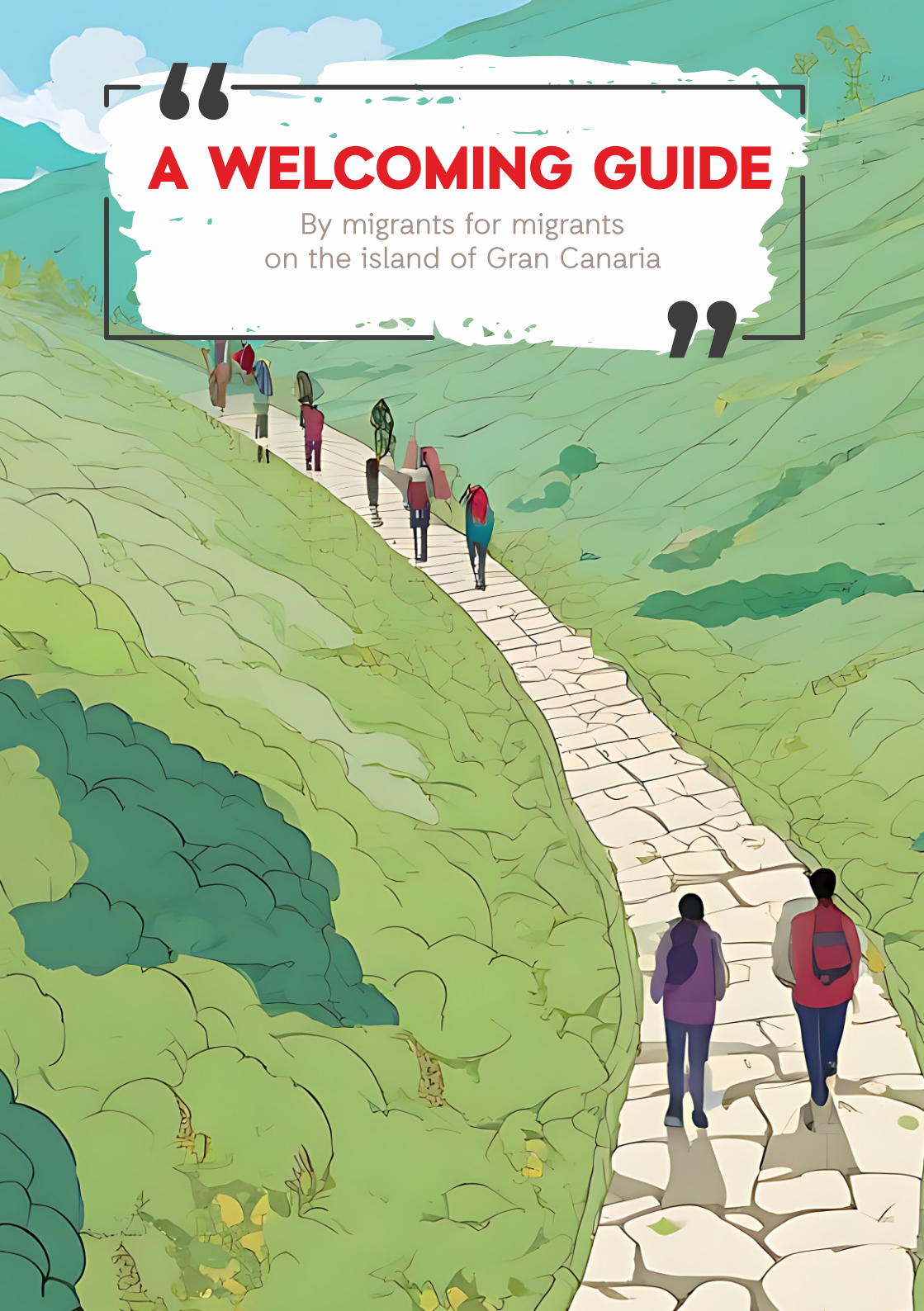


A WELCOMING GUIDE

By migrants for migrants
on the island of Gran Canaria





HOUSING



**EMPADRONAMIENTO
(REGISTRATION)**



**HEALTH CARD
AND HEALTH**



RESIDENCE PERMIT



EMPLOYMENT

BANK ACCOUNT



TRAINING



MORE INFORMATION

- If you live in a situation of racism...
- If you are living in a situation of gender-based violence...
- If you want to travel...
- If they violate your labour rights...
- If you need legal support...
- If you want to vote...
- If you need help or benefits...
- A useful tool: digital certificate

Welcome to a journey of discovery, understanding and solidarity. This guide is not just a set of pages; it is an embrace, a friendly voice and a light on the path for those who, like us, have crossed borders in search of a new horizon.

As migrant women, we deeply understand the challenges and hopes that come with this change of life. We have felt the uncertainty of the first days in an unfamiliar place, the nostalgia for what is left behind and the strength that comes from facing and overcoming obstacles. That is why we have created this guide: to share our experiences, learnings and advice to make your transition more bearable and enriching.

In these pages, you will find practical information on how to navigate in your new environment, from advice on legal procedures to recommendations to integrate yourselves in the community. But most importantly, you will find stories of resilience, heart-to-heart advice and a space for support and understanding.

This guide is the result of many Aliadas (allied) hands and united hearts, a collection of knowledge and experiences that we wish to share with you. We invite you to read it not only with your eyes, but also with an open heart, always remembering that you are not alone in this journey. Together, we can build a path full of hope and new opportunities.

Hecmyr
Migrant Woman from Venezuela
Member of Aliadas



Aliadas: mujeres migrantes con voz



aliadas.canarias

Aliadas is an Alianza por la Solidaridad - ActionAid space with the main objective of supporting the creation of migrant and racialised women networks, and the formation of networks with actors from different fields, generating spaces for training, awareness raising and advocacy to increase the participation and empowerment of migrant and racialised women.

This welcome guide is developed by Alianza por la Solidaridad with the main collaboration of Aliadas, as well as other organisations and people who are also allies, to whom we are very grateful for their involvement and the value of weaving networks to build a dignified welcome. It is developed within the framework of the project “Vecinas” promoting intercultural coexistence through improved access to rights on the island of Gran Canaria, funded by the Department of Equality, Diversity and Transparency for the development of the Strategic Framework for Equality Gran Canaria Infinita.

Alianza por la Solidaridad - ActionAid
www.alianzaporlasolidaridad.org
2023

A project of:

Alianza por la Solidaridad
act:ionaid

Financed by:





HOUSING

You can access rental housing if you...

You have the necessary documentation to sign a contract...

- Identity document: ID Card (DNI), passport or residence and work permit (NIE).
- To prove that you can pay, a work contract, recent pay slips or any other documentation that can prove your income is usually required. An additional guarantee may also be required, such as a personal guarantor or a bank guarantee. The value of this guarantee cannot exceed two months' rent.

You will need to take into account the following issues...

- The rent (monthly payment) is fixed between the parties and must usually be paid by electronic means (bank transfer or bank deposit) and within the first seven days of the month. You may be asked to pay a maximum of one month's rent in advance.
- When signing the contract you must pay a cash deposit, equivalent to one month's rent. This deposit is returned at the end of the contract if there is no damage to the property caused by the tenant.
- You will have to pay for the water and electricity supplies. The contract may also include the payment of other obligations (community fees, waste collection fees, property tax (IBI), etc.), the annual amount must be stated in writing.
- Property management costs must be borne by the lessor.
- If stated in the contract, the amount of the rent may be updated every year from the signing of the contract. It will be updated as agreed by the parties, but without exceeding the the CPI (Consumer Price Index) at that time. For updates in 2023, the limit will be 2% and for 2024, 3%.



You should also know that...

The duration of the contract is agreed between the two parties, although the tenant has the right to have it automatically extended until a minimum duration of 5 years (if the landlord is a natural person) or 7 years (if the landlord is a legal entity).



- Opting for rental housing.
- Obtain guarantors to guarantee the rental contract.
- Do not pay any advance without signing the contract or without having seen the flat/room.
- Ask the tenant if they allow empadronamiento (registration at the town hall), although it is a right, in many cases they do not allow it.

HOUSING



Other Resources:

Aid for renting: There are aids and subsidies to facilitate the payment of a house for people who have a rental contract. Some of these aids and subsidies are published periodically by the Instituto Canario de la Vivienda (Canary Islands Housing Institute), and there is normally a limited period for applying for them. The different local councils also have their own programmes for grants and subsidies for the payment of rent.

The requirements vary according to the branch that approves them. You can get information from the Instituto Canario de la Vivienda (telephone: 928 11 58 24) or through the Social Services of the town hall by appointment.

Social Housings: Social housing is provided by the government for people who do not have sufficient resources to rent or buy a house.

If you have resided continuously in the Canary Islands for at least seven years, or fifteen years non-continuously (except for returned Spanish emigrants), find out about the rest of the requirements for this option.

You can carry out the procedures to access social housing or rental subsidies at any of the **Canary Islands Government Oficinas de Registro (Registry Offices)**.



SUPPORT

Association Provivienda

Rental housing exchanges and comprehensive affordable housing management.

Monday to Friday from 8:00 to 18:00 h.

C/ Venegas, nº 19, 1st floor, office 1 - Las Palmas de G.C.

Telephone numbers: 673 74 79 73 / 647 93 84 09





HOUSING

If you find yourself in a homeless situation....



You should be aware that there is a network of resources that can be accessed depending on your situation, needs and the area of the island where you reside.

However, the availability of accommodation options will depend very much on these factors and the saturation of resources at the time you need them.



DIFICULTIES

- Accommodation resources are often fully booked and there are very few vacancies.
- There are some that you will not have access to because they are reserved for specific situations of vulnerability. In addition, sometimes, depending on your situation, access to migrants in a homeless situation is not considered because the responsibility is attributed to the migration reception system, so you may find yourself in a homelessness situation if no acceptance is considered by any homeless shelter.



- We provide you with some resources to cover basic needs such as food, hygiene and counselling, where you can meet other people in your situation, allies or professionals to guide you.

➤ For each person the path will be very different. It is likely to be very frustrating for you to access housing, accommodation or the other rights and procedures listed in this guide. The best advice is to network with other migrants, with associations and movements, to have up-to-date information, to share strategies and to be able to stand up together and fight for your rights.





HOUSING



RESOURCES:

In the city, Las Palmas de Gran Canaria, there are several resources. Here are some that you can reach:

MANAGE	WHAT IT OFFERS	ADDRESS AND BUSINESS HOURS
"Gánigo" Municipal Reception Centre	Canteen	Juan Rejón Street, 64 Breakfast Monday to Friday from 8 to 9:00 hrs. Saturdays, Sundays and public holidays from 8:30 to 9:30 hrs.
Somos Red	Sandwich	Alcaravaneras Beach Every day at 20 hrs
Hijas de la Caridad	Canteen Nuestra Señora del Carmen	29 de abril Street, 77 Monday to Saturday Lunch 12hrs sharp to enter
Asociación Rescate Canarias	Canteen	Obispo Servera Street, 2 Monday to Friday Breakfast from 9:15 to 10:15 a.m. Lunch from 15:15 to 17:15
Parroquia Nuestra Señora de La Paz	Snack and dinner bag distribution	Parroquia Nuestra Señora de La Paz - Las Rehoys Monday to Friday - 17 to 19hrs
Asociación Oportunidades de Vida	GUAGUASEO service: mobile unit for shower, basic toilet, hairdresser/barber, manicure/pedicure and social-health care.	Monday: Parque Blanco 8:00 a 11:30 Pérez Galdós Theater Plaza 12:30 a 14:30 Tuesday: Don Benito Park 8:00 a 11:30 Las Remudas Health Centre (Telde) 12:30 a 14:30 Wednesday: Plaza Iglesia de la Luz 8:00 a 10:30 Pérez Galdós Theater Plaza 11:00 a 12:00 Entrance Pambaso 12:30 a 14:30 Friday: Parque Blanco 8:00 a 11:30 Pérez Galdós Theater Plaza 12:30 a 14:30
El Taller La Isleta	Community support, general information and Spanish classes	43 Anzofé Street Tuesday from 11 a.m. to 1 p.m
Save The Children	If you are under 23, a "Safe Space" is available for support and advice.	Pérez del Toro Street, 22 Monday to Friday from 9:00 to 19:00
ACAMEI	Accompaniment and guidance, intercultural and linguistic mediation, literacy and Spanish classes.	Aguadulce Street, 44 Phone: 619 518 146 / 928 114 315 Monday to Friday mornings Tuesday to Thursday mornings and afternoons



EMPADRONAMIENTO (REGISTRATION)

What is empadronamiento and why do you need it?

Registration is the gateway to basic rights such as schooling, health care or social benefits.

It implies registration in the "Padrón Municipal" (municipal register) of a territory and is a right and a duty for all persons living in Spain, regardless of their administrative situation or nationality.

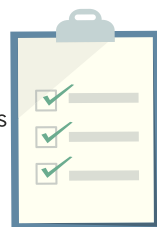
It serves as proof of residence in the country and proves one's status as a resident of the municipality.

What are the benefits?

- Apply for regularisation, residence and work permits, family reunification.
- Apply for the health card that gives you access to health care.
- Access to municipal services and social assistance.
- Driving licence validation, if there is an agreement with your country.
- Enrolling children in an educational institution.

To apply you will need to submit the following documentation:

- In all cases, photocopy and original of the document that identifies you.
- In the case of home ownership, the title deed of the property.
- For rented accommodation: contract or utility bills in your name.
- If you live with friends or relatives, you must go to the person who holds the rental contract or owns the property to give their permission.
- In case of having children, present a photocopy of their identity documents or family book.



To register in Gran Canaria, you should go to the Town Hall of your municipality in the morning to find out how to make an appointment. They may give you a telephone number, an email address or give you a website. In the latter case, ask them to explain how to do it if you think you will have difficulties on the Internet.



OJO

There are long waiting lists in some municipalities or difficulties in getting an appointment.
Be insistent.



EMPADRONAMIENTO (REGISTRATION)



What to do if you still don't succeed?

If you do not have your own home, rental contract or authorisation from another registered person, but you live in a municipality on the island, due to different circumstances or because you are homeless, you can apply for the special registration process “sin domicilio fijo” (without a fixed address).

In this case you submit an application with the exact address of where you sleep, your residence would be verified by a police visit or a Social Services interview and you would wait for a notification.

DIFICULTIES

➤ You should be aware that in many cases in different municipalities this current regulation on access to registration is not being complied with.



Again, we advise you to contact migrants associations or movements in favour of their rights, to find out if there are other ways that are currently being made available to solve the bureaucratic obstacles to accessing the Padrón (registration) in your municipality.



Keep this in mind!

If you are a non-EU foreign national without a long-term residence permit, you must renew your registration every two years.



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Rencontrez Jennifer
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HEALTH CARD AND HEALTH

What is the health card, what do you need it for and where do you apply for it?

The health card is the document that certifies a person as a user of the public health system. You need it to identify yourself and access all public health care services. It is requested and obtained at the health centre where you are registered.

When am I entitled to free health care and how can I apply for it?

- Inhabitant of the European Union, subject to exceptions.
- Spouses with a residence permit for family reunification of EU citizens.
- You are not an EU citizen, if you have a residence permit for work and a regularised situation.
- As an applicant for International Protection.
- Settlement or residence permit based on family ties.
- Humanitarian reasons (illness, victims of crime, victims of abuse, etc).
- Other exceptional circumstances (collaboration with authorities, victims of violence or trafficking)



Keep this in mind!

In addition to what the law states, if you are in an irregular administrative situation and you have been residing for at least 3 months in a municipality on the island, you can apply for access to the health system.

Go to your Health Centre with your valid identity card and your census registration. Go to the counter and ask for "Promoción para la salud" (Health Promotion). They will give you two documents to fill in:

- Application for a document certifying health benefits for foreign nationals without legal residence in Spain
 - Statement of Compliance by the concerned person
 - You will also have to provide a certificate of census registration at least 3 months old.
- They will collect your application and you will have to come back in a few weeks to find out the answer. If the answer is favourable, you will be given a specific card to access health care.



Whether or not you are in any of the above situations, if you have a specific need (you are pregnant, you need emergency care, you are chronically ill, you are a minor...), go to the Health Centre, inform them of your situation and ask for an appointment with the social worker.

DIFICULTIES

Barriers are imposed for not meeting the access requirements, not being registered on the Padron or not having valid identity documents. Depending on the agreement Spain has with your country of origin, it may be more or less difficult.

HEALTH CARD AND HEALTH



SUPPORT

In all these processes you can find support in...

Doctors of the world

C/Doctor Verneau, 1 - Las Palmas de Gran Canaria

Request an appointment in the following phone numbers:

682 64 06 78 / 928 367 100



WARNING

: If you have not been able to access free health care, you will still be treated in the same way, but you will usually be given a payment request form. This is a debt to be paid for the care received, which can make other procedures more difficult.



When you are granted a health card, you can take all the requirements you have to the health centre and ask for these requirements to be cancelled. If they do not respond to your request, you can ask them to make an appointment with the centre's Customer Service Department.



What do I do if I feel I need or want psychological counselling?

If you consider that your condition involves a serious mental health illness, you can make an appointment with your doctor, who will assess your case and can refer you to the care you need.

DIFICULTIES

➤ There are long waiting lists for appointments and they may take a long time to call you, especially if your situation is not considered urgent or serious.

SUPPORT

Fundación COF (COF Foundation)

Family Orientation Centre of the Canary Islands

Pio Coronado Street, 118 - Las Palmas de G.C.

Telephone numbers: 928 20 87 20 / 928 20 00 06

If you do not speak Spanish, they will assess your case and may refer you to other entities that can help you.

GAMÁ Collective - Guidance and Counselling Service for migrant LGBTI people

Social, psychological, training, employment and health promotion counselling

Paseo de Tomás Morales, 8 Bajo - Las Palmas de Gran Canaria

Telephone numbers: 605 892 051 / 928 433 427



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RESIDENCE PERMIT

How can you obtain a residence permit?

Organic Law 4/2000 on the rights and freedoms of foreigners in Spain and their social integration (Ley de Extranjería) includes four types of arraigos (residence permits): social, labour, family and training; these are permits that can lead to a temporary residence permit when you are in an irregular migration situation.



WARNING

These permits are not the only means to obtain a residence permit. You should seek legal advice to direct your efforts towards the most appropriate procedures for your situation.



What are the requirements for each type of arraigo in order to know which one I can apply for

General requirements for all arraigo (residence permits):

- Continued stay in Spain.
- Not to have a criminal record in their country of residence in the last five years prior to their entry into Spain, nor to have existing convictions for offences in the Spanish system.
- Not be a citizen of the European Union.
- Not be banned from entering Spain or be under the commitment not to return to Spain.



Arraigo Social: (It grants residence and work permit for one year)

- To have been registered for three years, without leaving the country for no more than 120 days.
- Proof of the person's integration by means of a report issued by the Canary Islands Government or the City Council, which must be requested before submitting the application for "residence".
- You must have a contract or commitment to a contract of at least 30 hours a week and meet the Minimum Interprofessional Wage. Or, if you are self-employed or have sufficient financial means, if recommended by the social report.

Arraigo Laboral/Work Permit: (It grants residence and work permit for one year)

- To have been registered for two years, without leaving the country for no more than 90 days.
- You must have paid taxes for six months of work at 30 hours per week or one year at 15 hours per week. You can also prove six months of self-employment.
- If you have worked without being registered, you can apply for a "residence permit" but you will have to prove the irregular or illegal employment relationship.



RESIDENCE PERMIT



Arraigo Familiar: (Up to 5 years of residence and work permits are granted. Allows you to bring non-EU family members if they do not have a job. They must enter with a Community Family Visa and apply for a residence permit in Spain.)

Demonstrate with documentation:

- Be married or in a registered partnership with a Spaniard.
- Be a parent/guardian in charge of a minor of Spanish nationality.*
- Being a person who is in charge of a Spanish person with a disability.
- To be an ascendant over 65 years of age or a descendant under 21 years of age dependent on a Spanish citizen, or on his/her spouse or unmarried partner.
- Be the child of a parent who was born in Spain or who has Spanish citizenship under the Law of Historical Memory.**



WARNING

*At the end of the permit, you will be able to apply for an EU family member card valid for 5 years.

** A residence permit and a work permit for ONE YEAR are granted.



Arraigo por la Formación (for training)

(It grants temporary residence for training purposes)

- To have been registered as a resident for the last two years
- Make a commitment for training:
 - From the Vocational Training System (Vocational Training or professional certificates).
 - Training to obtain a certificate of technical aptitude or professional qualification.
 - Training promoted by the SEPE, from the National Catalogue of Professional Qualifications (minimum 200 hours).
 - Official university master's degree, extension or refresher course in the university field.



Once you have successfully completed your training and during the validity of your residence permit, you can apply for a residence and work permit valid for two years if you have an employment contract related to the training you have completed or in the professional sector. You will have to submit the work contract and proof of successful completion of the training to the foreigners' office.



RESIDENCE PERMIT

How to apply?

The application is submitted to the Oficina de Extranjería (Foreign Office), Plaza de la Concordia, 5 - Las Palmas de G.C. You must make an appointment: [Click here and then click on "Acceder al Procedimiento" \(Access the Procedure\)](#).



A fee must be paid and submitted:

- Application by official form
- Full copy of passport, travel document or registration card valid for at least 4 months.
- Documentation accrediting continued residence in Spain: registration, medical reports, certificates of studies or others.
- Criminal record certificate from the country or countries in which you have resided in the last five years prior to entry into Spain. It must not have been issued more than three months before (unless the document indicates another period of validity), translated into Spanish and duly legalised or apostilled.
- Other specific documentation according to the requirements of the requested permit.



Keep this in mind!

The first temporary residence card is valid for one year. The next renewal will be after two years and the third renewal after four years.



SUPPORT

In Las Palmas de Gran Canaria you can find support in administrative and residence processes and other social support:

ACAMEI - Aguadulce Street 44 - Support and Mediation
Fundación Adsis - Córdoba Street 15 - Support and comprehensive care
Red Cross - Lord Byron Street 9 - Programme for migrants



If you are under 23 years old,

Save The Children Safe Space - Pérez del Toro Street, 22

Faced with the conditions of living in an irregular migration situation and the difficulties to regularise your situation, you can participate and organise yourself in...

State Movement Regularización Ya

Movement formed by groups and organisations of migrants and racialised people who are politically self-organised around the demand for our social, political and economic rights within the Spanish state.

Official channels to connect: links to the territorial committees, official Telegram channel and information about the Essentials campaign to push for ILP (Popular legislative initiative) here: <https://linktr.ee/regularizacionya>



EMPLOYMENT



We explain the possibilities you have according to your situation

If you already have...

- Visa for higher education (except baccalaureate and Spanish courses)
You have the right to work up to 30 hours per week. You will not have to complete any formalities.
- Visa for non-higher education or other studies
You can apply for authorisation to work. If it is to work for a specific employer, he or she must apply for it.
- Can I change from a study visa to a work permit?
Yes, you must prove that you have passed or completed your studies, research work or internship and you can apply for the change within 60 days before or 90 days after the expiry of the study permit, which will extend your stay until your application is resolved.

These applications are submitted in...

Ofina de Extranjería (Foreign Office) -

Plaza de la Concordia, 5 Las Palmas de G.C.

You must make an appointment: [Click here and then click on "Acceder al Procedimiento" \(Access the Procedure\).](#)



Where can you look for a job?

- On the Internet, there are several job search channels. It is important to research how each channel works in order to make the most of them. Some of the most widely used are: Infojobs, Indeed and LinkedIn.
- If you have studied here, you can access the university or training centre's employment exchange.
- If you have a regular migration situation, you can go to the Employment Office in your area where you can register as a jobseeker and receive job guidance.
- In many cases, the training programmes where you enrol may also offer you job counselling



**SUPPORT
for women!**

Mujeres, Solidaridad y Cooperación (Women Solidarity and Cooperation)

Employment guidance service for migrant women in any migration situation.

General Más de Gaminde Street, 38 - Edificio Nobel, escalera A, 1ºF - Las Palmas de G.C.

Telephone: 928 24 14 66 / 638 33 59 45 - Make an appointment through these telephone numbers

Association A ti mujer

Job orientation service for migrant women with or without regularised documentation.

Street José Arencibia Gil, 20 - 3º izquierda, Telde

Telephone: 689 / 828 910 207 - Make an appointment through these telephone





EMPLOYMENT

Other Resources

What happens if you are in an irregular migration situation?

Currently, persons in an irregular situation are not allowed access to employment, however, there are some strategies that can be useful for you to access work and that will help you when you get the contract for the regularisation for employment or arraigo social:

- Create a network of contacts to make yourself known and offer services and skills from which you can profit financially.
- To enhance the skills you already have in order to become self-employed.
- Maintain the network contacts network and look for ways to expand this group through training, leisure groups, sports, among others.
- Hand out cards and place posters in specific places with your contact details
- If you are looking for work as a nanny or babysitter, for example, a good place to share your contact will be near schools and kindergartens.
- You can also join and be part of job groups on WhatsApp or Facebook and share the services you offer.
- You can volunteer, as it will allow you to gain experience, new skills and increase your contacts' network.



Keep this in mind!

Even if you are in an irregular migration situation, you have the same labour rights as any other person with a DNI or NIE. Including access to resources to report abuse and labour exploitation.



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BANK ACCOUNT



Basic payment accounts are a type of account that allows you to access basic banking services such as withdrawing cash, making transfers in the European Union, making card payments or direct debiting a salary thanks to a Royal Decree approved by the Government: [BOE-A-2017-13644 Royal Decree-Law 19/2017, of 24 November, on basic payment accounts, transfer of payment accounts and comparability of fees.](#)



Who can apply?

- Legal residents in the European Union
- Asylum seekers
- Those who do not have a residence permit but whose expulsion is impossible for legal or factual reasons.

Is it free of charge?

- You will be charged a fee of 3 euros per month. But you can apply for a free scheme if you have no income or if your income does not exceed the fixed amounts. To do so, you must present the bank with a social report drawn up by Social Services in your area, by the reception centre where you are staying or by the entity that is supporting you in your process.
- **The account will be free for two years from the opening of the account. It can be extended if you can prove that your situation remains the same.**

Are you denied the right to a basic payment account?

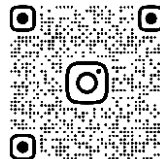
- Ask the bank to notify the refusal in writing within ten working days, stating the specific reasons for the refusal.
- File a complaint or claim with the entity's Customer Service or Customer Ombudsmen.
- If they do not reply or reply denying the right to the basic payment account within one calendar month, submit the same complaint to the Office of the Bank of Spain and to the Consumer Arbitration Board of Las Palmas de Gran Canaria.

Which documents do you need?

- Copy of valid identity document as appropriate.
- If you have them, documents to verify the economic or professional activity or the origin of the funds (employment contract, copy of application for aid or benefits, etc.). If you do not have these documents, it is not necessary to prove that you have financial resources.



Each bank will proceed in different ways and it will be easier or more difficult depending on the knowledge or attitude of the person who attends you and also on the structure and internal policy of the bank. Try several in your area and don't get discouraged with the first attempt. You can also go to Correos -postal service- which, although they are not a bank, have a prepaid card/account service. Find out more and evaluate the best option for your case.



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Banco de España: León y Castillo Street, 6, 35003 Las Palmas de G.C., Las Palmas.
Telephone: 928 36 71 66

Municipal Consumer Information Office (OMIC): León y Castillo Street, 270, 35005 Las Palmas de Gran Canaria, Las Palmas. Telephone: 928 446 000 / 928 446 010 / E-mail: omic@laspalmasgc.es

Junta Arbitral de Consumo: León y Castillo Street, 200. Edif. de Servicios Múltiples III, 1ª pl.
35004, Las Palmas de G.C. Telephone: 928 796 149 / E-mail:
arbitrajeconsumo.comercio@gobiernodecanarias.org



TRAINING

Do you have previous training?

In this case it is often necessary to validate these studies, i.e. to prove the equivalence of the qualifications in order to be able to carry out these jobs. It is advisable to start this procedure as soon as possible.

For non-university degrees... You need to submit an application at a registry office, provide the appropriate documentation and proof of payment of the applicable fee.

Where to find a registration office?

You can go to your local town hall and ask for an appointment at the registry office.

You can also go by appointment to:

- Citizen Information and Registration Office. Plaza de la Concordia Street, 5
Appointment in: [Automatic process for requesting an appointment \(minhap.es\)](https://minhap.es). Indicate area: "Las Palmas", Office: "Delegación Canarias OIACR", procedure: "Registration of documentation".
Telephone 928 99 91 75 / 928 99 92 07 Email registro.laspalmas@correo.gob.es



For university degrees...

The procedure is handled electronically by the Ministry of Universities.

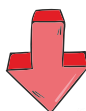
There is no other means at present.

You can go to ["Homologación de títulos de educación superior"](https://homologacion.mec.es) and click on ["Acceder al Procedimiento"](#).



WARNING

You will need to have one of the online identification forms such as a digital certificate. We explain how to do this near the end of the guide.



TRAINING



Do you want to train or continue training but don't know how?

➤ If you are under 16 years of age...

You have the right and the obligation to access the education system. To do so, you should go to the nearest educational centre, where you will be informed and guided through the school enrolment process. Regardless of your family's legal situation, you have this right and obligation.

➤ If you are under 18 years old and want to access non-compulsory studies...

You can access post-compulsory educational stages, obtain the corresponding qualifications, grants and aid under the same conditions as Spaniards.

➤ As an adult...

- If you are an asylum seeker...

With the document accrediting your status as an applicant for international protection, you will be able to enrol in the studies you wish in accordance with the established requirements and apply for certain grants.

- If you are a non-EU foreign national...

You should take into account the type of visa you have applied for to enter the country. It is important that you have all the necessary documentation relating to your previous education and all documents must be official and issued by the competent authorities, and where required, duly certified.

Without a student visa, in order to enter the education system, you must complete a series of procedures and fulfil certain requirements or take tests that vary according to the academic stage you wish to enter, your country of origin and the migration status in which you find yourself.



Keep this in mind!

Can I switch from a tourist visa to a student visa? Yes, you can apply for a student visa while you are here, as long as you do so within the legal period of stay of your tourist visa and provide proof of admission to an educational establishment (letter of admission or certificate of enrolment).

In any case, depending on your age, your migration status, your command of Spanish and your knowledge, one path or another will be recommended within the training system and the training entities.



SUPPORT

To guide you on this path, we advise you to go to.....
Adsis Foundation - **Comprehensive care for migrants:** Spanish classes, skills preparation courses and training, leisure and free time.
Córdoba Street, 15 - Las Palmas de Gran Canaria
Leon Street, 26 - Las Palmas de Gran Canaria



If you need support with literacy or language...

ACAMEI - **Literacy and Spanish classes.** With the possibility of specific groups for women.
Aguadulce Street, 44 - Las Palmas de Gran Canaria - Come by and ask for opening hours.

El Taller La Isleta

Spanish classes

Anzófí Street, 43 - Tuesdays from 11:00 to 13:00 hrs.

Are you hindered from exercising your fundamental rights by administrative sanctions, bureaucratic or legal obstacles? It's called bureaucratic repression.

Recommendations

- When renewing your permit, extending it and/or changing the type of permit, check all the requirements to avoid losing your residence permit.
- Mobilise yourself to meet people and create a network contacts network to help you look for work and share information about your rights.
- Keep all documents proving your stay in Spain (bills, library card, public transport card or certificates of studies or participation in workshops).

You are detained for lack of a residence permit or work authorisation...

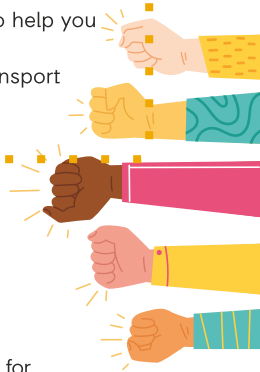
- You will be taken to a police station where a disciplinary case will be opened, which may result in an expulsion order or a fine.
- The maximum time you can be detained at the police station is 72 hours.
- During this period, you can be released or be detained in the Detention Centre for Foreigners (CIE) if you have committed an offence that leads to your expulsion from the territory.
- You will be released if the expulsion has not been carried out within 60 days.
- If the expulsion becomes effective, you will not be able to enter Spain for a period of between 3 and 10 years.

Recommendations

- Contact a lawyer if you have the financial means, otherwise the police will appoint a public defender for you.
- Contact an organisation so that they can support you during detention and prevent you from being sent to a Detention Centre for Foreigners (CIE).
- Tell the lawyer about your situation so that you can file your allegations within 48 hours.
- Have the documentation supporting your roots in the territory ready and tidy so that you can quickly hand it over to the lawyer (registration, rent, health card, transport pass, courses, etc.).

If an authority figure, such as the police, asks you for your ID on the street for no apparent reason or out of the blue because of your physical appearance and you have not committed any offence, **you should know that it is illegal.**

Any practice by the state that promotes discrimination, perpetuates discriminatory treatment based on racial characteristics, ignores diversity and reinforces the stereotype that migrants are criminals is illegal.



Resource

- The organisation SOS Racism has produced a very comprehensive guide ([Para de Pararme](#)) detailing how to act when confronted with a racial profiling detention how to report it and the existing legal framework.
- It is in Spanish, but you can ask for help and have its contents explained to you.



Are you being deported from the country quickly and not allowed to have a hearing with the immigration judge? This is also known as "express deportation".

Recommendations

- You are entitled to a call.
- You have the right to a lawyer.
- If the arrest has been a racial raid or a deception to go to the police, you must inform the lawyer, as it is illegal.
- Gather all the documents that prove that the person is settled (registration, rental contract, health card, transport voucher, course certificates, invoices in the person's name).
- There must be communication between the committal lawyers and deportation lawyers to exchange information, since they are not the same thing.
- Contact Stop Deportation to report the case. Facebook (<https://www.facebook.com/StopDeportacion>) or email (stopdeportacion@gmail.com).



IN ANY SITUATION SUCH AS THIS ONE OF INSTITUTIONAL RACISM OR OTHER EVERYDAY FORMS OF RACISM IN THE STREET...

Speak up! You can do this through the Council for the Elimination of Racial or Ethnic Discrimination's Victim Assistance and Counselling Service (CEDRE). It is a state service and free of charge.

You can access the service...

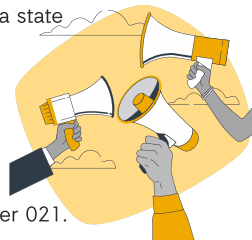
Managed in Las Palmas by CEAR

E-mail: discriminacion@cear.es

Address: Avda. Escaleritas, 66 - Las Palmas de G.C.

Telephone: 680 68 95 90 / 928 29 72 71

You can also contact the free victim information and counselling telephone number 021.



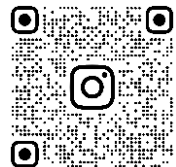
Keep this in mind!

- If you are in an irregular migration situation and you are going to report a situation of racism or any other type of complaint such as theft or loss of documents, it is advisable to go directly to the Hate Crimes Prosecutor's Office, as it is less likely that you will be subject to deportation proceedings, although there is still a risk of this during the process.

Hate Crimes Prosecutor's Office

Malaga Street, 2, Torre 1, 2nd Floor - Las Palmas de Gran Canaria

Information: 928 11 69 17 / 40



**Conoce a Gina
Meet Gina
Rencontrez Gina
Gina تعرف على**

If you are a victim of gender-based violence - even if you were in an irregular migration situation - you have the right to:

- Protection and security measures
- Comprehensive social assistance
- Free legal aid in all proceedings and procedures

What to do if you are experiencing gender-based violence?

In case of emergency, call 112.

- This number is available 24 hours a day. They will give you immediate attention and activate the Emergency Measures for Assaulted Women (DEMA), which will mobilise the necessary resources for that moment. They will inform you of your rights, protection measures and available resources.
- If you are not in an emergency situation but you want to ask for help, it is advisable to go to the Services for Women and Minors Victims of Gender Violence, which you will find below. You can also go to your nearest medical centre or hospital. In this case, if you have injuries, remember to ask for a copy of the medical report.



Resources

Island services for prevention and comprehensive care for women and minors who are victims of gender violence □ To find the nearest one, search in the following link for the name of your municipality or the nearest agency and you will see the address and telephone numbers: [Prevention and care services on the island.](#)



Keep this in mind !

- ! Once you enter the system as a victim of gender-based violence, the services and institutions will offer you different help and support depending on your case. They can also refer you to accommodation resources where they provide shelter for you and your minor children, if necessary.



You may also face other forms of violence against women, contact these services according to your case...

Hermanas Oblatas del Santísimo Redentor

"Daniela" programme to deal with situations of prostitution and/or sexual exploitation.

Carmen Llopis Street, 7 - 2nd floor - Las Palmas de Gran Canaria

Telephone: 928 361 212 / 683 565 997 - 24h emergencies: 606 806 558

Email: programa.daniela@oblatas.com, areasocial@oblatas-daniela.com

Doctors of the World

Comprehensive care in situations of prostitution and/or victims of trafficking

Tomás Morales Street 59 1st Floor - Las Palmas de Gran Canaria

Telephone numbers: 638 788 766 y 928 367 100

Foundation Cruz Blanca

O'Cambalache Programme - Psychological and legal assistance, job counselling, social intervention and access to housing in situations of prostitution and/or victims of trafficking.

Calls and WhatsApp: 680 956 636

Email: mediadoragc@fundacioncruzblanca.org

Social Centre: 928 265 708



Red Cross

Service for the prevention and care of women and minors in the face of sexual violence.

Lord Byron Street, 9 - Las Palmas de Gran Canaria

Telephone: 678 483 271

Have they shared intimate photos or videos without your permission?

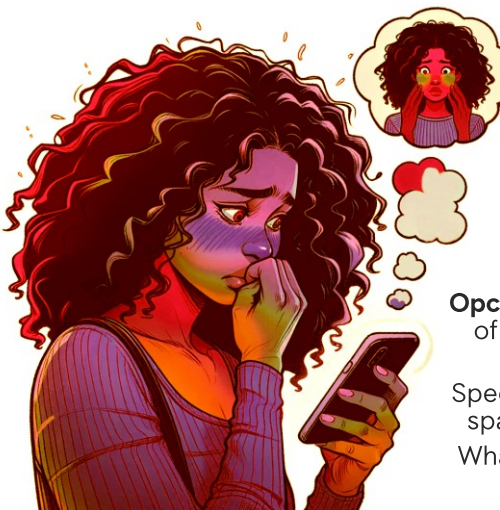
Have they uploaded your photos or videos to pornographic or dating websites? Are they persistently texting (harassing) you on your mobile phone when you don't want them to? Have they insulted, extorted or blackmailed you through your social networks? You can turn to...

Opciónate - Island Service for the Prevention of and Attention to Gender-Based Cyber-violence - SIPACM

Specialised service for violence in the online space (whether by your partner or others).

WhatsApp, Signal or Telegram 680 17 83 18

Email info@opcionate.com



Recommendations

- If you are in an irregular migration situation and you are suffering from violence...
- You could file a complaint at police stations, but we recommend that you do so directly at the Duty Magistrate's Courts, thus avoiding the risk of receiving a deportation order, refolement or the opening of disciplinary proceedings. Even so, you should be aware that if you file a complaint, they will not be able to do so and any proceedings of this type that you may have filed should be annulled.
 - Please note that the situation of gender-based violence can also be reported by another person who is in a regular migration situation.
 - Ask the care services to accompany you in the complaint to support you.
 - If your abuser is in another country, report him to claim asylum as a victim of gender-based violence. Collect evidence such as reports from the social worker there, reports to the police there or collect other evidence such as text messages, WhatsApp or phone calls.



WARNING

- You can apply for temporary residence and work permit in exceptional circumstances for women who are victims of gender-based violence. This will also protect minors if there are any.

Requirements

- Not be a citizen or a family member of a Member State of the European Union or of the European Economic Area or Switzerland, regardless of whether the Community scheme applies.
- Have reported being a victim of gender-based violence and be able to provide one of the following documents:
- Protection order issued by a judicial authority.
- Report from the Public Prosecutor's Office indicating the existence of signs of gender violence. Conviction or court decision establishing that the woman has been a victim of gender-based violence.

For any other questions you can call us free of charge at...016

Information, legal advice and immediate psychosocial care for all forms of violence against women IN DIFFERENT LANGUAGES.

You can also contact us by mail or WhatsApp in Spanish, English and French.

Email: 016-online@igualdad.gob.es

Whatsapp: 600 000 016

Chat online: violenciagenero.igualdad.gob.es



Do you want to travel and don't know what you need?

- ✈️👑 **National Travel**, AT LEAST one of these documents:
 - Valid passport or valid travel document (may be refugee or stateless person's document)
 - Valid residence card issued by a Schengen State
 - Driving licence issued in Spain.
- ✈️👑 **with Schengen area destinations**, one of these two formulas:
 - Valid passport or valid travel document (may be refugee or stateless person document) + valid visa for the destination country if required
 - Valid Passport + residence card issued by a Schengen State
- ✈️👑 **Travel for both EU and non-EU or Schengen countries**, these documents:
 - Valid passport or valid travel document (may be refugee or stateless person's document) + valid visa for the country of destination if required.

Can I get the Canary Islands resident discount?

In the following cases:

- Spanish citizenship or citizenship of a member country of the European Union.
- Residence permit in Spain as a family member of a Spanish, EU, European Economic Area or Swiss citizen.
- **Long-term residence permit in Spain. Permission for asylum or subsidiary protection.**

WARNING

You will have to show a valid certificate of residence issued by the corresponding Town Hall **prior to boarding.**

Do you want to travel outside Spain?

- If you have **temporary residence**, you may not stay outside Spain for more than 6 months in any one year.
- If you are an **EU family member**, you may not stay outside Spain for more than 6 months within the period of one year, and the time spent outside Spain may not exceed 1 year in the last 5 years.
- If you have a **long-term residence permit**, you can stay outside Spain for a maximum of 12 months continuously and not more than 30 months continuously during the last 5 years.
- If you **have applied for citizenship**, it is not advisable to stay out of the country for more than 3 months, as you are in the process of applying for citizenship.

Keep this in mind !

If you are an **asylum seeker or you have already been granted protection** you will be able to travel within the country, however, during your application you will not be able to travel outside Spain and when you are granted protection, you will not be able to travel to your country of origin since it will be understood as contradictory to your application.

Whether you are in a regular or irregular migration situation, you can also report violations of labour rights. Resources available for violations of labour rights:

Resources

■ Oficina Inspección de Trabajo

Luis Doreste Silva Street, 64 - Las Palmas de Gran Canaria

■ SEMAC Mediation, Arbitration and Conciliation Service

Polígono San Cristóbal, C. Alicante, 1 - Las Palmas de G.C.



Domestic and care workers

If you are a domestic worker and/or care worker, also known as a domestic employee, you should know that, according to Royal Decree Law 1620/2011 and 16/2022 of 06 September, you are entitled to:

- Have a written contract (although a verbal contract is valid in law).
- To be registered from the first hour of work, even during the probationary period.
- Receive remuneration proportional to the hours of work, never less than the Minimum Interprofessional Wage.
- Receive payment for overtime worked per week.
- Do not work on public holidays, even as an intern. If you do work on public holidays, you must be given one week's notice, but it is not compulsory.
- If you have a contract and work on public holidays you have to be paid double, if you don't have a signed contract and work on public holidays you have to be paid triple.
- 30 days holiday.
- Unemployment benefit.

If you are a care worker living at home you also have the following rights:

- You must not be at the employer's disposal for more than 60 hours per week: 40 hours of actual work + 20 hours of presence work.
(The latter means that you are available to perform some task, but not working. This time must always be paid at least at the same rate as an ordinary working hour, or it can be compensated by rest time.)
- For the main meals, breakfast, lunch and dinner, you are entitled to at least two hours of rest per day, and you may leave the family home.
- There shall be a minimum rest period of twelve hours between the end of the working day and the beginning of the next working day. This time may be reduced to ten hours provided that it is compensated within the following four weeks with equivalent rest time.
- You are entitled to at least 36 consecutive hours of rest, usually Saturday afternoon or Monday morning and the full day on Sunday.

Recommendations

- If you are asked to do more tasks that are beyond the scope of care, say that you don't know how to do them.
- Collect evidence of hours worked until the report is made.
- Contact the above-mentioned reporting bodies.



Resources

Updated guide on rights developed by the Asociación Servicio Doméstico Activo (SEDOAC) from its Centre for the Empowerment of Domestic and Care Workers:
[Cartilla digna \(Decent work booklet\).](#)



Chambermaid

If you work as a chambermaid on the island and you want to find out about your rights or take action in the event of a violation of them, go to...

Las Kellys Association

Advice and support to improve the quality of life and fight for the rights of chambermaids. Telephone: 603 03 83 44



Conoce a Marlenis
Meet Marlenis
Rencontrez Marlenis
تعرف على Marlenis



Do you need free legal aid?

It can be applied for by anyone who is in legal proceedings or intends to initiate legal proceedings, provided that they are deemed to lack the financial means to do so.

Therefore, you will have to prove your financial means and assets. However, there are some cases in which you do not have to prove it. You will have direct access to free assistance when you are:

- Victims of gender-based violence, terrorism and/or human trafficking.
- A minor or person with a disability who is a victim of abuse or mistreatment.
- A person who, having suffered an accident, has consequences that prevent him from carrying out his professional activity and requires help from other people for his daily life. He/she will have the right to claim compensation for personal and non-pecuniary damages suffered.
- A worker and beneficiary of the Social Security System, in the social branch of law, both for the defence in court and for the exercise of actions relating to the effectiveness of labour rights in bankruptcy proceedings.
- A person who is a worker and beneficiary of the Social Security System for proceedings on this matter before a contentious-administrative process.

How to ask for a public defender?

You should go to the Bar Association of Las Palmas or submit the application at the Court that corresponds to your address. There you will be informed of the documentation that you will have to submit with your application.

**Colegio de Abogados de Las Palmas
(Bar Association)**

Address: Agustín Millares Street, 25

Opening hours: 08:00 to 14:00 hours

You can make an appointment here:

[Bar Association of Las Palmas |](#)

[CitaPreviaDirecta](#)



Keep this in mind !

- Take care if you make an appointment for legal advice or to apply directly for a lawyer.



There are four types of electoral processes in Spain: municipal, regional, general and European.

The **general conditions** for any citizen to participate are...

- Spanish nationality
- Be of legal age
- To be registered in the Electoral Census
- Be registered to vote in the municipality where you will vote.

However, for the **municipal elections**, the right is also extended to some foreigners without Spanish nationality:

- Foreign nationals of the European Union with legal residence (their entitlement is also extended for European elections)
- Foreigners with legal residence in Spain who are nationals of countries that, through treaties (agreements), also allow Spanish nationals to vote in their electoral processes.

You can consult which are these countries with agreements for the upcoming municipal elections and find out how to register in the Electoral Census at:

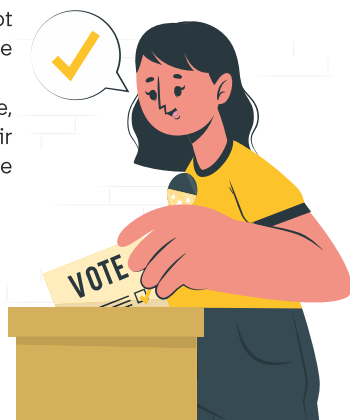
- City councils
- Provincial Delegation of the Electoral Census office
Avenida Alcalde Ramírez Bethencourt, 21 / Telephone: 928 43 19 10
- Telephone number of the Electoral Census Office in Madrid: 900 343 232

Resource

You do not have Spanish nationality even though you have been living here for a long time, you are not included in any exception to vote, but you want to do so?

The **#TeCedoMiVoto** initiative, which can be found on the website <https://votaresunderecho.es/>, consists of the transfer of votes between Spaniards who are abstentionists or who have decided not to vote, for whatever reason, to migrants who do not have access to the right to vote.

Those who want to cast their vote must enter their city of residence, the election date they choose to cast their vote and, if they wish, their motivation on the platform. They connect with people who are looking for a vote and meet to go to the polls.



The public system manages aid and benefits through Social Services in your area. To do this, ask at your local council or look on the Internet for the Social Services Unit in your municipality. They should tell you how and where to make an appointment.

They will be able to help you and guide you to find the best solution and solution for your case.

Keep this in mind!

The most important benefits require a residence permit.

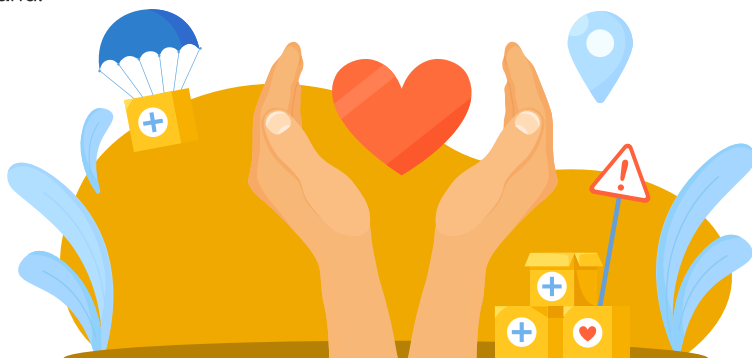
They are the following:

Ingreso Mínimo Vital (IMV, living wage, its abbreviation in Spanish): Applicants must have been legally and effectively residents in Spain continuously and uninterruptedly for at least the year prior to submitting the application. They will be exempt from having to comply with a full year in the following cases:

- ─ Minors incorporated into the cohabitation unit due to birth, adoption, family reunification of sons and daughters, guardianship for the purpose of adoption or permanent foster care.
- ─ Victims of human trafficking and sexual exploitation.
- ─ Women victims of gender-based violence.

Renta Canaria de Ciudadanía: economic benefit accompanied by professional social support aimed at families in a situation of economic and social vulnerability living in the Canary Islands.

In order to apply for this benefit, it is necessary to apply for the Ingreso Mínimo Vital beforehand.



What is the Digital Certificate?

It is an electronic tool that will allow you to carry out procedures securely with the Public Administration and Private Entities through Internet, as by having this tool installed on your computer or mobile device you will be able to **IDENTIFY** yourself securely on the Internet.

WARNING

Digital skills are required. Ask for help from those around you and be patient.
If you succeed, it will help you to avoid bureaucratic red tape

How can you obtain a digital certificate?

Although it can be obtained completely online, if you are a foreigner, the so-called "in-person" procedure will be more effective, as although most of it is done online, your identity is accredited in person:

Step 1

Go to the FNMT web page and click on the section "[Certificado electrónico ciudadano -> Certificado con acreditación presencial](#)" (Citizen electronic certificate -> Certificate with on-site accreditation), carry out the software configuration that it indicates by following the steps and then proceed to request the certificate. When you finish, you will be given an application code, save it.



Step 2

Once you have your application code you will need to prove your identity by making an appointment at an Oficina de Acreditación de Identidad (Identity Accreditation Office). Some of the offices in Las Palmas are:

Information and Citizen Attention Office of the G.C. Council

C/ Bravo Murillo, 23 (entrance on C/Pérez Galdós, ground floor)

[Appointment here](#)



Canarian Office of Information and Citizen Attention

C/Profesor Agustín Millares Carló, 18 - Multiple Services Building II, Floor 0

Telephone for appointment: 922 470 012 / 928 301 012



Step 3

[Other Office in the Island](#)

You will be able to download your certificate once your identity has been accredited at an Identity Accreditation Office (wait at least 1 hour after identity accreditation). You must install it by following the steps on the page itself, once you have done this it is advisable to make a backup copy.

What documentation do you have to present when proving your identity?

- Security code sent to your email address
- Valid foreigner's identification document
- If you are a foreigner from the European Union, passport or identity card from your country of origin
- A passport if you are a foreigner from another non-European country



A WELCOMING GUIDE

By migrants for migrants
on the Island of Gran Canaria

A project of:

Alianza por la Solidaridad
actionaid



Financed by:

