WELCOME AND EXISTING RESOURCES GUIDE FOR ERRENTERIA





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Introduction

Welcome to Errenteria!



The town of Errenteria is located facing the Atlantic Ocean. It is the main city of the Oarsoaldea district and the third biggest municipality in Gipuzkoa by population size. And it lies 7 kilometres from Donostia-San Sebastián, the capital of Gipuzkoa. Errenteria currently has 39,493 inhabitants, because of being host destination to people from many different countries of origin. In fact, the town's population is made up of Errenterians with more than 80 different cultural origins.

In this *Welcome and Existing Resources Guide* you have in hands; you can find the basic information for all those people who have recently arrived in the town. The guide contains the basic steps they must take, specifically, in terms of resources and services. The order in which this information is given in the guide does not relate to the order of priority. Rather, the individual person should decide which welcome resources to begin with, according to their situation and needs.

This guide aims to provide good-quality, practical information to any newly arrived person in orfer to facilitate their integration and participation in the town and its activities. For that reason, this guide gathers the details, resources and scope of public services social partners and other organisations working in the municipality.

Neighbourhoods

The town of Errenteria is made up of 15 neighbourhoods. Each neighbourhood has its own neighbourhood association, all of which offer a wide range of public resources.

W https://errenteria.eus/es/municipio/conoce-el-municipio/

The host protocol

The municipality of Errenteria has a reception protocol, hand in hand with the sub-area of Cultural Diversity, Development Cooperation and Human Rights of the City Council. The objective of this protocol is to guarantee the autonomy of newcomers in a coordinated and strategic way, to encourage participation and promote equal opportunities. In the reception, knowledge of the environment, language learning, job placement, access to education, etc. will be of great importance.

Department of Cultural Diversity, Development Cooperation and Human Rights

Santa Clara, 18-low

aniztasuna@errenteria.eus

https://errenteria.eus/es/diversidad/

943 449 596

673 062 482



Principles for living together

Equality between women and men

We believe that there should be equal opportunities for women and men in all areas of life, avoiding gender roles and stereotypes.

Cultural diversity

We believe in social harmony based on recognition of all cultures and diversity, because it contributes positive value by creating wealth.

Environment

We value the practices that protect and care for the environment around us.

Participation

We promote public participation through active citizenship, that manages to modify their individual and social environment.

Census and general information

Census

The municipal census is an administrative record in which all inhabitants of the municipality must be registered. This record is evidence of residence and habitual address.

Registering yourself on the census renders you eligible for certain public rights. Everyone, no matter their administrative situation, must register on the municipal census

Any non-EU foreigner, without definitive residence, has to renew their registration every two years. Non-renewal is understood as withdrawal from the census or register (Article 16 of the Law on the Bases for Local Government).

ZU! Zure Udala, municipal information and general attention service

Herriko Plaza (ground floor)

General timetable

Mondays, Wednesdays and Fridays: 07:30-15:00

Tuesdays and Thursdays: 07:30-20:00

- zu@errenteria.eus
- www.errenteria.eus

Otros recursos de interés

Policía Municipal - 24 horas

Masti-Loidi, 2

@ udaltzaingoa@errenteria.eus

Basque Government Emergency and Security Service

Single emergency telephone number - Free and 24-hour service

Ararteko - Gipuzkoa Delegation of the Basque Ombudsman's Office

- Avenida de la Libertad, 26 Donostia-San Sebastián
- arartekoa@ararteko.eus
- www.ararteko.net

943 344 343

943 449 600

(112

ce

943 420 888



Access to the public health system (Osakidetza)

Everyone has the option of accessing the public health system. It is important to obtain information and clarification of individual rights by contacting the health centre nearest your home.

Where to go?

Iztieta Health Centre - 08:00-20:00

Emergencies 24 hours

Avenida de Lezo s/n

correo.csiztieta@osakidetza.eus

Beraun Health Centre - 08:00-20:00

Galtzaraborda, 67

correo.csberaun@osakidetza.eus

Gipuzkoa Territorial Health Delegation

💽 Avenida de Sancho el Sabio, 35 - Donostia/San Sebastián

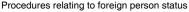
www.osakidetza.eus

943 007 940

943 006 570

943 023 000

Information about legal status



For information about foreign person status, you can visit the free legal advisory office, SOS Racismo, in Errenteria, which belongs to the Basque Government's 'Aholku Sarea' network for information and advice for foreign people.

- Settlement report. A foreigner for his special conditions when he wants to obtain a residence or work permit, the settlement report will serve to prove that he has obtained a sufficient level of social integration.
- Residence report. When a foreign person is habitually resident in a municipality of the autonomous region of the Basque Country, the fitness for residence report will demonstrate the fitness for resident status. This report is essential if you wish to request accommodation for family reunification.
- Report of effort to integrate. When a foreign person has to renew his residence permit or residence and work permit, the report of efforts made towards social integration enables the person to present further evidence of the efforts they have made to integrate in society.

Where to go?



Oarsoaldea SOS Racismo Office

- Pablo Iglesias, 11. Edifcio Oarso, 2nd floor.
- sosoarsoaldea@gmail.com
- www.mugak.eu

658 749 756

Basque Government

- informes@euskadi.eus
- www.gizartelan.ejgv.euskadi.eus

945 018 000

Legal service for foreigners

- Basque Government (Department of Work and Social Policy)
- asesoria@euskadi.eus

900 840 890

Government Sub-Delegation in Gipuzkoa - Foreign status

- Plaza de Pío XII, 6 (entrance from Javier de Barkaiztegi) Donostia oficina extranieros.gipuzkoa@gob.es

943 989 110/20

National Police - Administrative procedures for EU nationals

- Paseo del Urumea, 17 Donostia-San Sebastián www.citapreviadnie.es/citaPreviaDniExp/
- www.onaproviaamo.oo, onar roviabmexp

900 449 810

Asylum and refugees - Welcome and advice

Basque Country Commission for Refugee Assistance (CEAR)

- Calle de los Amezketa, 3 Donostia/San Sebastián
- info@cear-euskadi.org

943 242 483

Other useful resources

Berdin - Oarsoaldea network against racist and xenophobic discrimination

- Pablo Iglesias, 11 Oarso Building, 2nd floor.
- sosoarsoaldea@gmail.com
- www.mugak.eu

658 749 756

Schools. Resources for children and young people



School is free and compulsory for children aged between 6 and 16 years. **0-2 years** Nurseries

- 3-12 years Early Childhood and Primary Education Schools /Centres
- 12-16 years Secondary Education Schools / Centres
- 16-18 years Baccalaureate Schools / Centres

Modelos educativos:

- D All teaching is conducted in Basque, except for Spanish language classes.
- B Teaching is bilingual, i.e., teaching is conducted in Basque and Spanish.
- A All teaching is conducted in Spanish, except for Basque language classes (there are no model A schools in Errenteria).



The first step to take is enrolment. To enrol, a request must be made within the corresponding period. Then, once the provisional list has been published, the appeals period is opened, after which the final list is published.

Before making an enrolment request, it is important to be informed about the following issues: registration and enrolment, legal requirements, criteria, the calendar and the procedure.

M http://www.euskadi.eus/gobierno-vasco/departamento-educación/

Municipal Department of Youth and Education

From Monday to Friday: 8:00-14:00

- Pablo Iglesias, 3. Merkatuzar (ground floor)
- https://gazteria.errenteria.eus/

(943 449 606

Where to go?

Gipuzkoa Provincial Education Office

- Andia, 13 Donostia/San Sebastián
- o huisgcen@euskadi.eus

943 022 850 943 022 852

List of schools in Errenteria

m https://gazteria.errenteria.eus/es/project/oferta-educativa-en-errenteria/

Further education - for 15-17-year-olds

Lanbide vocational training centres and schools in Errenteria

943 529 533 943 510 067

Errenteria Professional Initiation Centre (CIP)

- Barrio Alaberga, 38 B
- http://ciperrenteria.com/

Don Bosco de Errenteria

Advanced Vocational Training Centre (IEFPS)

- Carretera San Marko s/n
- http://www.donbosco.hezkuntza.net

943 510 450

943 510 454 943 510 458

Association of Mothers and Fathers of Students (AMPA)

The Educational Centers through the Association of mothers and fathers of students (AMPA) are spaces for participation. Information can be obtained at each teaching center.

Leisure resources for children and young people

Familia Gunea

An indoor area specially adapted for children aged between 0-6 years and their parents or guardians. A range of educational resources are on offer to be enjoyed as a family.

Familian Jolasean

These activities are aimed at children aged between 6 and 12 and their parents, and are designed to foster the use of Basque through shared play. They are carried out in public spaces.



Municipal play centres and Gaztelekus

Meeting centres equipped for children and young people, located in different neighbourhoods within the municipality. These spaces offer play activities guided by educators.

Play centres: for children aged between 6 and 12.

Gaztelekus: for young people aged between 13 and 18.

Kuadrillategi: A programme designed to foster Basque language use in a relaxed social setting. For young people aged between 12 and 16.

Summer holidays

Txikiak and Camps: daytime activities, organised as open summer schools for children aged 4-6 and 7-12.

Camps: Lasting 10 days, on two different dates, for children aged 12-16.

School sport

Sporting activities for children aged between 6 and 12 carried out on school premises. They are highly beneficial to all children and have a positive impact on both their development and their relationships. Ask your child's school for information on September.

Municipal Public library: Here you can find books and audio-visual material aimed at children, to use in the library itself or to take away via the loans system. Activities are also organised for children aged 0-14 and their parents or their legal guardians.

Ugarritza, 1

biblioteka.lekuona@errenteria.eus

943 449 635



Language's learning

The autonomous region of the Basque Country has two official languages: Basque and Spanish. This is therefore a bilingual region. Learning both languages will help you enter the world of work and society.

In some workplaces it is compulsory to speak Basque, and it is also something that is considered on the settlement report.

Municipal Department of Language Policy

Information about the Basque language (courses, translation services, linguistic assessment, language-learning exchanges, information about exams, etc.).

Herriko plaza s/n (first floor)

@ euskara@errenteria net

943 449613

Where to go to learn Basque?

Euskaltegis: Euskaltegis are centres for learning and improving your Basque language skills, for people over 16 years old. They offer short courses in Basque throughout the year and it is a good idea to find out about the courses they offer and the deadlines for enrolment.

Municipal Euskaltegis Network

Miguel Zabaleta,14

euskaltegi@errenteria.net

😡 www.udaleuskaltegiak.eus/es/errenteriako-euskaltegia

943 449 680



Associations

Lau Haizetara Euskararen Topagunea

Pablo Iglesias, 11

bulegoa@lauhaizetara.net

943 340 143

Banaiz Bagara Association

o ninaizgugara@gmail.com

www.ninaizgugara.org

943 331 455 645 733 818

Where to go to learn Basque and Spanish?

Lifelong Learning for Adults (EPA)

Miguel Zabaleta,14

012168aa@hezkuntza.net

943 526 486 943 344 322

Other languages

Official Languages Schools

Public schools which offer the possibility to learn different languages.

www.eoieuskadi.net/es/home.php

Those closest to Errenteria:

Donostia/San Sebastián

Paseo de Bizkaia, 22 info@eoidonheo.org

Irun

Alcaldía de Sacas, 13

013028admin@hezkuntza.net

943 626 391

943 286 312

Self-learning

HABE

www.habe.euskadi.eus

Municipal Public Library

Offeres abundant funds and resources for self-study.

Ugarritza, 1

biblioteka.lekuona@errenteria.eus

943 449 635

Training and work. Official recognition of qualifications

You can visit the following places to seek work and/or training.

Where to go?

Oarsoaldea Regional Development Agency

- Olibet 6, 6-groundfloor
- olibet@oarsoaldea.eus
- www.oarsoaldea.eus

Lanbide (Basque Employment Service)

- Maurice Ravel, 14-16
- m https://www.lanbide.euskadi.eus/inicio-lanbide/

SEPE (State Public Employment Service)

- Maurice Ravel, 14-16
- www.sepe.es

943 510 200

630 305 452 945 160 600

943 980 598

901 119 999

Trade unions

Associations where you can enquire and find information about the world of work and labour rights.

Information about official recognition of qualifications, advice and assistance

Bidez Bide Cultural Association for Social Promotion

- Urdaneta 4 6 DC Zarautz
- @ bidezbide@hotmail.com
- Maria homologacionbidezbide@amail.com
- w https://bidezbide.wordpress.com

654 051 231



Basic social services

Basic municipal social services promote the autonomy, protection and social integration of people as well as providing help to individuals and families in need, whether because of dependence, lack of protection, social exclusion and/or gender-based violence.

Everyone who resides in the municipality has the right to receive information about the services and benefits available to cover their social needs.



Where to go? 11

Basic Municipal Social Services

Santa Clara, 18-groundfloor

@ gizarte.zerbitzuak@errenteria.eus

943 449 604

Other useful information:

Free 24h telephone service

Social emergency service (Gipuzkoa Provincial Council)

112

Gender-based violence service (Basque Government)

900 840 111/016 116111

Services for Children and young people (Basque Government)

Municipal day and night refuge service The Errenteria Local Council offers a temporary refuge for adults. It offers board and lodging to homeless people for three nights, providing them with a place to sleep, food and personal hygiene facilities and supplies.

Associations and bodies

Errenteria Red Cross - Gurutze Gorria

A humanitarian volunteer organisation which provides integrated solutions for vulnerable people, based on promoting human and community development and strengthening their individual abilities in their social context.

Donostia/San Sebastián. 3

renteria@cruzroja.es

943 340 204

www.cruzroja.es Caritas

943 511 605

619 685 063

A not-for profit organisation that offers different types of social aid through neighbourhood parishes.

Calle Madalena, 18

@ ekialde2@caritasgi.org www.caritasgi.org

Arrats (social and legal ambit)

arrats@arrats.org

www.arrats.org

Albir Cultural Association

Pasaia Kalea 7

asociación.albir@hotmail.com

www.arrats.org

943 116 516 688 682 679

943 902 873



Public access to housing

(Information requests for housing rental and purchase)

Etxebide

Basque Housing Service - Zuzenean

Andía. 13 - Donostia/San Sebastián

www etxebide euskadi eus

012

Equality between women and men

associations, feminist associations, LGTBI associations ...

The Errenteria Local Council's Department of Equality aims to promote policies designed to ensure equality between women and men and sexual and gender diversity. You can get information about services, courses and activities, women's

Municipal Department of Equality

- Herriko plaza s/n (1st floor)
- berdintasuna@errenteria.eus

943 449 576

Participate:

Equality Council

The Errenteria Equality Council is a body for citizen participation, made up of the City Council, and citizens, groups and associations that work for the equality of women and men

Emakumeen Etxea

The Emakumeen Etxea is the meeting place, training, debate and reflection place for all women in the municipality and region.

Timetable: 09:00-13:00 Mondays and Fridays

16:00-20:00 Tuesdays, Wednesdays and Thursdays

You can find guidance on:

- legal issues (sexist violence, sexual harassment, family law, widowhood pensions ...)
- psychological and sexual issues
- homologation of studies and training itineraries
- * Required prior appointment

Feminist School

Organises courses, groups and workshops throughout the year, designed to empower women, all from a feminist perspective.

Parque Txirrita, s/n

emakumeenetxea@errenteria.eus

eskolafeminista@errenteria eus

www errenteria eus



Culture and library

The Culture and Library departments of the Errenteria City Council offer numerous initiatives, programs and activities: concerts, cinema, workshops, theatre, exhibitions, parties (Santo Tomas, Madalenas, San Marko) and festivals (Atlantikaldia, Festival de Cortos) together with the associations Township. Recently, Lekuona Fabrika has just been inaugurated, a new Cultural Center that includes the Municipal Library service and has a scenic space in addition to developing a wide program of activities through Herritar Plaza.

Municipal Department of Culture - Kultura Kreaktiboa

Lekuona Fabrika

- Ugaritza, 1
- kulturakreaktiboa@errenteria.eus
- M https://kultura.errenteria.eus/

943 449 634

Kultura Kreaktiboa Card

A card with many benefits: you can get discounts or you can use it for the library loans service.

The card is free, and anyone can get one from the reception office of the Likuona Fabrika Cultural Centre.

- Ugaritza, 1
- https://kultura.errenteria.eus/es/consigue-la-tarjeta/

Tickets for shows and activities:

w sarrerak.errenteria.eus

Municipal Public Library

The library is a service open to all citizens from 0 to +100 years of age. A wide range of funds to consult at its dependencies or take home on loan. In addition, it has the following resources: The existing collections in the Euskadi Public Reading Network. eLiburutegia (digital library) eFilm (online movies), Internet, activities, guided visits, magazines, newspapers and a part of the collections in various languages.

- Ugaritza, 1
- biblioteka lekuona@errenteria eus

943 449 635

Municipal School of Music and Dance

The school offers music and dance classes for all ages for both groups and individuals.

- Alfonso XI, s/n
- musikal@errenteria.eus
- w https://musikal.errenteria.eus/es/

943 449 633



Sport

Places for practicing sports are listed below. They offer a range of short courses and many activities, aimed at babies, children, young people and adults. To find out more about these short courses and facilities:

Municipal Department of Sport

kirolak@errenteria.eus

http://kirolak.errenteria.eus/es/html/index.shtml

943 449 691

943 449 690

943 344 423

943 344 423

687 920 428

943 524 381

943 528 188

680 633 482

Galtzaraborda Sports Centre

- Aiako Harria, s/n.
- galtzarabordakiroldegia@errenteria.eus
- www.errenteria.eus

Fanderia Sports Centre

- Fanderia, s/n
- fanderiakiroldegia@errenteria.eus
- www.errenteria.eus

Swimming pool - Sports centre

Pelota court

Football pitch

Beraun Sports Ground (Afternoons)

Beraun, s/n

Football pitch Pelota court

Beraun outdoor pools (summer season)

- Galtzaraborda, 65
- beraunkiroldegia@errenteria.eus

Environment: Ekoaktibo

Separate waste collection

It is based on the existence of 5 containers on public roads.

All the municipality's streets and neighbourhoods are provided with both brown containers (organic material or biowaste) and grey containers (fraction remainder or rejection, that is, not recyclable). Everyone is obliged to separate their waste at home and to dispose of all recyclable material in the corresponding containers provided. Brown and grey containers can only be opened by means of a non-transferable electronic card. To help citizens dispose of their waste correctly, recycling guides, electronic cards, brown kitchen waste bins and compostable bags are available free of charge. Registration: every day at the ZU Service.

Protected natural areas

We have two protected natural areas in Errenteria: The Natural Park and Special Conservation Zone (ZEC) of Aiako Harria (Natura 2000 Network) and the Lau Haizeta Reserve. Both offer visitors the chance to enjoy the region's natural (biodiversity) and cultural diversity, including natural habitats and landscapes, wild flora and fauna, rivers and forests, historical remains (the Txoritokieta megalithic sites and Igoin-Akola) and routes and trails.

For more information, please visit the Department of the Environment's website:

(http://ingurumena.errenteria.eus/es/)



Dictionary

Greetings

Hellol Welcome! Good morning! Good afternoon! Good evening! Sleep well! Goodbye! See you later! Thank you! You're welcome!

Conversations: How are you?

Verv well! Awful! OKI What is your name? My name is ... Where do you come from? I come from ... And you? Where do you live? Llive in Errenteria What do you like to do? I like ...

Numbers:

One Two Three Four Five Six Seven Eiaht Nine Ten

Agurrak:

Kaixol Ongi etorri! Egun on! Arratsalde on! Gabon! Ondo lo egin Aaur! Gero artel Eskerrik asko! Ez horregatik!

Elkarrizketak:

Zer moduz zaude? Onai!

Gaizki! Erdipurdi!

Nola deitzen zara? Nire izena ... da Nongoa zara? Ni ...koa naiz. Eta zu? Non bizi zara?

Ni Errenterian bizi naiz Zer gustatzen zaizu egitea? Niri ... egitea gustatzen zait.

Zenbakiak:

Bat Ri Hiru Lau **Bost** Sei Zazpi Zortzi Bederatzi Hamar





COUNCIL'S SUBSECTION FOR CULTURAL DIVERSITY, DEVELOPMENT CO-OPERATION AND HUMAN RIGHTS BUREAU ANNEXE DE LA DIVERSITÉ CULTURELLE, DE LA COOPÉRATION POUR LE DÉVELOPPEMENT ET DES DROITS DE L'HOMME DE LA MAIRIE