or School Secretary's Office.

Adult Education

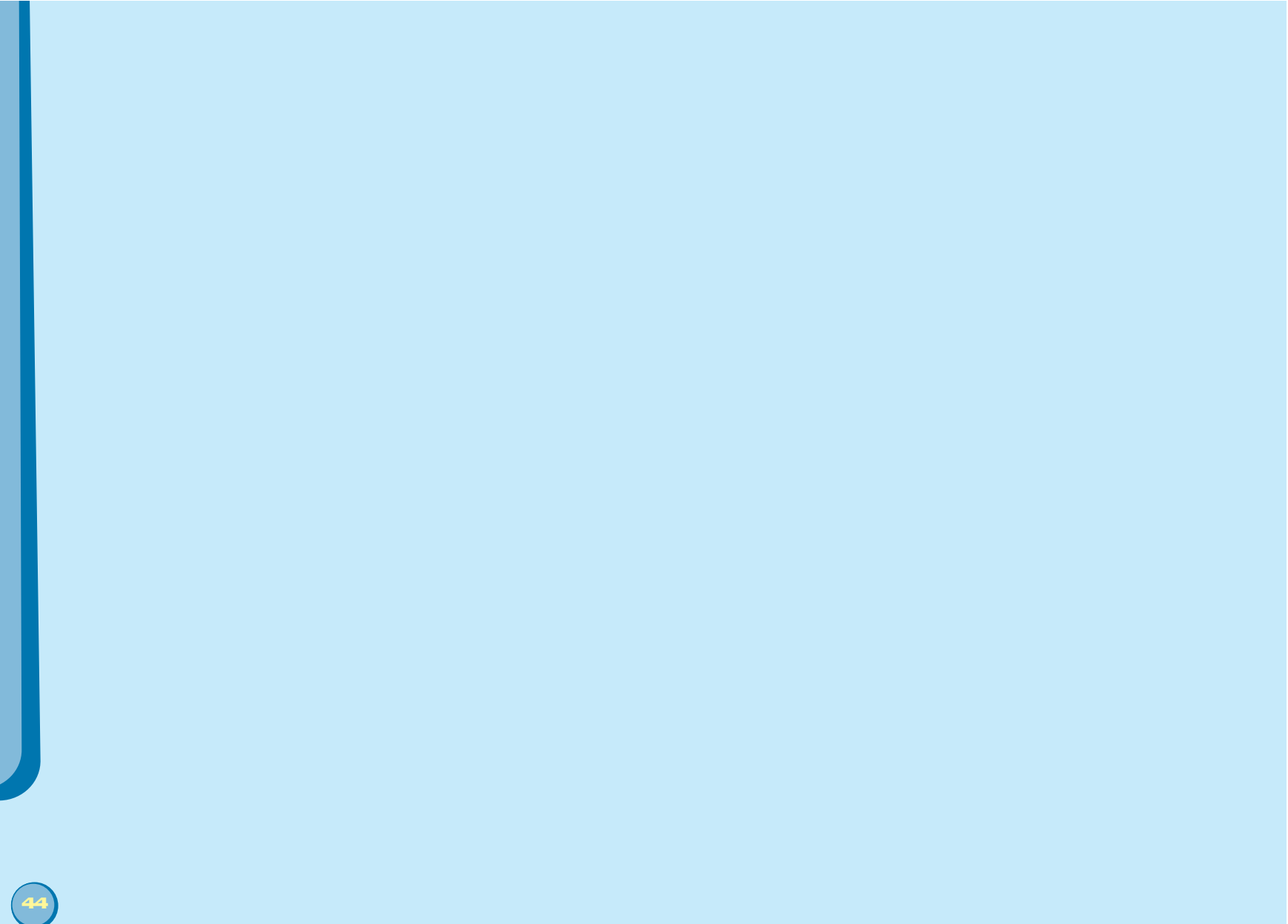
In the Balearic Islands, there is a broad range of educational activities aimed at persons over 16 who have not completed basic education, hold no degrees or want to update their professional knowledge.

The offering is available in two formats:

- Face-to-face teaching.
- Distance teaching.

Members of the immigrant population can go to the centers for Adult Education (distributed by neighborhoods and municipalities) and access, always free of charge or at a very economical price, an educational process that covers:

- **Language education** (Spanish and Catalan).
- Basic education, from **learning to read and write** to the attainment of the **Secondary Education Diploma**.
- Preparatory lessons for access tests to other levels of education.
- Other educational programs.



6. Health and health care services





6.1.



Public health care in the Balearic Islands

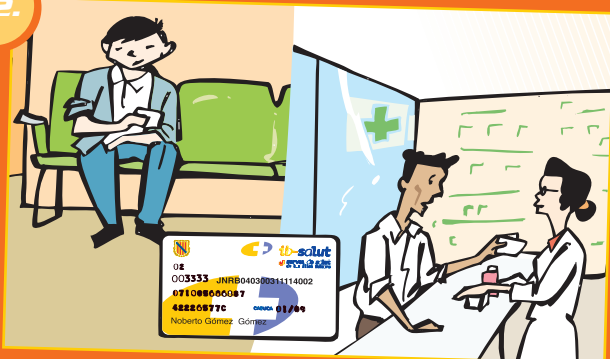
The health care system in the Balearic Islands, managed by Ib-salut, is a shared, free and public system. It is funded with the taxes paid by citizens and contributions of the working population.

All foreigners registered in their municipality's census, in regularized or irregular administrative situation, have the same right to public health care as any other Spanish person.

Immigrants with irregular administrative situations not registered in their municipal censuses only have the right to emergency health care. In any event, even if they are not registered in the municipal census, minors and pregnant women have the right to public medical care in the same conditions as the rest of health care card-holding citizens.

Ib-salut
C/ Reina Esclaramunda, 9
07003 Palma
Tel. 971 17 56 00

6.2.



Access to public health care

With residence permit and work contract

If you have a residence permit and work contract, you are entitled to health and pharmaceutical care, as well as social benefits. Your employer will apply for your social security number, and register you in the social security system.

You will be able to include your family members up to the second degree as beneficiaries of the social security system provided they have a residence permit. To do so, visit your local office of the **National Social Security Institute (Instituto Nacional de la Seguridad Social - INSS)** and present the following documents:

- Foreigner's ID of the SS card-holder.
- Family register.
- Residence permit of the beneficiary family members.
- Certificate of cohabitation issued by the local council (or individual municipal census certificates).

You can file for the Individual Health Card (Tarjeta Sanitaria Individual - TSI) for yourself and each of the beneficiaries at your local Health Center. You will be asked for this document when making a medical visit.

National Social Security Institute
(Instituto Nacional de la Seguridad Social)
C/ Pere Dezcallar i Net, 3
07003 Palma
Tel. 900 16 65 65



With residence permit but without a work contract

If you have a residence permit but no work contract, you are entitled to health and pharmaceutical care. You must directly apply for the **Individual Health Card (Tarjeta Sanitaria Individual - TSI)** in your designated **Primary Care Center (Centro de Atención Primaria - CAP)** presenting the following documents:

- ID document (Foreigner's ID, passport).
- Certificate of municipal census registry.
- Residence permit.
- If you have one, social security number.

The Individual Health Card (TSI) is issued with the same validity period as the residence permit. Therefore, you must renew your Individual Health Card at the Primary Care Center following the renewal of your residence permit.

Information hotline:
971 17 56 00
(Health Card Service)



With no residence permit

If you do not have a residence permit, you must be registered in the municipal census of your municipality and apply for the Individual Health Card in your designated **Primary Care Center**, presenting:

- Personal identification document.
- Certificate of municipal census registry.
- Accreditation of your economic situation, proving lack of resources.

If you have minors under your care or are pregnant

Minors under 18 with irregular situations will also be able to receive care in case of illness. Pregnant women will also be able to receive health care. They must go to the nearest Primary Care Center, except in the case of life-threatening emergency, when they should go to the nearest hospital.

Minors must be accompanied by an adult or responsible guardian.



Structure of the public health care network

The Ib-salut health care network is structured into the different service centers described below.

Primary Care Center

These are also known as **Health Centers**. One will be designated to you depending on your place of residence. **Family doctors** and (for children) **pediatricians** treat at these centers. They also have nursing staff. Your doctor will determine the need to refer you to a specialist or perform other additional tests.

With the intention of bringing health care closer to citizens, some health centers have Basic Units. These are smaller facilities that offer the same primary care services to a smaller population group (a district, isolated population center, etc.). With this same purpose, some Health Centers also have **Support Units** (Women's Services, Mental Health, Physical Therapy, etc.).

Continued Service Point (Punto de Atención Continuada - PAC)

This is a center that works as a **casualty department**. It works at night and also Saturdays, Sundays and holidays. Every PAC is attached to several health centers, which refer the needs arising outside their service schedule to the PAC.



Hospital Center

You must go to the hospital if instructed to do so by a doctor or due to emergency, in case of severe illness. The public health care system assumes the cost of this care and that of possible hospital admission. You will never be denied care, but remember that you will be required to provide a care authorization if you do not have an individual health card (TSI).

061

The number **061** is a **telephone service** for coordination of medical and emergency care. It is coordinated with the various emergency, rescue and public safety services of the Community. They will ask you questions to assess the situation and if it is a severe illness or accident, they will send the necessary medical resources. It is very important that you clearly give the **address** and **telephone number** of the place you are calling from.

6.4.



What should you do if you feel ill, or a family member is sick?

If you feel ill, but can still get about

Make an **appointment** with your family doctor by calling **902 079 079**, giving the number of your Individual Health Card (**TSI**), and going to the appointment on the day and at the time instructed, or go to your Health Center during service hours and request the relevant order number.

If the situation is so severe it is not possible to wait

The Health Center has emergency services from Monday to Friday and a **home care service**.

If it is during the night on a Saturday, Sunday or holiday, you must go to the designated Continued Service Point - **PAC** casualty department.



If the problem is very severe

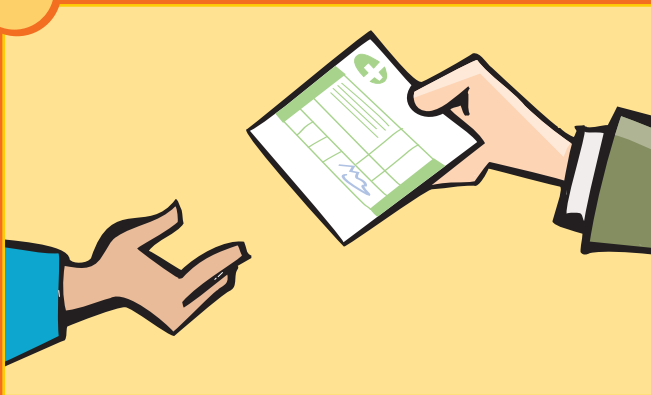
If life is in danger or an incident has taken place in the street (for example: asphyxia, loss of consciousness, an accident, violent event, etc.) do not hesitate to dial **061** or any other **emergency telephone number (092, 091, 112)**. You will immediately receive instructions.

You can also go to the **casualty department** of any of the Islands' hospitals.

If your children are ill

Make an appointment with your **pediatrician** or contact your health center. They will instruct you on the procedure to follow. If it is a Saturday, Sunday or holiday, go to the Continued Service Point (**PAC**), from which they will refer you to the nearest hospital with pediatric emergency services if necessary.

If the problem is very severe, follow the same procedure as for adults.



Medication

- **Official prescriptions:** doctors will write you an official prescription, with your data or those of the beneficiaries under your care. Social Security covers much of a drug's cost. Therefore, you will only pay for part of the total. You must present your Individual Health Card to buy the drugs in the pharmacy.

The prescriptions can be green or red. The red prescriptions are for pensioners. These medications are free. All other users receive green prescriptions, with which they pay for part of the medications.



- **I was given a different prescription at the hospital...:** hospitals supply suggested medication sheets. They are official prescriptions, but do not come under the copayment scheme. Go to your Health Center and request the necessary copayment prescriptions, always with an appointment. Hospitals are obliged to provide the first prescription of the treatment or medication necessary until the patient can go to the family doctor or pediatrician at his or her Health Center.
- **If you need the medication immediately,** and do not have the copayment prescription, you will have to pay 100% of its cost in the pharmacy.
- **If you have insufficient resources to pay for drugs:** if you can not assume the cost, go to one of the **Primary Social Service Centers (Centros Sociales de Atención Primaria)** or the social network of Non-Governmental Organizations (NGO's).

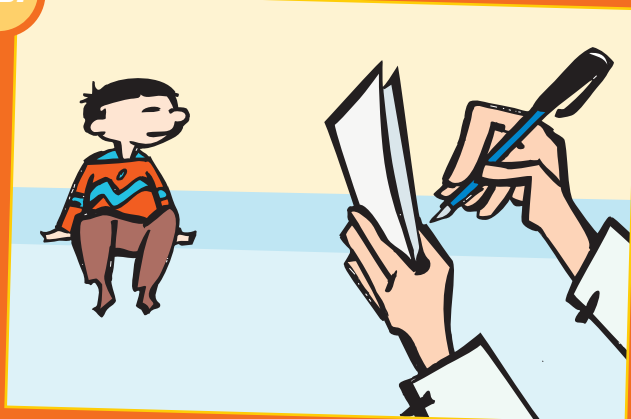


- Before leaving the doctor's appointment or visit to the casualty department, make sure you have correctly understood:

1st. The treatment to follow: how to take the prescribed medicine, the form of administration, amount, times per day and total number of days.

2nd. If additional examinations are necessary (analyses, X-rays, ultrasound, etc.); the place, date and time where they are to be performed, the necessary preparation; for example, to go without breakfast (neither eating nor drinking anything) not using body lotions, etc.

6.6.



Your children's health

The health card

All Health Centers have **pediatricians** to treat children under 14 years of age. From that age up, they will be treated by the family doctor.

Your child will be given a **health card** at the hospital where he or she is born. The doctor will indicate the most important information about the birth on this card. Later, the pediatrician will take note of information on the child's evolution.

Vaccinations

There is a vaccination program for the child population. It is free and non-obligatory, though highly recommended by health authorities. The **pediatrician** will take note of the vaccinations that your child receives on the vaccination card. You can request this document when you enroll your children in school.

If your child was not born here and needs to be vaccinated, you should tell the pediatrician what vaccinations he or she has received in your **home country**.



Women's health

Pregnancy and postnatal period

In case of a possible pregnancy, make an appointment with the specialist in your Health Center, who will carry out the follow-up of your pregnancy, carrying out the necessary exams (ultrasound, analyses, etc.) up to the baby's birth.

The pregnant woman's card

The midwife will give you the **pregnant woman's card**, on which the evolution of your pregnancy will be taken note of. You must always carry it with you, even when you go to the hospital to give birth.

She will also inform you as to the existence of **birth preparation classes**, given in the Health Center.

After the birth, continue seeing the specialist for the relevant **gynecological exams**.



Family planning

If you have any **discomfort**, your **menstrual cycle** has changed, or you notice anything abnormal, go to the **gynecological department** to detect any possible disease.

If you do not wish to be pregnant, do not want to have any more children, or are seeking information on any **birth control method**, your Health Center has a family planning staff who will help you.

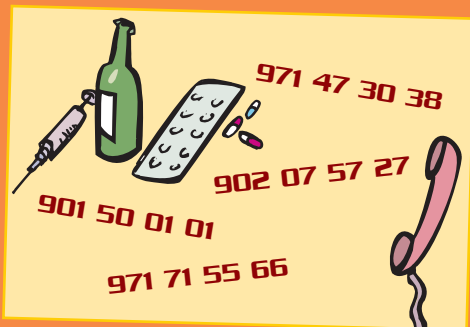


If you have communication, cultural or language problems

You should understand that the problem is probably reciprocal. Cultural mediation and translation services that can help you are being set up. If you have any doubts, contact the center's social service staff or the user services unit.

If you do not want to be treated by a doctor of a given sex

There are men and women working in all health care centers, and although you can request that a woman or man treat you, the center is not obliged to provide one. In any event, this should not be a reason to stop going to the doctor, as health matters most.



Substance abuse

Like all the people affected by any type of drug addiction you can access the Drug Addiction Service Center (Centros de Atención de Drogodependencias - CAD), where you can join a detoxification program.

Each person receives differentiated treatment, depending on their situation. They carry out programs to combat alcoholism and other drug addictions in addition to methadone maintenance programs.

The Balearic Islands Autonomous Government offers general information on drug dependencies at 971 47 30 38 and 902 07 57 27.

AIDS and sexually-transmitted diseases

If you think you may be suffering from a sexually-transmitted disease (STD), go to your Primary Care Center, where they will refer you to a specialist if necessary. You can obtain information and guidance on the infection, prevention and transmission of AIDS, and on the existing resources, through the following telephone numbers:

INFOSEX: 901 50 01 01 (dependent on the Balearic Women's Institute).

The ALAS Association (Association for the Fight Against AIDS in the Balearic Islands): 971 71 55 66.



Imported diseases

There is a team of tropical disease specialists at the Son Dureta University Hospital. These diseases are rare in our environment, but can be widespread in other countries.

Furthermore, there is a Foreign Health service dependent on the Ministry of Health in the Port of Palma (Port Vell, s/n, Tel. 971 98 92 54) that can inform you on the specific vaccines necessary to travel to any country in the world. Remember that, though it may be your country of origin, after living outside it for an extended period, or if traveling with your family, you may need one of these vaccinations.



If you travel frequently

We recommend you carry with you a file with your and your family's health care documents and records. It is recommended that you take note of any possible **allergies, incompatibilities** with drugs and other items of medical interest. It will be extremely useful for other doctors if you require medical care outside your city or usual center.

Psychological care

Psychological care and psychiatry services are available through the **Mental Health Units**, on a referral basis from the **Primary Care Centers**.

Who should I see in case of complaint?

It is possible to file complaints or request the complaints **book** at any health care facility. Furthermore, in Hospitals the **Users Services Department (Servicio de Atención al Usuario)** will tend to your requests.

7. Work







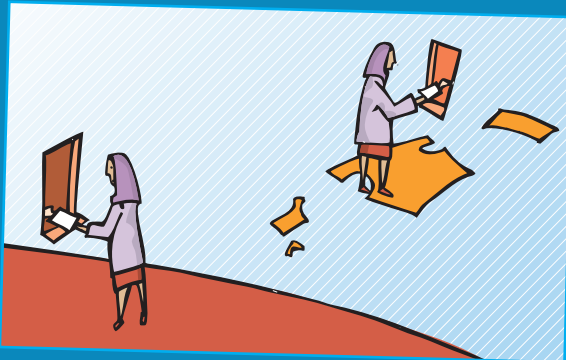
Work in the Balearic Islands

If you are a foreigner from outside the EU, and over 16 years of age, you need a residence and work permit to work in the Balearic Islands. The work permit is not necessary if you already hold a permanent residence permit.

Main types of work authorization

- Permit to work for a third party.
- Permit to work independently.
- Permit to work in seasonal activities or those of limited duration.
- Work authorizations to work in specific cases.

Applications for independent or third-party work permits follow a process that is similar to that for residence permits. If a foreigner does not already hold a residence permit, the two permits will be granted at the same time.



Ways to apply for a work permit

- **Application in Spain**, if the person already has a residence permit and a job offer or investment project to carry out an activity independently.
- **Application in the country of origin**, by visiting the Spanish embassy or consulate of one's home country to apply for an entry visa allowing the foreigner to reside and work in Spain, in accordance with the type of work to carry out.
- **Application in the country of origin under the quota system**, which allows the foreigner to apply for a third-party or seasonal work permit, even if he or she does not have a job offer. The quotas are the number of work permits that the Government annually establishes according to the needs of Spanish companies. The embassies or consulates select the foreign workers in their home countries.



Authorization to work for a third party

When a foreigner is employed by another person or company, through a work contract. The application is filed by the employer. The requisites to apply for an initial permit are:

- Holding or jointly applying for a residence permit.
- Having a clean criminal record.
- Having a job offer or work contract from an employer authorized to work and reside in Spain, and who is current in his/her Social Security obligations.
- Not being in an irregular situation.

Unless it is through the quota system, the employer must file, along with the application, a certificate issued by the public employment service accrediting that no job seekers are available for the work activity in question.



Necessary requisites for renewals: as opposed to the initial permit, renewals can not have limitations based on geographic validity or activity type. To be able to apply for renewal, the permit holder must accredit continuity of the occupational relationship or have a new work contract. In such case, the permit holder must be validly registered with the Social Security service and accredit performance of the prior occupational activity.

There are other grounds for granting renewal related with the receipt of public unemployment benefits, insertion assistance benefits, or those for social and occupational reinsertion. Renewal is also considered when, upon expiration of the permit, it is changed from a third-party to independent employment permit.



Authorization to work independently

When the foreigner intends to perform his/her activity autonomously, as a craftsman/craftswoman, sales representative, farmer or professional. The requirements to apply for an initial permit are:

- Having requirable qualifications (officially approved degree and, in the case of professional activities that require it, belonging to a professional association).
- Meeting the requirements in force for the opening and operation of the activity.
- Proving that one is capable of carrying out the planned investment.
- Not being in an irregular situation.

The Administration can deny the permit when it considers that the activity does not facilitate the creation of employment or involve the contribution of capital that could in turn contribute to the national economy.



Necessary requisites for renewals: accrediting the continuity of the prior activity and fulfillment of tax and Social Security obligations.

Renewal can also be obtained by applying for a change in the type of permit, from independent to third party. To do so, a job offer or work contract will be necessary.



Authorization to work in seasonal activities or those of limited duration

When the activity to be carried out is not of a stable nature, such as a seasonal one (for example, agriculture) or is an activity of limited duration (e.g. construction of civil works). The duration of the work contract will coincide with that of the activity, with a limit not to exceed one (1) year.

The foreigner must apply for these permits in the Spanish embassy or consulate in his or her country of origin, attaching the job offer or contract (if available) or requesting assignment to one of the general offers presented by Spanish employers (quotas).

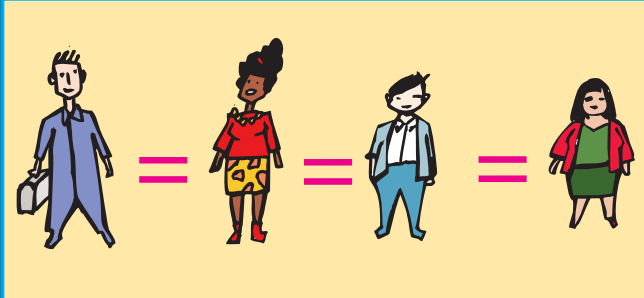
In any event, they must agree to return and accredit this return to their country once the work permit expires. Although these permits are not renewable, fulfilling this requisite will give the foreigner priority in obtaining the same type of permit in the future.



Work authorizations to work in specific cases

The specific cases refer to the foreigners who:

- Have residence authorization for their studies.
- Have a residence permit for establishment, exceptional situations or application for the right of asylum.
- Carrying out a professional or training internship.



Labor rights of foreigners working in Spain

The National Labor Relations Act (Estatuto de los Trabajadores) is the text that establishes the general framework for labor relations. All workers, be they Spanish or foreigners with work permits, have the same rights and obligations in their work, and there can be no occupational or salary discrimination due to reasons of origin. Even those foreigners who work without the relevant permit are entitled, in all cases, to claim from their employers payment of the amounts agreed according to the activity carried out.

In the case that a foreigner works for a third party, the company must register him/her with the Social Security system. If a foreigner works independently, he or she must meet all pertinent tax obligations and register with the Social Security system, in the self-employed (autónomos) regimen. In either case, a Social Security number will be assigned, acknowledging the foreigner's inclusion in the Social Security System.

CONTACT TELEPHONE NUMBERS

Benefits and pensions: 900 16 65 65

Admissions, contributions, collection, etc.: 901 50 20 50

Website: www.seg-social.es

Administrations of the **General Treasury of the Social Security System:**

IN MAJORCA:

C/ Jesús, 14. 07003 Palma. Tel. 971 49 86 43

C/ Vinyassa, 12. 07005 Palma. Tel. 971 77 17 67

C/ Pérez Galdós, 36. 07006 Palma. Tel. 971 77 45 00

C/ San Juan de la Salle, 4. 07003 Palma. Tel. 971 49 83 05

C/ Gabriel Buades, 13-15. 07300 Inca. Tel. 971 88 07 44

C/ Doctor Fleming, 25 (at corner of c/ Princesa).

07500 Manacor. Tel. 971 82 31 00

IN MINORCA:

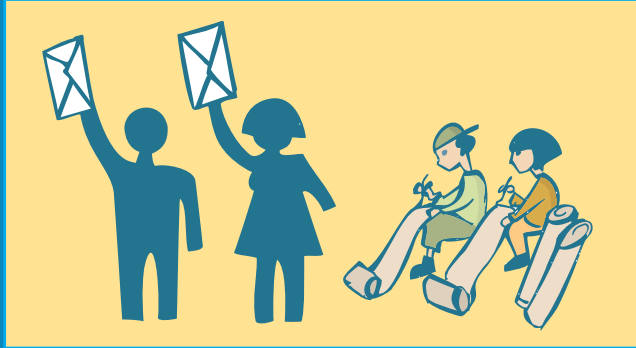
C/ Bisbe Gonyalons, 20.

07703 Maó. Tel. 971 35 56 98

IN IBIZA:

Avda. P. Matutes Noguera, s/n.

07800 Eivissa. Tel. 971 30 41 12



In addition to the general framework, in most activities there are collective bargaining agreements stipulating specific provisions regarding working days, holidays and the salaries to receive.

No salary can be below the minimum interprofessional salary or a sector's collective bargaining agreement.

Men and women must receive the same salary for the same job.

Employment of persons under 16 years of age is prohibited. Between 16 and 18, an employee may work with his or her parents' or guardians' permission. However, there are jobs which, due to their dangerousness, are forbidden for minors under 18.



Trade unions

Any resident, whatever their age or nationality, is free to join a trade union.

Trade unions are workers' associations established for the defense of their occupational or general interests. They can offer you legal counseling, training and work guidance and sometimes, other activities.

The main trade unions in the Balearic Islands are (phone numbers for Palma de Majorca):

- CGT: 971 79 14 47.
- CCOO: 971 72 60 60.
- UGT: 971 76 44 88.
- USO: Tel. 971 27 79 14.
- STEI-i: Tel. 971 90 16 00.
- CSI-CSIF: Tel. 971 29 00 53.



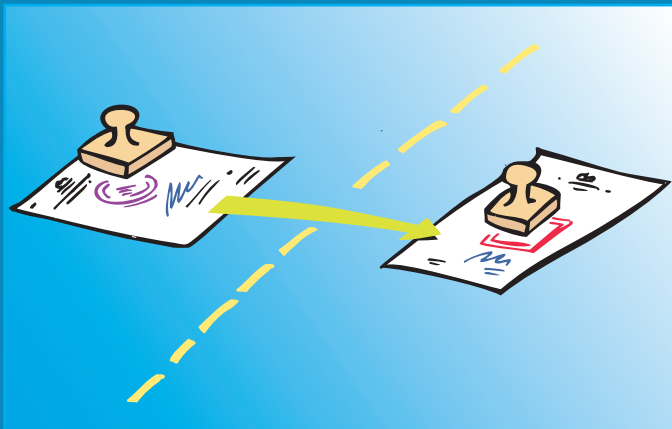
Industrial Relations Commission (La Inspección de Trabajo)

The Industrial Relations Commission works to ensure workers' occupational rights are respected. It is the body that must ensure the proper application of occupational regulations that protect anyone who works, notwithstanding their administrative situation. Anyone, even if they do not hold work or residence permits, can file a complaint regarding any act committed in the occupational realm that violates the laws protecting workers' rights. This includes fair salaries, legal work schedules, dignified work conditions and appropriate treatment.



Work contracts

If you are employed by a third party, you and the company will sign a work contract that will be registered in the offices of the SOIB (Balearic Island Employment Service - Servicio de Ocupación de las Islas Baleares), which will feature the category and job post, salary and duration of the contract. The pacts of the contract must be fulfilled by the two parties. The company must provide you with a copy of the contract and, on a monthly basis, provide your pay sheet, listing the different items making up the salary received (Social Security, withholding, etc). This pay sheet, which you should keep, allows you to know your salary and how it is calculated.



Official approval and validation of degrees

When the work activity you carry out requires certain professional qualifications, for which a specific education is required, whether university or otherwise, you must first have your studies and degrees from your home country officially approved according to the Spanish equivalent.

Furthermore, you must be registered in the relevant professional association, if it is mandatory.

In Spain, the Ministry of Education, Culture and Sport is responsible for the granting or denial of official approval for foreign higher education degrees.

For more information, contact the Educational Relations Department (Área de Alta Inspección Educativa) of the Delegation of the Government (C/ Tous i Maroto 3, 2º. Tel. 971 98 94 12).

The logo for SOIB (Balearic Island Employment Service) features the letters 'SOIB' in a bold, blue, sans-serif font. The letter 'O' is replaced by a red circle containing a white grid pattern.



The SOIB - Balearic Island Employment Service - Servicio de Ocupación de las Islas Baleares

The SOIB (Balearic Island Employment Service) is a public body that is autonomous, free of charge and of universal access. It manages occupational employment in the Balearic Islands.

It operates through a network of Employment Offices of the Balearic Islands Autonomous Government and a number of collaborating organizations distributed throughout the islands.

SOIB

Autonomous Ministry of Labor and Training
C/ Gremi de Teixidors, 38. Polígono Son Castelló. 07009 Palma
Tel. 971 17 63 00

DIRECTORY OF EMPLOYMENT OFFICES:

IN MAJORCA:

C/ Miquel Marquès, 13. 07005 Palma
Tel. 971 77 09 75, 971 46 58 63 and 971 46 78 84
Ctra. sa Porrassa, 6. 07182 Magalluf (Calvià)
Tel. 971 13 21 82, 971 13 21 68 and 971 13 20 81
C/ Mateu Enric Lladó, 21. 07002 Palma
Tel. 971 72 86 25, 971 72 45 25 and 971 72 83 77
C/ Tomàs Fortesa, 40-B. C/ 40-B. 07006 Palma
Tel. 971 46 91 51 and 971 46 42 00
C/ Sant Agustí, 13. C/ 07200 Felanitx
Tel. 971 82 70 17 and 971 58 09 58
Av. des Raiguer, 99. 07300 Inca
Tel. 971 88 11 03
C/ Teodor Canet, 31. 07410 Alcúdia
Tel. 971 54 93 98, 971 54 93 79 and 971 54 93 88

C/ Jaume II, 26. 07500 Manacor
Tel. 971 55 33 97 and 971 55 49 01

IN MINORCA:

C/ Antoni Maria Claret, 70. 07760 Ciutadella. Tel. 971 38 59 14
Pl. Miranda, s/n. 07701 Maó. Tel. 971 36 29 30

IN IBIZA:

Av. Isidor Macabich, 57. 07800 Eivissa
Tel. 971 30 00 12, 971 39 10 12 and 971 30 15 90
C/ Bisbe Torres, 7. 07820 Sant Antoni
Tel. 971 34 80 66, 971 34 80 88 and 971 34 80 57
C/ San Juan, 46. 07860 Sant Francesc Xavier (Formentera)
Tel. 971 32 11 41



Unemployment

When you are unemployed (commonly called being in *paro*) you must visit the SOIB office closest to your home to register as a job candidate. There, you will be given a job candidate card and receive guidance on the best way of finding work. You may check job offers, request a personal meeting for your professional profile to be analyzed, get information on professional job training, on contracting formats and rules and also on the procedural steps to file for unemployment benefits.

If you are eligible to receive unemployment benefits, there is a limited time in which you must formalize your application, and in which you will have to file certain documents.



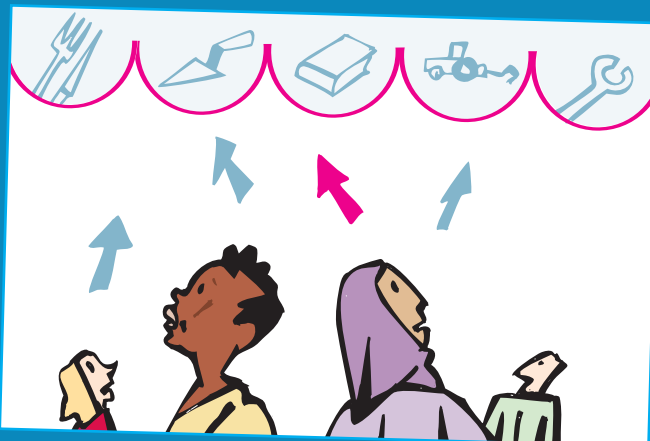
Job training

Training programs

The Autonomous Ministry of Labor and Training offers training courses free of charge to the workforce of the Balearic Islands, with the aim of improving their occupational insertion capacity and/or their professional qualifications through the acquisition or polishing of their professional skills.

Training activities are also performed for other purposes, such as to fight discrimination and promote equality in the workplace.

These courses have a broad educational offering of specialties related to all economic sectors.

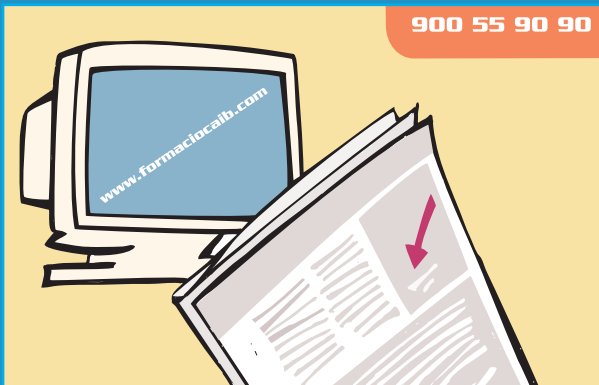


What training can I take?

Depending on your occupational situation as an active or unemployed worker, you may have access to courses of:

- **Lifelong learning**, devoted to active workers to improve their professional qualifications.
- **Occupational training**, aimed at promoting insertion and reinsertion in the job market for unemployed workers.

You may also be the beneficiary of other training courses geared to specific sectors or social groups. These courses have specific requirements that the beneficiary workers must fulfill, such as age, academic profile, special social situations, etc.



What courses does the Autonomous Ministry of Labor and Training offer?

The Autonomous Ministry of Labor and Training conducts most courses by subsidizing private or public organizations which take responsibility for giving them, although it also manages some of them directly.

The information regarding the courses (type, subject matter, site and dates, requisites, etc.) can be found on the website created by the Autonomous Ministry of Labor and Training: www.formacioaib.com. You can also visit the SOIB information points, or call **900 55 90 90** (from 8 am to 3 pm). Further, adverts for the courses are regularly published in the local press.

Other courses of the Autonomous Ministry of Immigration and Cooperation

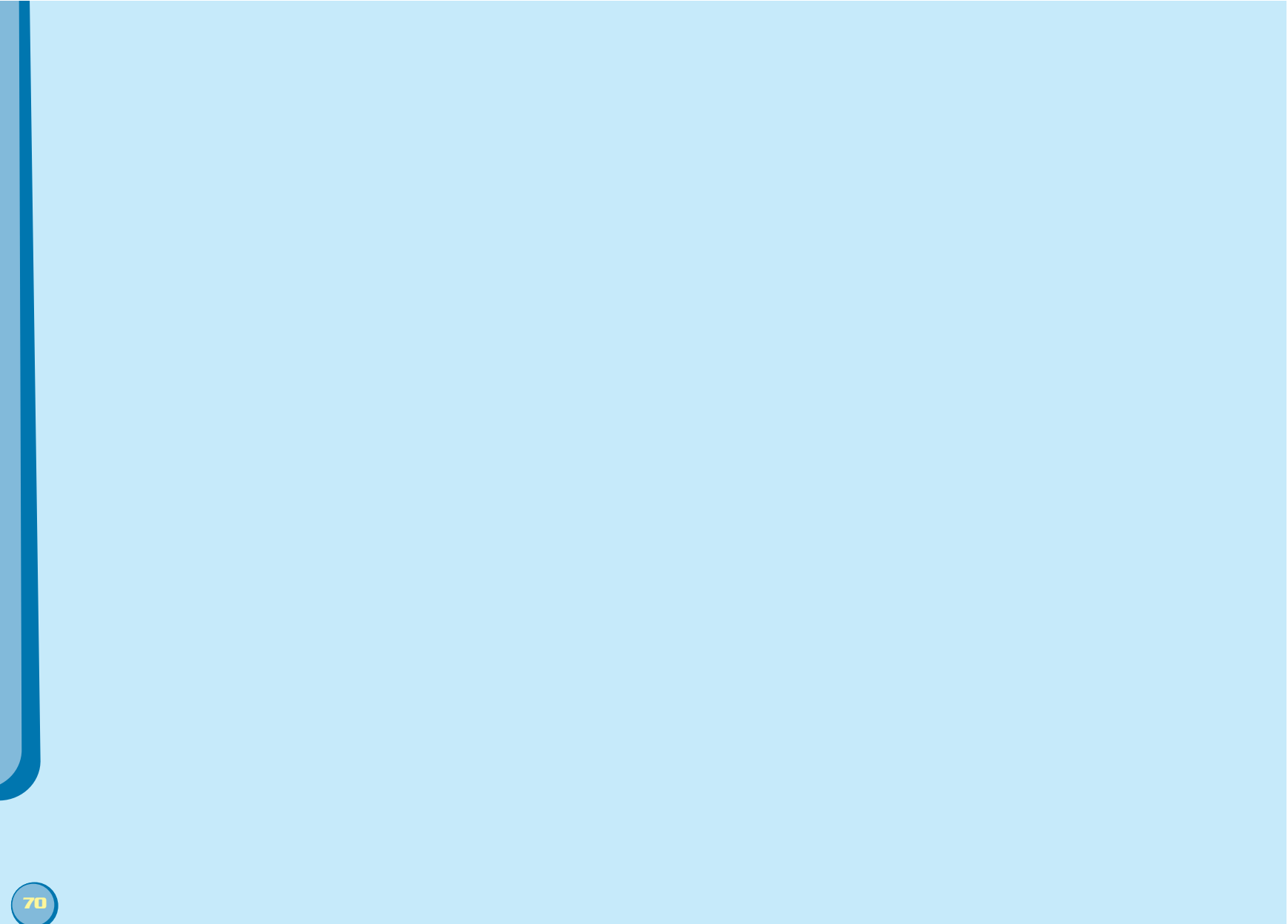
Training courses are also available for immigrants. Through the 'Training Program for Immigrants' the Autonomous Ministry of Immigration and Cooperation offers a training course program for immigrants. To access them, register by simply showing your passport.

INFORMATION AND REGISTRATION:
Escuela Superior Balear
C/ Soldat Arrom Quart, 1. 07010 Palma
Tel. 971 90 15 85
Website: <http://immicooper.caib.es/>



How can I register?

To register in any of the courses, contact the organization giving it, which will inform you on the right steps to take. You can do so by e-mail from the aforementioned website, by calling the organization or visiting them in person.



8. Housing





8.1.



Housing

Upon arrival in the Balearic Islands you will need to find housing; a house or apartment in which to live, that meets your specific needs.

The most common lodging formats in the Balearic Islands are found in either rented or owned property. In either case, housing is a major expense for the family budget, sometimes exceeding a third of the monthly expenditures. Time is needed to be able to unhurriedly search for and choose the option you consider best.

What is more, foreigners with regularized situations are entitled to access the public housing aid system in the same conditions as Spanish citizens.

The Balearic Islands Autonomous Government has recently approved the access of extracommunity residents to housing aid offered through the Autonomous Ministry of Public Works, Housing and Transport.

8.2.

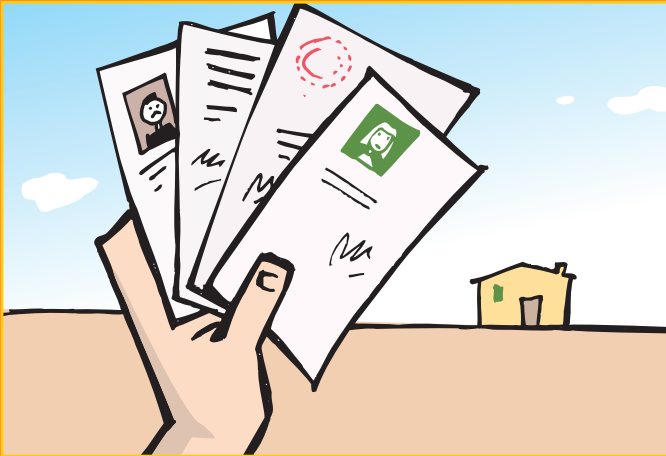


Rentals

Renting a home

Renting a home means living in one in exchange for paying a regular amount, usually on a monthly basis, to the person who owns the home or a property manager. People who live in rented property are called renters or lessees, while those transferring the use of the home rented are owners or lessors.

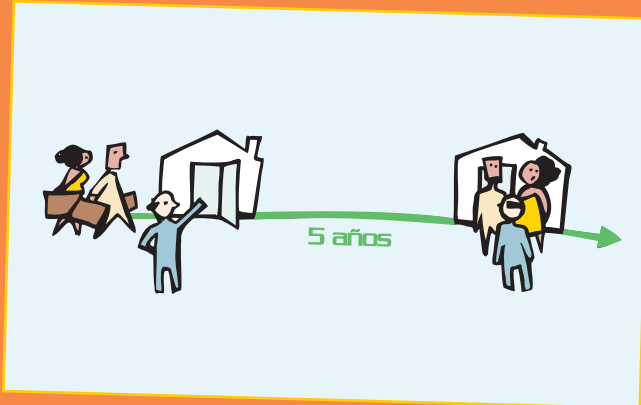
The most usual way to search for a rental apartment is by talking with one's friends and acquaintances, checking the real estate sections of newspapers and magazines, or visiting real estate agents, agencies or property management firms.



Documents required to rent

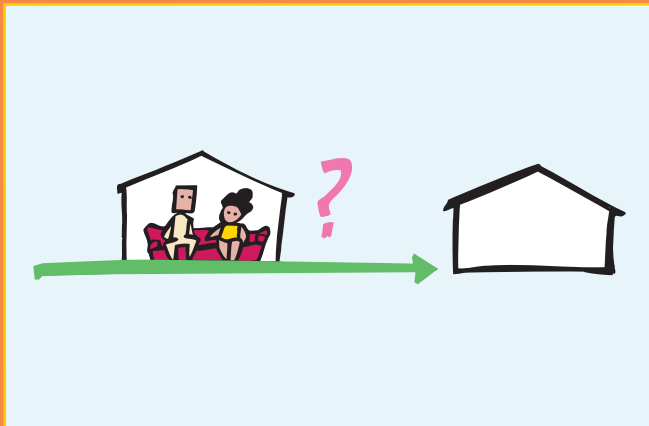
Usually, for the rental of a home, the owner or manager will ask you for:

- Identifying documentation (card, ID card or passport).
- Residence and work permit.
- Copy of the work contract or pay sheets.
- Oftentimes, a guarantee from a person who guarantees that you can pay the rent.



Duration of the rental contract

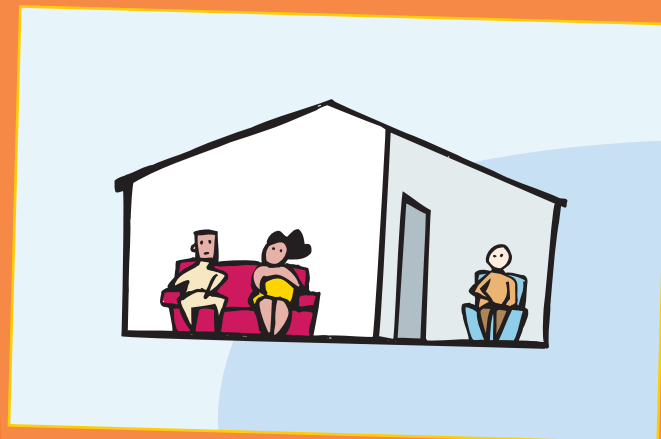
The duration of the rental contract for the home can be freely agreed. If this period is less than 5 years, the Urban Lease Act (Ley de arrendamientos urbanos) in force obliges the owner or lessor to extend the contract year to year until a five-year period is completed, unless the lessee expresses his or her desire not to extend it. Nevertheless, the rental of furnished apartments or houses, seasonal homes and those considered second residences are not subject to this Act, but rather to the Civil Code. In these cases, the duration may be for one year or even shorter periods, and nothing obliges the owners to extend the contracts.



Extension and rescission of the rental contract

If one month before the expiration of the contract, and after at least five years have passed, no party expresses itself to the contrary, an obligatory extension for annual periods of up to three years will be established, unless the lessee expresses his or her desire not to renew it one month before conclusion of any of the annual periods.

When you are the lessee of a home to which the Urban Lease Act applies, you only have the right to rescind the rental contract when its time period expires, unless you reach an agreement with the owner. If not, the owner may demand total fulfillment of the contract or payment of the rent.



Subleasing housing

An assignment of the lease by the lessee requires written consent from the lessor. The Law prohibits total sub-leasing. In other words, you can not lease the entire unit to a third person. The law only allows partial leasing (allowing the usage of part of a home) and this requires written consent from the lessor. In any event, a flat or house can not be occupied by residents over its appropriate proportions.

As a future lessee, you must carefully read the rental or lease contract before signing it.

The deposit

Before entering a new rented property, the tenant is usually required to make a deposit equivalent to one or two months' rent. The owner must return this deposit when the lessee leaves, as long as the home is left in good condition. If not, the owner can keep part of your deposit to cover the repairs necessary to return the home to its initial condition.



Payment of the rent

Payment of the rent must be made every month, directly to the owner or property manager, or by registering the payments for direct debit in your bank or savings bank. This gives you the right to receive a monthly receipt accrediting this payment.

You should keep the contract and monthly rental receipts. They can serve as proof of residence in conducting certain administrative procedures, or to register for certain utilities, like gas or the telephone.

Taxes associated with rent

Leasing or renting a home is not subjected to payment of any tax. The VAT (impuesto sobre el valor añadido - IVA) is never levied on the rental of homes to which the Urban Lease Act is applicable.





Purchasing a home

For most people, the acquisition of a home represents a major expenditure that they must be able to cover with their wealth or savings. Banks and savings banks offer products like housing savings plans, which allow access to loans with certain special conditions. The most usual financing systems are mortgage loans, which must be paid back over the years agreed on.

Before taking a decision on the purchase of a home, it is wise to compare expenses and income, and if applicable, the aid you may obtain for this concept.



Forms of purchase-sale

There are two modes of access to housing on the real estate market:

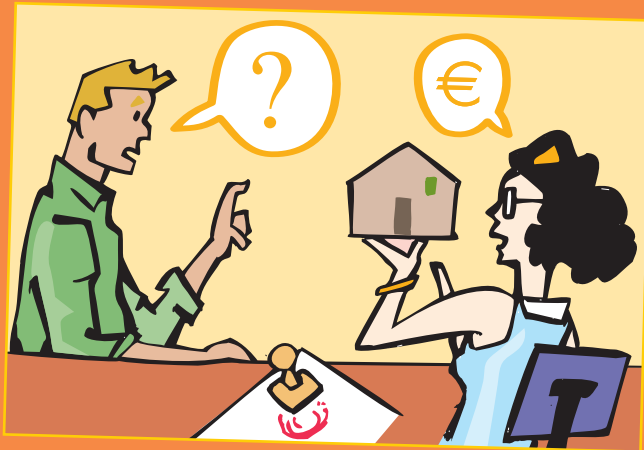
- Newly-built homes, subject to the payment of VAT (value-added tax).
- Used homes, which are subject to transfer tax and stamp duty, in addition to municipal fees.

In any case, it is necessary to investigate a property's legal situation before purchasing it. The Land Registry (Registro de la Propiedad) is the organization that informs on the true owner of real property, allowing verification of its being free from any encumbrances. Only the statements from the Land Registry are exact legal guarantees of the purchase.



The purchase-sale contract

The purchase of a property can be done through a private document or purchase-sale contract. But in order for the purchase to be authenticated and entered into the Land Registry, a notary must be called upon to draw up a public deed. The public deed is the document that legally formalizes the purchase-sale and must be signed by the two parties to the contract and by the notary. The buyer will obtain an initial copy after paying the relevant taxes, and once the property has been entered in the Land Registry.



Mediation and counseling

If you need clarification on the price and charges linked to home rental, or on the rights and obligations of lessors, you can use the Balearic Islands Autonomous Government's Rental Homes Mediation Service for Immigrants.

You can also consult real estate agents, real estate agencies or housing management companies: they are professionals who act as intermediaries between you and the owner of the property. They do not charge for giving information, but if you rent a home through their mediation, they charge a commission usually equivalent to one month's rent.

You can also consult the Municipal Consumer Information Offices (Oficinas Municipales de Información al Consumidor - OMIC).



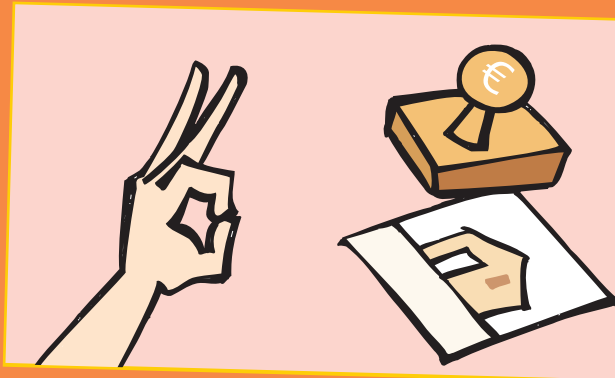
Government aid for access to housing

For rental homes

Some administrations, such as the Local Council of Palma, have implemented programs whose purpose is to stimulate rented occupation of properties, and facilitate access for persons with greater economic difficulties. The system guarantees the owner collection of rent payments, and users a dignified home at a more affordable price.

Your local council will inform you as to whether this service exists in the municipality where you reside.

The Balearic Islands Autonomous Government offers a mediation service between owners and the immigrant population, providing legal counseling and guaranteeing the owner collection of rental payments. It also has a rental housing information exchange for immigrants. With these measures it aims to facilitate the immigrant population's access to housing rentals.



For the purchase of homes

For the purchase of homes, the Balearic Islands Autonomous Government offers aid consisting of easy access to loans or subsidies, in the case of state-subsidized housing (viviendas de protección pública - VPO) in the general regimen. This aid is granted, following application, depending on the family revenues, size of the home, number of persons in the family unit, etc.

Additionally, it promotes the construction and renovation of homes for low-income persons, as well as housing purchases for people under 35 (Autonomous Plan for Young Housing - Plan Autonómico de Vivienda Joven).

IMPORTANT ADDRESSES

BALEARIC ISLANDS AUTONOMOUS GOVERNMENT:

Housing Department

C/ La Palma, 4. 07003 Palma
Tel. 971 78 40 43
<http://dghabita.caib.es>

Balearic Housing Institute - Instituto Balear de la Vivienda (Ibavi)

C/ Manuel Azaña, 9. 07006 Palma
Tel. 971 78 42 91
<http://ibavi.caib.es>

Property owner - Immigrant Population Mediation Service - Servicio de mediación entre el propietario y la población inmigrante (Provivienda)

Av. del Raiguer, 109. 07300 Inca
Tel. 971 50 74 83

Plaça del Convent, 9. 07500 Manacor
Tel. 971 82 31 50

LOCAL COUNCIL OF PALMA DE MAJORCA:

Housing Councillorship

Av. Gabriel Alomar i Villalonga, 18, 5º. 07006 Palma
Tel. 971 44 94 04

Municipal Housing Board - Patronato Municipal de la Vivienda

C/ Sant Andreu, 8, bajos. 07002 Palma
Tel. 971 72 32 84

"Palma Habitada" Program

C/ Ferreria, 15, bajos. 07002 Palma
Tel. 902 07 75 00

8.6.

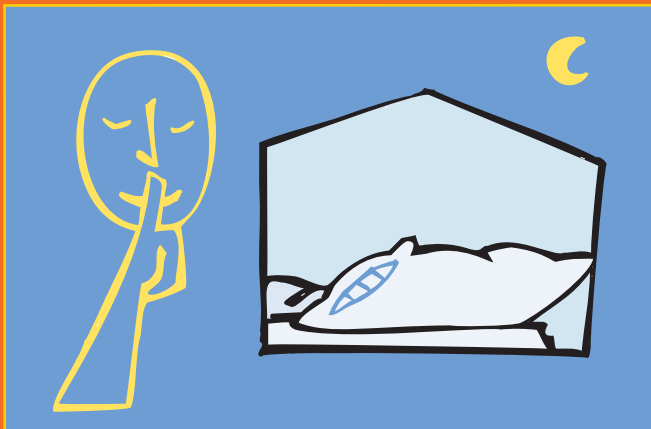


Neighbor relations

Residents' association

Any building where you go to live will have "Residents' Association Rules". Respecting these regulations guarantees peace in the community and good relations with your neighbors. The rules cover, for example, how and when to take out the rubbish, how to use common areas (stairways, elevators, parking garages, green spaces), the cleaning of these spaces, etc.

It is important to participate in the meetings that are convened to obtain information on what is going on in the building, meet the neighbors, participate in joint projects and solve possible problems. Mandatory fees must be paid to the residents' association on a regular basis.



Civic ordinances

In your home and in the neighborhood, every effort should be made to keep up harmonious co-existence, and enjoy the street as a space for communication and leisure for the neighbors. Municipal ordinances usually establish a maximum level of noise, which tends to be more restrictive between 10 at night and 7 in the morning, to respect the neighbors' resting hours.

Whether you are an owner or a lessee, it is recommended that you insure your home against burglary, fire, flooding and possible damages that could occur to it, or that you could cause to other persons or homes in your neighborhood.

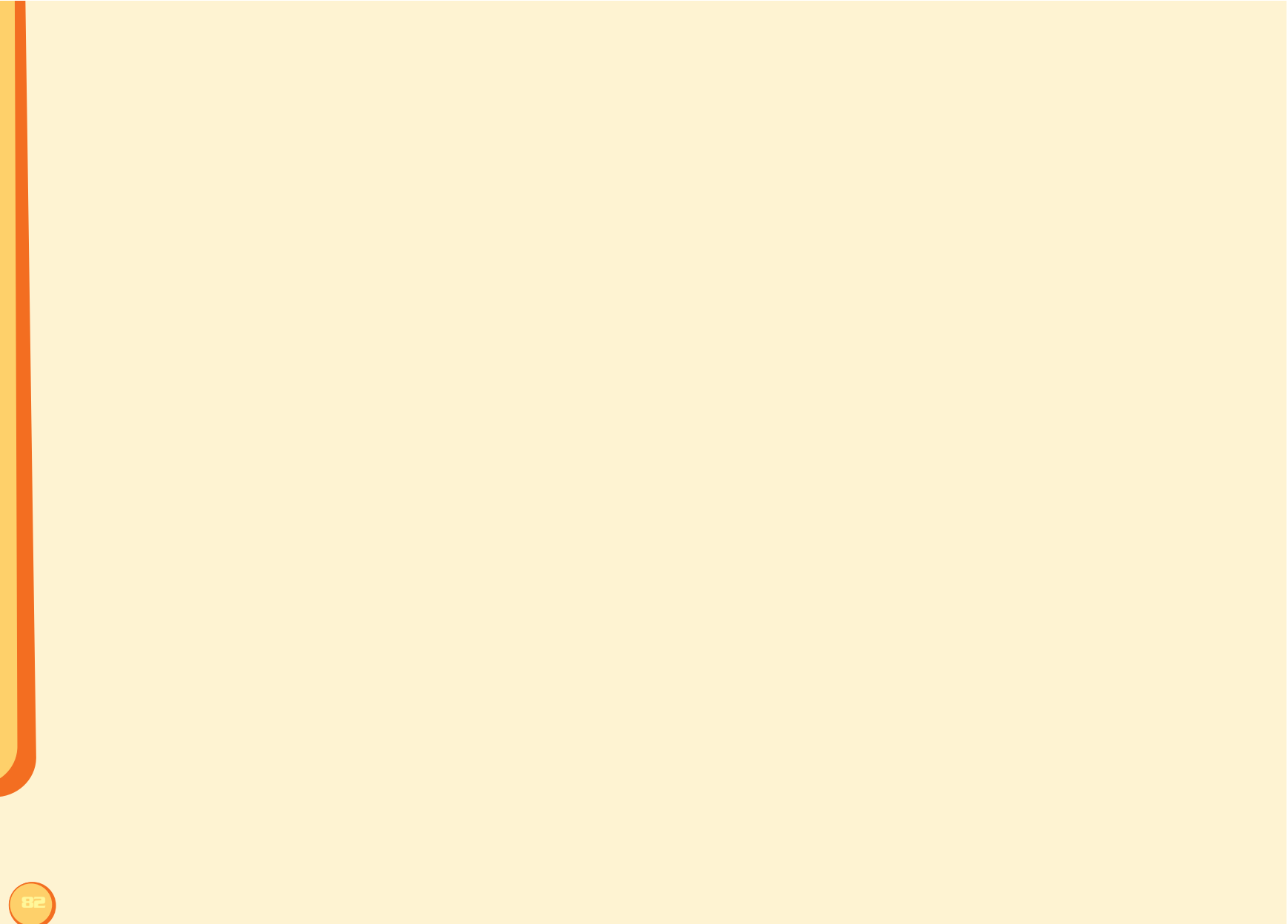


Recycling and rubbish collection

Streets must be kept clean and passable. Old furniture and other large objects should not be left in the street. Local Councils frequently offer selective collection and free collection services for old household goods.

Rubbish must always be placed in plastic bags which are closed and placed inside the containers for this purpose within the time frame set by the collection service.

Glass, paper and cardboard, plastic and cans are recyclable. Therefore these materials should be separated from the rest of the rubbish in your home, and deposited in the necessary containers which can be found in the street.



9. Learning the languages





9.1.



Languages of the Balearic Islands

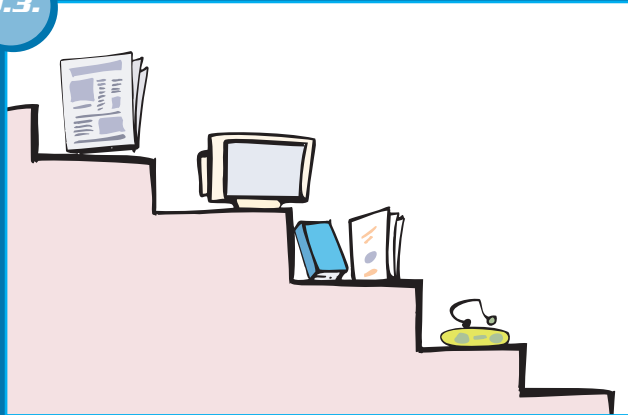
The language of the Balearic Islands is Catalan, different forms of which are spoken on every island. Additionally, Spanish is spoken. It has a major presence as the language of all Spain and due to the great number of residents in the Balearics from other Spanish regions. Catalan and Spanish share official language status. Both are Romance languages (originating in Latin), from the same family as French, Portuguese, Italian and other European languages.

9.2.



Why learn the languages?

Knowing the languages spoken in the Balearic Islands is fundamental. **Knowing the languages will open many doors** for you. The languages are key to you and your family's settlement and integration in the community. You need to know them to communicate, travel, more easily find work and housing, help your children with their schoolwork, shop, go to the doctor, make yourself understood, cohabitate, make yourself esteemed and respected, to know, to tell, and so on. In short, to actively participate in community life.

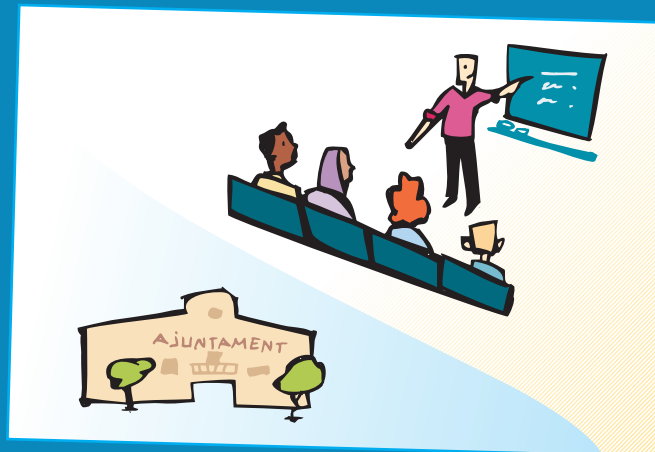


Learning the languages

Several public and private institutions and organizations offer a diverse array of courses so that foreigners arriving in the Balearic Islands may learn one of the two official languages: Catalan or Spanish.

In the various civic centers, adult education schools and associations and organizations of the Islands, courses in Catalan and Spanish are often offered, although the majority do not offer official certification. They are organized into various levels, within the possibilities of anyone who wants to learn and improve comprehension and oral expression in the language.

There is also a network of self-teaching Catalan language centers and points. Furthermore, the media will also facilitate your progress in learning the language. You have a broad range of local and autonomous radio and television stations and programs to choose from. There are also periodicals and books published in Catalan.



Where should I go?

For information on how to register in the courses, see the Local Council, its culture departments, or social service centers. In most cases, you will be given a test to determine your level. This will make it possible to place you in the class most appropriate for your level of knowledge.

Schools and private academies

There are various schools, academies and official language centers in the Balearic Islands that give classes in Catalan and Spanish at different levels. Some can issue official certificates of knowledge of the language studied. The courses have variable costs depending on the level, schedule and quality.

IMPORTANT ADDRESSES:

DIRECTORATE GENERAL FOR LINGUISTIC POLICY - DIRECCIÓN GENERAL DE POLÍTICA LINGÜÍSTICA. AUTONOMOUS MINISTRY OF EDUCATION AND CULTURE
C/ Capità Salom, 29. 07004 Palma
Tel. 971 17 65 11
Website: <http://dgpoling.caib.es>

CATALAN COURSES:

CONSORTIUM FOR DEVELOPMENT OF THE CATALAN LANGUAGE AND THE EXTERIOR PROJECTION OF BALEARIC ISLAND CULTURE - CONSORCIO PARA EL FOMENTO DE LA LENGUA CATALANA Y LA PROYECCIÓN EXTERIOR DE LA CULTURA DE LAS ILLES BALEARS

C/ Capità Salom, 29, 1º, bloque B. 07004 Palma
Tel. 971 78 46 85
Website: <http://cofuc.caib.esis>
E-mail: cofuc@cofuc.caib.esis

OFFICIAL SCHOOL OF LANGUAGES

Palma: Tel. 971 42 13 14
Maó: Tel. 971 35 43 28
Eivissa: Tel. 971 31 46 22

LOCAL COUNCIL OF ALCÚDIA. Linguistic Normalization Service - Servicio de Normalización Lingüística. Tel. 971 54 80 71
LOCAL COUNCIL OF ARTÀ. "ses Escoles" Municipal Educational Center. Tel. 971 83 52 38
LOCAL COUNCIL OF CAPDEPERA. School for Adults of Capdepera. Tel. 971 56 49 53
LOCAL COUNCIL OF MANACOR. Municipal School of Majorcan. Tel. 971 84 31 79
LOCAL COUNCIL OF PALMA. Linguistic Services Center. Tel. 971 76 13 01
LOCAL COUNCIL OF SANT LLORENÇ. Municipal Educational Services. Tel. 971 56 95 49

SELF-TEACHING CENTERS AND POINTS:

IN MAJORCA:

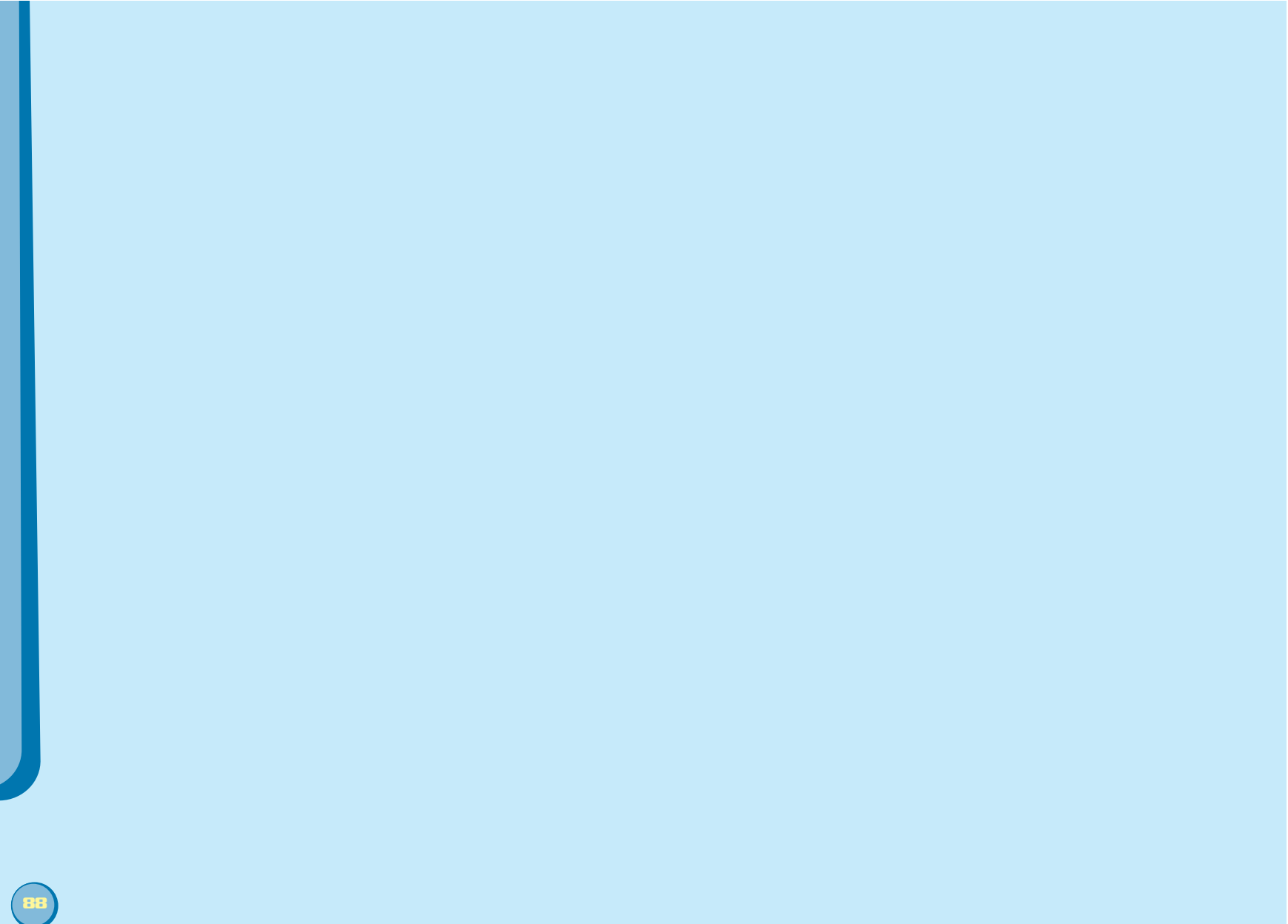
CAL Paraula. C/ Julià Àlvarez, 7, bajos. C/ low. 07004 Palma. Tel. 971 76 13 01
CAL Aurora Picornell. IES Aurora Picornell. C/ d'Amer, 46. 07007 Palma. Tel. 971 42 00 29
PAL Alcúdia. Casal Can Joanet. Casal Placeta dels Pins, 1. 07400 Alcúdia. Tel. 971 54 91 95

IN MINORCA:

CAL Ciutadella. C/ Hospital de Sta. Magdalena, 1, 2º 07760 Ciutadella. Tel. 971 48 42 04

IN IBIZA:

CAL Eivissa. Insular Council of Ibiza and Formentera. Av. de España, 49, 2º. 07800 Eivissa. Tel. 971 19 59 00
PAL Santa Eulària. Municipal Library. C/ Sant Jaume, 72, 2º. 07840 Sta. Eulària des Riu. Tel. 971 33 82 77
PAL Formentera. Municipal Library. C/ Isidor Macabich, 9. 07860 Sant Francesc de Formentera. Tel. 971 32 20 34



10.

10. Daily life





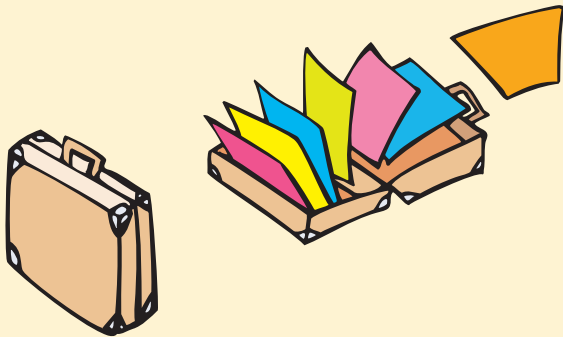


Cohabitation

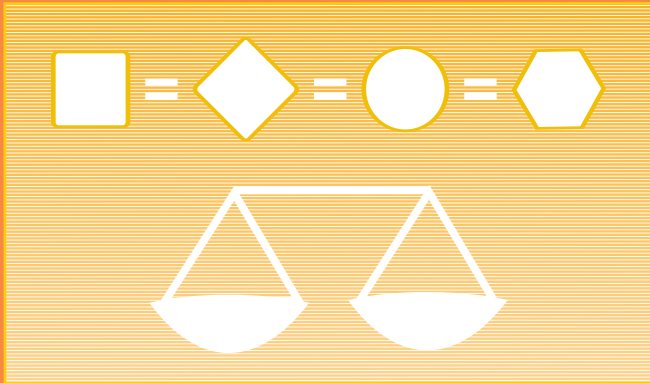
Cultural diversity and immigration

Cultural diversity is understood as the different ways of conceiving society existing in any social group, and that are manifested in habits, standards, customs and various traditions.

The legal acknowledgement of this cultural diversity makes for an expression of the ideological pluralism typical of democratic systems. In Spain, this acknowledgement is based on the existing predominant culture and includes respect for the plurality of languages, religions and cultures.



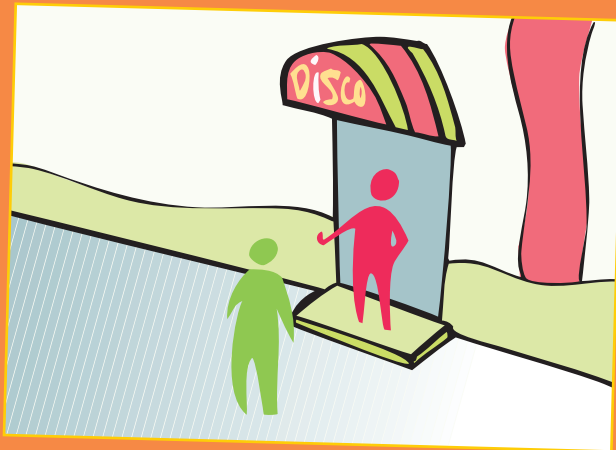
In recent years the concept of cultural diversity in the Balearic Islands has undergone a qualitative increase, as the arrival of persons from other countries and cultures has instilled in the host society cultural standards different from those in place up until that time. The increase in cultural diversity generated by immigration must be considered an extension of pluralism.



Cultural diversity and equality among people

The Spanish Constitution prohibits any discrimination based on one's birth, race, gender, religion, opinions or any other personal or social condition, such as any aspect of culture in general.

Therefore, cultural diversity and equality among all persons are basic principles of the legal system in Spain, that is to be respected by all. The Law punishes any form of discrimination against foreigners based on race, color, ancestry, national or ethnic origin, and religious practices or beliefs, including the fields of politics, economy, society and culture.



There are multiple rules that transfer the prohibition of discrimination to different areas. For example, no entertainment establishment (bars, discotheques, etc.) may refuse entry to a person based on the color of their skin, ethnicity, origin, or any other discriminatory reason. The right to refuse entry into a private establishment must be based on reasons that are not discriminatory, and must be posted at the entrance to the premises.



Cultural diversity and social integration

In a context of cultural diversity, integration makes for a process of cultural adaptation: immigrants must adapt to the host society, and likewise, this society must adapt to the immigrants.

Although the authorities are responsible for approving laws and enforcing the most appropriate policies for integration, it is the people involved, nationals and immigrants, who must achieve integration and proper cohabitation.



On one hand, citizens must be respectful toward immigrants' language, religion and culture. On the other, foreigners living in Spain must be respectful toward the institutions and language, in addition to showing an interest in the predominant culture and religion in society, given that knowing them is the first step they can make in the integration and cohabitation process.



Religious practice

In the Balearic Islands, as in the rest of Spain, there is religious freedom and separation between church and State.

The Spanish Constitution guarantees the ideological and religious freedom of all persons. Each person may or may not have religious beliefs and practice them in private or within their community. No one can be discriminated against on the grounds of their religious beliefs, nor obliged to state anything regarding them.

The State is secular, and religion essentially belongs to the private realm. No religion has "state religion" status. The public authorities take into account the beliefs existing in society and collaborate with the Catholic church, as well as other religions.



Religion in education, the workplace or family

Parents have the right to choose the religious education they prefer for their children.

The working calendar can be adapted for weekly days off and religious celebrations if an agreement is reached between employee and company.

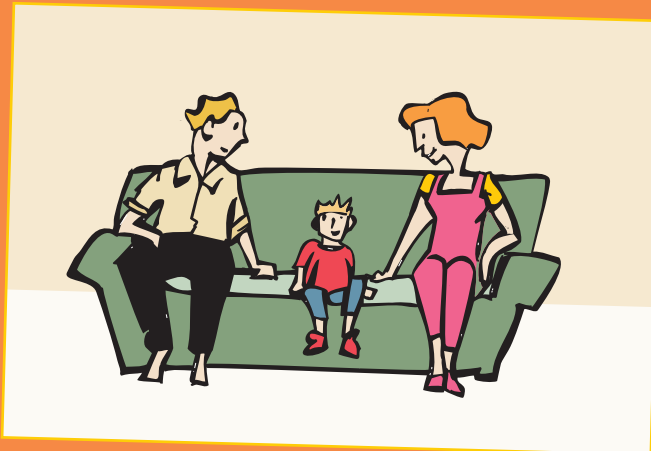
Families can maintain their practices and customs as long as they are not in violation of Spanish legislation, and especially to freedom, equality, and the dignity of persons.



In Balearic society, families hold the most responsibility for the upbringing of children and conveyance of values.

Couples can be constituted by civil marriage -celebrated on a civil basis or legally-sanctioned religious form- or by common-law union, which has like recognition vis-à-vis the administration. For this sort of marriage, couples should go to their local Registry Office (Registro Civil). Further, the current legislation recognizes homosexual and heterosexual unions as being of the same level.

Decisions that affect family life are taken jointly by both members of a couple. The man and the woman have the same rights and obligations. They are free to take the decisions that affect each one's individual realm, with no imposition of one over the other. The law pursues and punishes physical or psychological aggressions.



Parents have shared custody over their children and jointly decide on everything affecting them, even in the case of separations, unless one of them has this custody revoked by a court ruling.

Adulthood is reached upon turning 18, and implies full legal capacity to act. Nevertheless, as of 16, minors can become emancipated (if they marry, with their parents' permission or by court ruling).

There is economic aid for families including measures for access to housing for young couples, to reconcile family and professional life, aid for large families (three children or more), for families caring for elderly or disabled persons, or those with children from 0 to 3 years.



Births, marriages and deaths

Civil marriages are celebrated in the Local Council, as well as in the courts. Births and deaths are declared in the civil records of the city or town, and if they do not exist, in the municipality's Magistrates' Court (Juzgado de Paz). For the repatriation of deceased persons to their home country, the necessary process must be engaged in their Consulate.

The Consulate of their country of origin must also be informed of all these bureaucratic procedures.

There is a Registry Office in Palma (Majorca). In all other municipalities, you should go to the Registry Office of the court of first instance and trial in your judicial district.

IMPORTANT ADDRESSES

REGISTRY OFFICE (REGISTRO CIVIL)

Travessa d'en Ballester, edifició sa Gerreria. 07071 Palma (Majorca)
Tel. 971 21 94 28 / Fax 971 21 94 88

OTHER COURTS OF FIRST INSTANCE

Pl. Creu i Font i Roig, s/n. 07500 Manacor
Fax 971 55 40 60

C/ Pureza, 72. C/ 07300 Inca
Fax 971 50 37 12

Av. Argentina, s/n. 07760 Ciutadella

Av. Isidor Macabich, 4. 07800 Eivissa
Fax 971 31 69 25

Av. Fort de l'Elau, 46. 07701 Maó
Fax 971 35 26 80



Most municipalities have a good public offering of recreational, cultural and sport activities. All you need to sign up is your identification, and perhaps a passport photograph. By participating in these activities you will enjoy your leisure time, learn more about social customs, and make new friends.

In the public library system you can take books out on loan free of charge, or read magazines and periodicals in the facility's reading room. Some also offer music and videos for consultation.

Cultural centers, neighborhood and municipal cultural and civic centers frequently organize training and entertainment activities covering different subject matter, of a recreational and cultural bent. Persons under 30 can go to any center of the INFOJOVE network (Tel. 971 17 66 00; <http://infojove.caib.es>) to find information on courses, art, tourism, job exchanges, etc.

Further, you can take different sports at the various municipal sport facilities, with flexible schedules and much lower prices than in private facilities.

The associations movement



Administrations and public authorities have decided to promote the reinforcement of the associations movement among immigrants, lending support to trade unions, business organizations and non-governmental organizations which, on a non-profit basis, work toward their social integration, by facilitating their activities.

There are a number of associations in the Balearic Islands Autonomous Community that work for the promotion and integration of immigrants. Any immigrant can go to them and seek the support and assistance necessary to solve the problems derived from their particular situation completely free of charge.

There are also specific immigrant associations, generally grouped by countries or like groups, in which immigrants can participate on account of belonging to a single community of origin, thus making for greater identification and response to their needs.

There are also other organizations of various areas (sociocultural, sport, women, neighbors, research, religious, university, artistic, etc.) that can be participated in by all persons, foreign or not, who wish to do so.

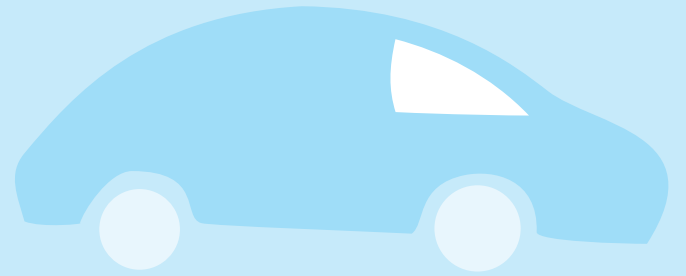
IMPORTANT ADDRESSES

Autonomous Ministry of Immigration and Cooperation of the Balearic Islands Autonomous Government - Consejería de Inmigración y Cooperación del Govern de les Illes Balears
C/ Sant Joan de la Salle, 7. 07003 Palma. Tel. 971 17 74 34
Municipal Immigration Observatory Municipal (Observatorio Municipal de la Inmigración - IMFOF)
Av. Gabriel Alomar i Villalonga, 18. 07006 Palma. Tel. 971 21 46 80

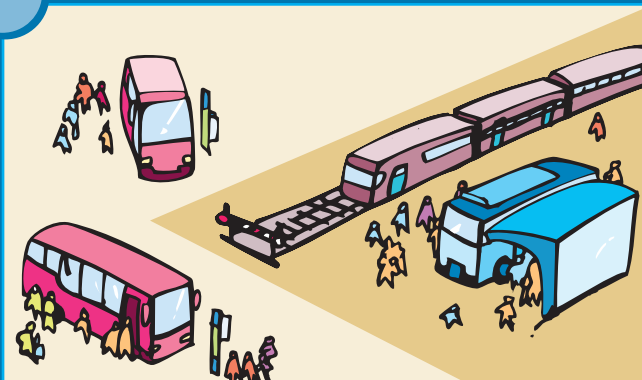


11. Transports and services





Mass transit

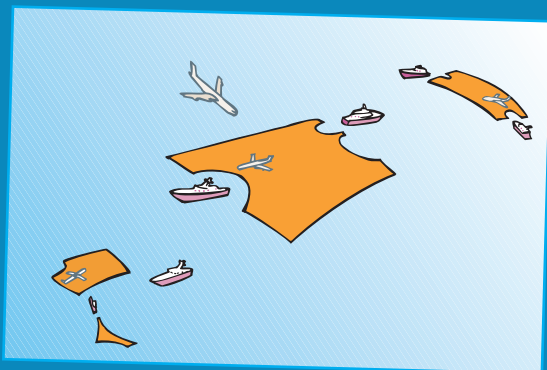


For communication among the various municipalities there is a large network of buses on each island. In Majorca there is also a rail network connecting Palma-Inca-Manacor and Palma-Sóller.

The main cities and towns have urban bus lines connecting the various districts.

To use mass transit, you need a ticket, usually only valid for a single trip. The public sector company Transports de les Illes Balears (TIB) allows the combined usage of trains and buses. There are multi-trip passes or cards that allow a passenger to make a limited or unlimited number of trips over a given time period. Traveling without a ticket is punished by fine. There are different types of discounts for young people, the elderly and large families.

Inter-island communication and with the peninsula



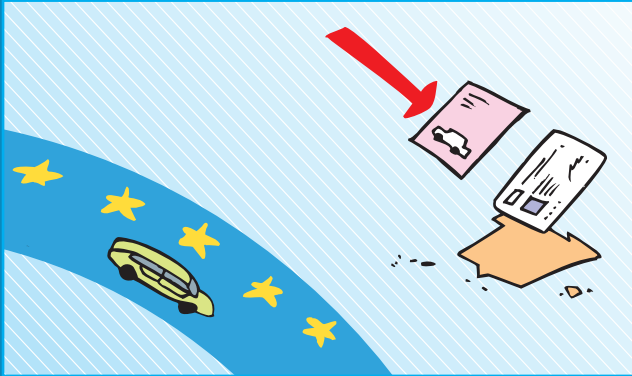
There are several ferry companies that link the main ports of each island for travel among them (Palma-Maó, Palma-Ibiza, Alcúdia-Ciutadella, etc.) and to other ports of the peninsula (Valencia, Barcelona, etc.).

Majorca, Minorca and Ibiza have airports. Various companies work from them to connect the Balearic Islands with many destinations in the rest of Spain and Europe every day.

Important information

- TIB Transportes de las Islas Baleares
Information hotline 971 17 77 77
Website: <http://tib.caib.es>
- Directorate General for Public Works and Transports (Dirección General de Obras Públicas y Transportes)

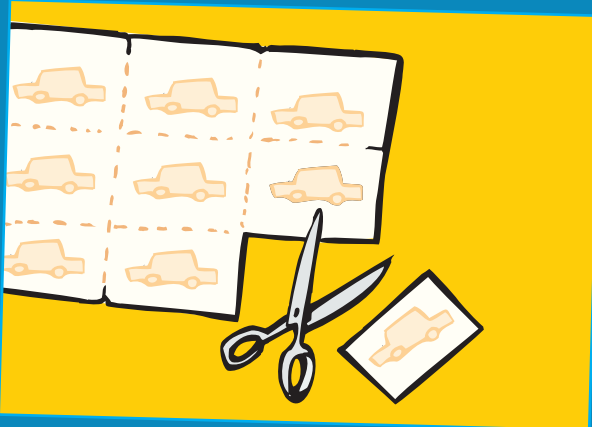
Autonomous Ministry of Public Works, Housing and Transports (Consejería de Obras Públicas, Vivienda y Transportes)
C/ Eusebi Estada, 28. 07004 Palma
Tel. 971 17 62 00



License exchange

There is now an agreement for the immediate exchange of driving licenses issued in Andorra, Argentina, Bulgaria, Chile, Colombia, South Korea, Ecuador, Japan, Morocco, Norway, Peru, Switzerland and Uruguay. There are also special exchange procedures with Rumania and Venezuela. It is important to check for possible new terms affecting other countries.

Driving licenses issued by member states of the European Union are valid in Spain. Nonetheless, if the holder establishes usual residence in Spain, he or she may choose the immediate exchange of the license for a Spanish one, or must notify a Provincial Traffic Authority office (Jefatura Provincial de Tráfico) of this residential establishment within a period of six months from the time of formalization of residence. As of that time, he/she will be subject to regular checking of psycho-physical aptitudes in the same conditions as those established for licenses issued in Spain.



Points-based driving license

Driving licenses in Spain follow a points-based system (in force since 1 July 2006): every driver has an initial number of points that he or she loses if a violation is committed and a police officer reports it. If all the points are lost, the license will be revoked.

FOR MORE INFORMATION:

Provincial Traffic Authority (Jefatura Provincial de Tráfico)

C/ Manuel Azaña, 50. 07071 Palma

Tel. 971 46 52 62 / Fax 971 46 80 36

Website: <http://www.dgt.es>



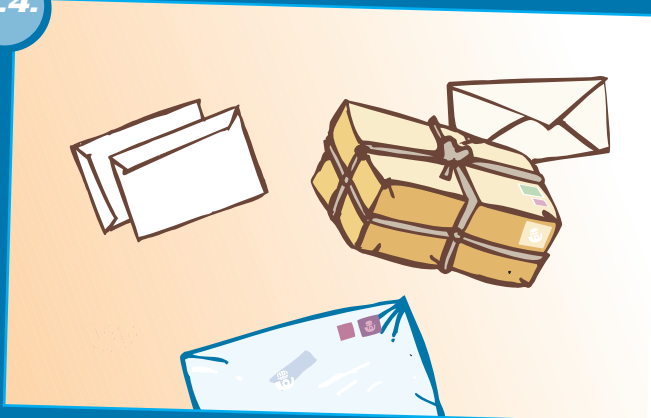
Some basic rules concerning vehicle safety

Adults and children over 10 must wear their seatbelts, whether they be in the front or back seats of the vehicle.

It is prohibited for a child under 12 to ride in the front seat, unless officially approved devices are used.

The use of a special seat adapted for the protection of small children and babies is mandatory.

11.4.



Postal service

Postal rates to send letters and packages vary depending on the destination and weight of the shipment. Stamps are sold in post offices and all tobacconists. To send postal packages, check with the post office for information on required packaging materials.

When you want assurance that a letter has reached its destination, you can send it registered with acknowledgement of receipt. In this case, the postman will personally deliver the letter to the recipient, and the postal service will send you an acknowledgement of receipt. Sending a letter registered can be useful for certain important mail. Keep the acknowledgement of receipt, as it is proof of the date of receipt.



You can receive a money order (giro postal) from the Balearic Islands, the rest of Spain or a foreign country. The postman will usually leave notification in your mailbox and ask you to collect the money at the Post Office, showing your identification. You can also send a money order to another part of Spain or a foreign country. To do so, fill out a form at the Post Office and deliver the money you wish to send in cash. Money orders are sent in the same time periods as letters; a few days' time throughout Spain.

For more information, check with your nearest Post Office.

Postal service

Customer service hotline: 902 197 197

<http://www.correos.es>

11.5.



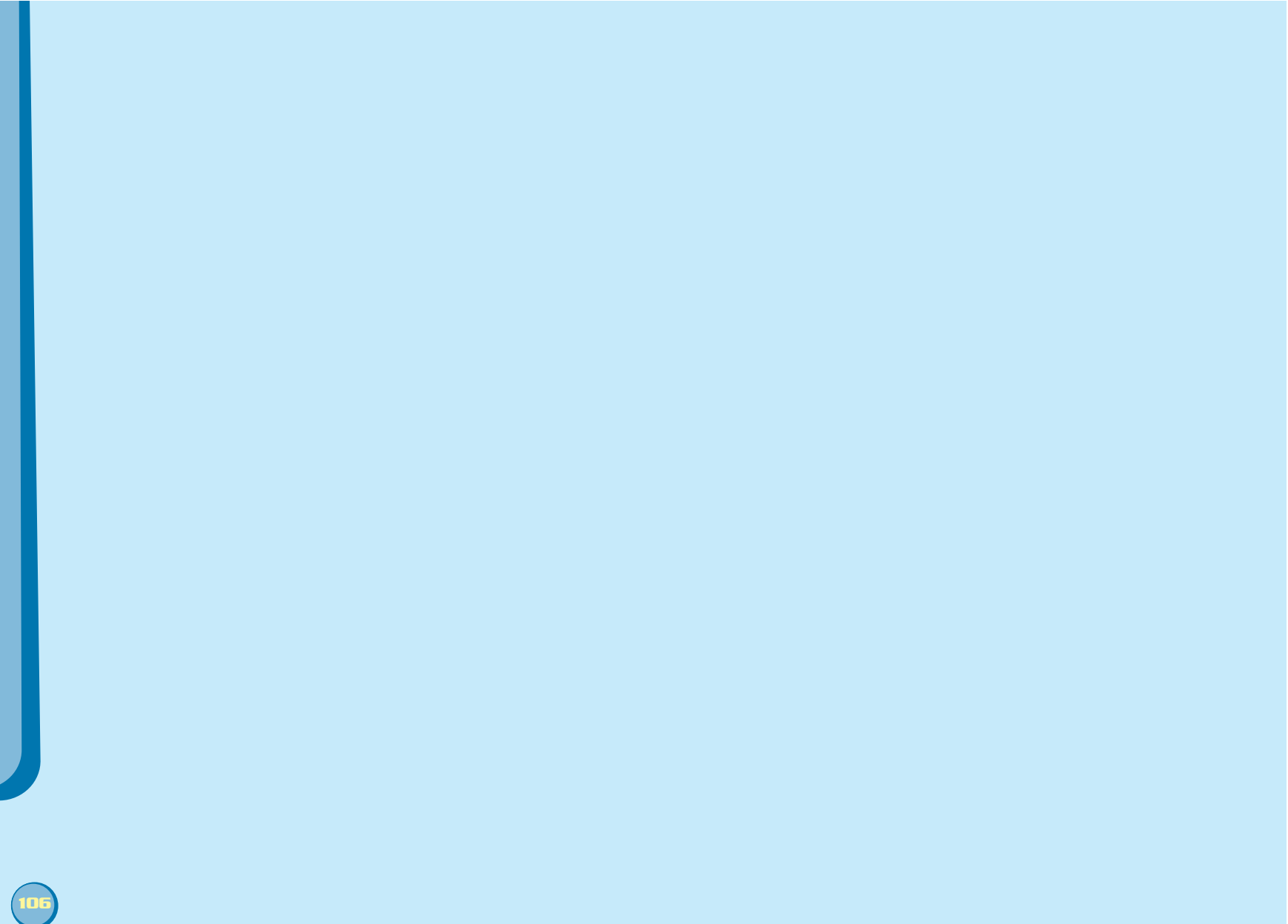
Telephone

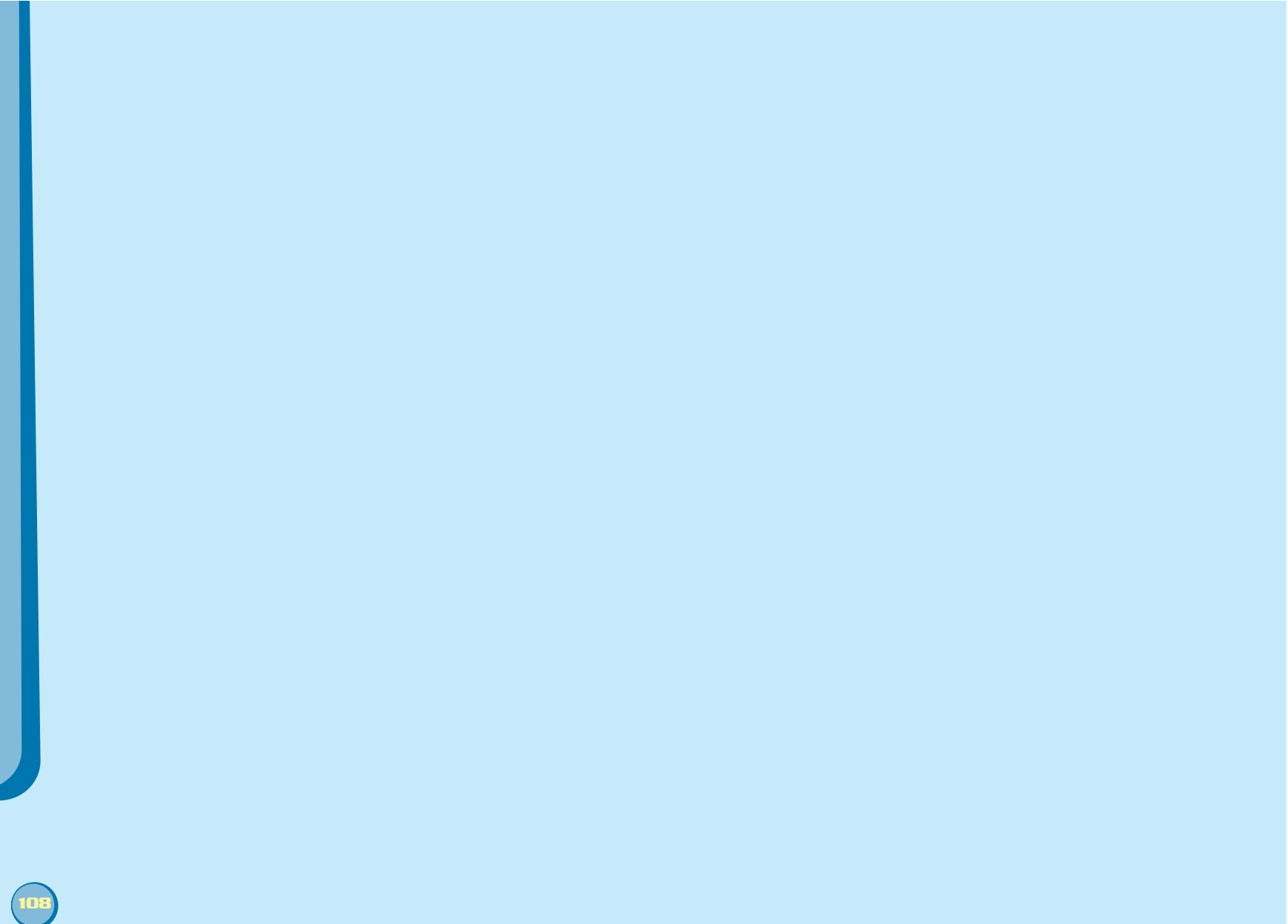
Aside from the private telephones (land and mobile lines) contracted from telephone companies, there are telephones for public use in establishments, restaurants, cafeterias and on the street that work with telephone cards or with coins. You can buy cards in newsstands or tobacconists. Certain bank credit or debit cards can also be used to call.

To install a telephone line in your home, consult the telephone company. You will need to sign a contract and pay the bills you will receive by mail on the date indicated.

Spanish telephone numbers consist of 9 digits. To call a foreign country, first dial 00, followed by the country and area code, and then the desired number.

Be careful with telephone numbers that begin with the numbers 803. They may be illegal, causing you to spend money unnecessarily without receiving any service in exchange.







In collaboration with:



MINISTERIO
DE TRABAJO
Y ASUNTOS SOCIALES



Govern
de les Illes Balears

Conselleria d'Immigració i Cooperació

Adreça: C/ de Sant Joan de la Salle, núm. 7

07003 PALMA

Tel. 971 17 74 34

Horari: de 8.00 h fins a 15.00 h

http: //immicooper.caib.es

www.caib.es

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