

*Guide of resources from Tolosaldea*

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# Índice

Introduction .....	5
Geography location .....	6
Registration .....	7
¿What will you do when you live in Tolosaldea's town? .....	7
Steps to follow.....	7
Structure of the City Council ,How the City Council works? .....	8
List of the City Council of Tolosaldea .....	8
Housing.....	11
¿How could you meet place to live? .....	11
Refugees .....	12
Guest house .....	13
Urgent housing: .....	13
Legal Aspects.....	15
How can we solve justice affairs and administrative paperwork? .....	15
Association who helps an in migrant and gives consultant services in legal activities ...	17
Request for political asylum: .....	17
General information: .....	17
Employment.....	18
¿how could you search for employment? .....	18
Basic advises:.....	19
Principal Trade Unions:.....	19
Social Services.....	21
Basic Social Services:.....	21
Specific Social Services : .....	21
Others institutions in competence on subject of Community Services .....	21
Health.....	23
Requirements to obtain the universal card of sanitary attention and the individual card of health (TIS). .....	23
Request and General Information:.....	24
Public Health Centre and Surgery of Tolosaldea: .....	24
Public Centre of Specific Attention .....	25
Public Centre of Mental Health .....	25
Private Centre-Fix Up Health of Tolosaldea:.....	26
Urgency personnel doctors: .....	26
Education .....	27
Steps to follow.....	27

Linguistic Standard .....	27
Type of Centres .....	27
Permanent Education for Adults(EPA).....	27
General Information .....	28
To officially approve o recognize foreign titles .....	28
Euskera .....	30
Municipality services of Euskera .....	30
Euskallegis: .....	31
Culture and Spare time .....	33
Youth .....	33
Offices of Youth Information .....	35
Parties and other events .....	36
Markets .....	37
Other Culture Events of interest.....	38
Gastronomy Societies:.....	38
Tourist information of Tolosaldea.....	38
Sports.....	39
General Information .....	39
Worship Places .....	40
Catholic Temples .....	
Protestant Temple.....	40
Islamic Temple.....	40
Associations.....	41
-Associations with Social character and interest to all the population: .....	41
-Associations who supports inmigrants persons: .....	42
-Organizations of National and International Scope helps people with risk of exclusion	43
Other dates of interest.....	45
Where can you find internet service?.....	45
-From where can you send money?.....	45
-Post Office and Telegraphy .....	45
-Telephone Box .....	45
-Banks .....	46
From where can you send letters, paquets? .....	46
Post Office and Telegraphy .....	46
-Postal Express .....	46
-Phone Telegrams .....	46
Telephone Box .....	46
Messengers services .....	46
How can you move inside and outside the Region? (Mobility).....	46

Buses:.....	46
-Trains: .....	46
-Taxis:.....	47
-To renting bicycles .....	47
-¿Where can you know the rights of the consumers? .....	47
-Which place can you call in case of emergency? .....	47

# **Introduction**

Introduction from the promoter entity Handout Tolosalde Garatzen.

This guide has an objective and philosophy to give information to everyone who decides to live in Tolosaldea Region, and because of that being conscious of the diversity of situations and specific necessities of some collectives it has been chosen with different colours the information to **people**, **women** and **under age** outside the European Union.

From Tolosaldea Garatzen we want to contribute to the achievement of a plural society where different cultures in a healthy different way, from the respect to mutual recognition.

Joxe Luis Urdangarin  
Manager of Tolosaldea Garatzen

# Geographic Location

Tolosaldea is situated in the oriental part in Gipuzkoa province limit in the East with Navarra, in the North with Donostialdea district, in the South with Goierri and in the West with Urola Cost.

Tolosaldea has around 45.000 habitants, and 332 km<sup>2</sup>. Globalise a total of 28 municipalities: Abaltzisketa, Aduna, Albistur, Alegia, Alkiza, Altzo, Amasa- Villabona, Amezketeta, Anoeta, Asteasu, Baliarrain, Belauntza, Berastegi, Berrobi, Bidegoian, Elduain, Gaztelu, Hernialde, Ibarra, Ikaztegieta, Irura, Larraul, Leaburu , Lizartza, Orendain, Orexa, Tolosa y Zizurkil.

The principal axis of the district is Oria's river valley, in the middle of the watercourse Tolosaldea is situated. Following the axis from North to South are situated the principal population centre of the district forming an area too built up: Tolosa, Ibarra, Irura, Anoeta, Villabona.

The rest of the municipalities of the district, are situated in the lateral of the valleys of the rivers that run into Oria , like Aiztondo valley, Araxes, Berastegi or Amezketeta; other half hillside between the valleys there are open from right to the left of Oria's river. These municipalities are smaller than the others and show a rural appearance.

A substantial part of the culture of the district is the language, euskera, with spanish is the official language. The euskera is the maternal language for some learned by others ,and is for a general use for many people of the district.

# Registration

## What will you do when you live in Tolosaldea's town?

This requirement is an obligation to everybody who are residents in anyone of the municipalities of the Basque country. The registration is a right and an obligation, consist in give out your dates in the housing council of the particular municipality where you live and exactly give your name ,surname and address. Is free of charge and you need and identity card as ID or Passport. The registration has some rights and obligations. Everybody written in the census of the municipality are identified as neighbours of it and have the right to public health assistance and compulsory schooling for their children. Also gives the right to request a help from social services.

For people from outside the European Union the registration in the census is a manner for justified the habitual residence in a municipality something necessary to obtain an authorization of residence through social influence to proceed in the administrative regularization

Also in case the persons do not have the permanent residence once has spent more than two years of his registration ,must appear in the housing council to renew the census otherwise Hill be excluded from it.

## Steps to follow

- The procedure can change in the city council from one to another . But in all the cases you have to show an identificative document:
- Documentation needed:
  - Identificative document: passport, identity card from the country of origin, resident card...(Obligation)
  - Document that can credit the domicile: Scripture of buy ,lend contract, owner authorization for the lend contract.
  - Authorization signed by the owner of the building and a copy of the identity card.

## Structure of the city council. How does the city council work?

The city council or municipality corporation is the administration organ in a municipality.

Depending of the size of a city council the structure may change , but as illustrative example they give continuation details of the organigram of the city council of Tolosa.

### CITY COUNCIL

#### PLENUM

Determination power  
meetings: once in a month (ordinary)  
When is requested (extraordinary)  
Components: Mayor+ 16 town councillors

#### GOVERNMENT COMISION

Determination power  
Meetings: weekly  
Components: Mayor + town councillor

#### INFORMATIVE COMISION

Without determination power  
Usually coincide with the departments: social services , culture and youth, employment public finance , urbanisim , euskara and education, Works and services, sports , celebrations etc .

## Listo of the city councils of Tolosaldea

**ALBALTZISKETA**  
Telephone: 943 652 900  
Address: Hirigunea, 11  
20269

**ADUNA**  
Telephone: 943 692 571  
Address: Herriko Plaza, 1  
20150  
Web site b: <http://www.aduna.net/>

**ALBIZTUR**  
Telephone: 943 654 426  
Address: Simon Labaien Emparantza,  
20495  
Web site: <http://www.albiztur.com>

**ALEGIA**  
Telephone: 943 653 016  
Address: Enparantza Nagusia, s/n  
Web site: <http://www.alegia.net>

**ALKIZA**  
Telephone: 943 690 235  
Address: Alkiza Plaza, 1  
20494

**ALTZO**  
Telephone: 943 652 413  
Address: Altzoko Emparantza, z/g,  
20.268  
Web site: <http://www.altzo.net>

**AMEZKETA**

Telephone: 943 653 189  
Address: Fernando Amezketarraren plaza, z/g  
20268

**ANOETA**

Telephone: 943 650 353  
Address: Herriko Plaza, z/g  
20270

**ASTEASU**

Telephone: 943 691 907  
Address: Kale Nagusia, z/g  
20159  
Web site: <http://www.asteasu.net/>

**BALIARRAIN**

Telephone: 943 889 003  
Address: Baliarrain Plaza, z/g  
20259

**BELAUNTZA**

Telephone: 943 674 366  
Address: Hiriburu, 14  
20491

**BERASTEGI**

Telephone: 943 683 000  
Address n: Hirigune Sakabanatua, 4  
Web site: <http://www.berastegi.com/>

**BERROBI**

Telephone: 943 683 085  
Address: Joxe Mari Goikopetxea kalea, 28  
20493  
Web site: <http://www.berrobi.net/>

**BIDEGOIAN**

Telephone: 943 681 109  
Address: Plaza, z/g  
20496  
Web site: <http://www.bidegoian.net/>

**ELDUAIN**

Telephone: 943 683 121  
Address: Nu Elduain, 1  
20493  
Web site: <http://www.elduain.com/>

**GAZTELU**

Telephone: 943 675 897  
Address: Ba Gaztelu, 29-behea  
20491

**HERNIALDE**

Telephone: 943 654 494  
Address: SantaCruz Apaiza Enparantza, 1  
20494

**IBARRA**

Telephone: 943 671 138:  
Address: San Bartolomé, 2  
20400  
Web site: <http://www.ibarrakoudala.net/>

**IKAZTEGIETA**

Telephone: 943 653 329  
Address San Lorentzo, 7-behea  
20267  
Web site: <http://www.ikaztegieta.net>

**IRURA**

Telephone: 943 691 333  
Address: Plaza San Migel, 1  
20270  
Web site: <http://www.irura.net/>

**LARRAUL**

Telephone: 943 693 042  
Address: San Esteban Plaza, z/g  
20159  
Web site: <http://www.larraul.com>

**LEABURU**

Telephone: 943 675 931  
Address: Urrope Plaza, 1  
20491

**LIZARTZA**

Telephone: 943 670 700  
Address: Txirrita Gudariaren Plaza, z/g  
20490  
Web site: <http://www.lizartza.com>

**ORENDAIN**

Telephone: 943 654 064  
Address: Errosario Plaza  
20269

**OREXA**

Telephone 943 682 216  
Address: Errebote Plaza, 1  
20490  
Web site: <http://www.orexa.net/>

**TOLOSA**

Telephone: 943 697500  
Address: Plaza Zaharra, 6  
20400

Página web: <http://www.tolosakoudala.net>

**VILLABONA**

Telephone: 943 692 100

Address: Erreboteko Plaza s/n  
20150

Web site: <http://www.villabona.net>

**ZIZURKIL**

Telephone: 943 691 012

Address: Aurrera Plaza, 3  
20159

Web site: <http://www.zizurkil.com/>

# Housing

## How could you meet a place to live?

The majority of the population use various ways in the searching of a house, like announcement in press, web site, commercials and publics locals . Also you can go to a property company they are privates companies , and always charge Money for any transaction they do.

If you have any doubt about the matter you can go to the consumer office (OMIC) of Tolosaldea where they clarify any doubt related with the buyer-seller of products or contratation of services , included the relatives of lend contracts .

Also exist resources of public carácter to obtain a house (either if it is lto lend or buy) .The Basque Government also offer Etxebide and Alokabide services. Some city councils also given help in the searching of a house (you must ask in the city council of your municipality).

The inmigrants persons in regular administrative situation can get access to Etxebide and Alokabide in equal conditions to the nacional people ,whenever are residents in in a municipality of Basque Country (credited through the registration certificate) and cumpliment the requirements for the access.

### **ETXEBIDE**

Telephone: 012

Web site : [www.etxebide.info](http://www.etxebide.info)

### **ALOKABIDE**

Telephone: 902 540 520

Web site: [www.alokabide.com](http://www.alokabide.com)

In Tolosa exist one service called *Errentegibel* that administrate the helps that Basque Government for the rehabilitation of the houses of the old main building, but also administrate help for the adquisition of second hand houses and lend protected in others zones of Tolosa.

### **ERRENTEGIBEL**

Telephone: 943 670 892

Fax: 943 670 623

e-mail: [erreten@tolosakoudala.net](mailto:erreten@tolosakoudala.net)

### **OMIC (INFORMATION OFFICCE FOR THE CONSUMER)**

The OMICs, are located in:

-Tolosa: Monday,wednesday and Fridays (Culture house ) from 9:30 to 13:30.

-Ibarra: Tuesday (Culture house) from 9:30 to 13:30.

-Villabona: Thursdays (City council) from 9:30 to 13:30.

In case of a foreign who is unwithout a company in desprotection situation, the public organisim have the obligation to give him/her a refugee. In these cases hey must put in the knowledge of the municipality police or the Ertzantza . The centre of urgent refugee for foreingners under age desprotected depend on the Diputation of Guipúzcoa and is located in Tolosa .

If you desire a temporal lodging you can take the option of a shelter , guest house or hotels.

### **SHELTERS OR REFUGE**

#### **ABELETXE**

Address: Zarate Bidea ZIZURKIL

Telephone: 943-693983

#### **ETXALBURU**

Address: Plaza San Juan s/n

Abaltzisketa

Telephone: 943-692900

#### **UZTARTZA**

Address: Herriko Plaza

Aduna

Telephone: 943-693481

#### **ZARTAGI**

Address: Herriko Plaza Baliarrain

Telephone: 943-163076

Web: [www.zartagi.com](http://www.zartagi.com)

#### **ZULOAGA TXIKI**

Address: Carretera Tolosa-Anoeta

Telephone: :943-650036 Fax: 943-651609

To know another type of temporal lodging like hotels stabliment or agrotourist consult the web site [www.tolosaldea.net](http://www.tolosaldea.net). Or you can go to the office of Tolosaldea Tour (Plaza Santa María nº1 de Tolosa). Here they take the information of some of them:

### **Guest house**

#### **PENSIÓN JOSE MARI**

Address: C/ Mayor 37 LIZARTZA

Telephone :943-68 20 42

**PANTXIKANE GUEST HOUSE**

Address: Herriko Plaza ZIZURKIL

Telephone:943-69 18 93

**OYARBIDE GUEST HOUSE**

Address: :Plaza Gorriti 1 - TOLOSA

Telephone: :943-67 00 17

**KARMENTXU GUEST HOUSE**

Address: :C/ Correo 24 TOLOSA

Telephone:943-67 37 01

In the other hand as well exist various services of urgent accomodation for people without economic resources , with temporal character (three days or one week depend the place)and the people gain access to them must compliment for certain rules and conditions.

**Urgent accomodations:**

-In Tolosaldea

**ABEGI ETXEA TOLOSA-Home of the passer by**

Address: Agintari, 7-first floor

20400 Tolosa

-In Gipuzkoa

**MUNICIPALITY CENTRE OF SOCIAL FOSTER HOME:**

Address: P.º Mons, 3; 20015 Ategorrieta, Donostia-San Sebastián.

Phone.: 943 32 64 80.

Fax: 943 32 64 81.

**SPA(open door services) Everybody has the right to this from temperature of 0ª to minus 0ª, from 15<sup>th</sup> November to 31<sup>st</sup> march**  
SaintBartolomenª5alley(Donosita-SanSebastian)

Schedule:From Monday to Sunday, from 22:00 to 8:00 appeal during the nights

NEGUKO ATERPE / WINTER APARTMENT .This appeal from 15<sup>th</sup> November to 31<sup>st</sup> March Uba,,37 road; 20014 Donostia-San Old  
infantile flag of Zorroaga (P<sup>a</sup> Zorroaga s/n ) Donostia-San Sebastian  
Schedule: From Monday to Friday , From 21:00 to 9:00

# Legal Aspects

## How can we solve justice affairs or do administrative process?

Tolosa has his own judicial party and count with three courts in civil and penal material. The small municipalities used to count with a Peace Court. In Tolosa also stays the Civil Register where you can deal with topics related with marriage, births, deaths, etc. Also you can request for nationality. In the other hand, in the courtroom of the court you can appeal for free legal assistance and, (conviction affairs, civil rights, immigration law, etc..)

The people there are immigrants will have attention to their disposal, information and free consultancy in the Social Service Centre of the municipality they reside. Having in mind that his situation to stay or residency can be derivate to HELDU (Public service of social and legal attention to the foreigner immigrant, dependant from the Basque Government) .

The Instruction Court nº 1 of Tolosa is in charge of the affairs related to the violence head for women. The women are living in Tolosaldea and however victims of domestic violence, or sexual assault have the right to a different helps (Consult in the Social services of any city council). To report aggressions or abuse (Psychological as well) you can turn to the police, court or to the social services of your municipality and you will have and immediate and free assistance from the lawyer.

In the school of lawyers of Guipúzcoa has an specific shift of lawyers specialized for victims of sexual assault and domestic violence. Is available 24 hours for the victims disposal . Phone Contact: 902103908

Those women the y are from outside the European Union and however victims of domestic violence or sexual assault have right , with independence of their administrative situation to get access to specific resources to support the mentioned one's, like Integral assistance from a lawyer, help to the victims of ill treatment , etc.

The foreigners under age in unprotected situation can request free legal assistance in inmigration laws in the school of lawyers to this phone number: **656 793 722** .for the topics related with: age determination prove, holder cessation , relocation to another appeal, residence autorization, etc.

**Invitation letter** in a favour to a foreign person. Since May 2007 this formality is related like that:

- **First**, the person interested must address his request to the police station of the residence place, who will be competent to the process.
- **Second**, the request must show the information of the applicant and the statement express the will to receive and invite the person, in his home address or in a second home (in both cases you will determine the specific place).
- **Third**, the inviting person will contribute the documentation who will Proof. The disponibility of the house (ownership, with renting contract).

- **Forth**, must show the time of residence of the invited person, specifying more or less the first and the last day of the residence in the country.

## Administrative regularization of the people outside from the European Union

For the information about the “papers” you must go to the Social Services of any municipality who will derive to the Legal Partner service HELDU. This service inform, consultant, accompany, free assistance fr the request you apply for, residence permit, green card, specially in the cases of lack of administrative autorization to reside in Spanish State  
If you are not registered you can turn to associations that support immigrants persons.

### HELDU

Address: Calle Larramendi nº 1- Planta Baja-Izqda.  
20006 Donostia-San Sebastián  
Phone: 943-444890  
Fax: 943 46 65 55

### TOLOSA COURT

Courthouse  
C/ San Juan s/n  
20400 Tolosa  
Courtroom of the School of Lawyers:  
Apply for request for free Legal Assistance .  
Lawyer specialized in Civil law , penal law , immigration law .

### CIVIL REGISTER OF TOLOSA

Address:Dirección: Calle San Juan S/N  
Phone : 943-002603  
Nationality requestSolicitud de nacionalidad

### NOTARY'S OFFICE OF TOLOSA ( private entity )

Address: San Frantzisko Ibiltokia, 17  
20400 TOLOSA (GUIPUZCOA)  
Phone: 943 650 909  
Services: authorization of journey for the under age, documentation for a family regroup , visa and any type of powers.

### LEGAL INFORMATION OFFICE FOR THE CITIZEN

Address: Plaza Teresa de Calcuta 1  
20012 Donostia  
Phone: 943 00 07 00

### LEGAL ORIENTATION SERVICE(SOJ)

Address: Plaza Teresa de Calcuta 1  
20012 Donostia  
Phone: 943 00 43 56  
Schedule: Mondays to Fridays 10-14 h.  
Tuesdays and wednesdays 16-19 h.  
Free justice

### **SCHOOL OF LAWYERS**

C/ Fuenterrabía, 1, 2º  
20005 Donostia-San Sebastián  
Phone: 943 44 01 18 Schedule: From Monday to Friday: from 9'00 to 13'30 and from 16'00 to 18'30 hours.  
www.icagi.net

### **INMIGRATION OFFICE OF THE NATIONAL POLICE**

Address: Calle José Maria Salaberria, 16. 20010 Donostia  
Phone: 943-449810  
Schedule: De lunes a viernes de 9:00 a 14:00  
Request and apply for residence permit in general regime, no employment.  
Residence permit and permanent employment.  
Foreigner identity card.  
Student identity card.  
Communitary Regime Card .  
Identification Number for Foreigners (NIE)  
Return authorization.  
Extensión of the visa.

### **EMPLOYMENT OFFICE, SOCIAL SECURITY, AND SOCIAL AFFAIRS, INMIGRATION OFFICE.**

Address: Podabines, 1-3  
Phone: 943 48 36 00  
Request, management and renewal of the green card and residence permit, in general regime. Green cards .

### **LOCAL OFFICE OF THE GOVERNMENT IN GIPUZKOA**

Address: Plaza Pio XII, 6.  
Phone: 943 989 000 / 250/ 251  
Family reagrupation permit.

## **Asociations who helps inmigrants and offer consultancy in legal aspects:**

CHARITY, INMIGRANT ATENTION CENTRE:  
C/ Intxaurreondo, 30; 20015 Donostia-San Sebastián. Phone.: 943 29 10 40.  
Schedule: 9-13 h./ 14-17 h.

### **SOS RACISM GUIPÚZCOA**

DONOSTIA  
Address: Paseo Zarategi 100, sótano (edificio Txara I)  
Phone: 943 24 56 26/27  
Schedule: Martes y Jueves de 16:30-20:00

### **TOLOSA**

Address: C/ Larramendi 9, 20400 Tolosa  
Phone: 943249036  
E-mail: [sostolosa@gmail.com](mailto:sostolosa@gmail.com)  
Schedule: Wednesday from 11:00 to 13:00 and from 18.30 to 21.30 h. Friday from 11:00 to 13:00 and from 15.30 to 17.30 h.  
Outside this Schedule we will attend in 943-245626 (Office of Donostia / San Sebastian) or in the 658749456

## **For the request of Politic Asylum:**

Red Cross  
Attention Centre for the Inmigrant: P.º Zarategi, 72 bajo; 20015 Donostia-San Sebastián. Phone.: 943 32 77 95  
Web: [www.cruzroja.es](http://www.cruzroja.es). E-mail: [ellulo@cruzroja.es](mailto:ellulo@cruzroja.es)

Schedule: 9-13:30 h.

SPANISH COMMITTEE HELP FOR THE REFUGEE (CEAR):  
C/ Cristo, 9B-5º; 48007 Bilbao. Phone.: 94 424 88 44. Fax: 94 424 59 38.  
Web: [www.cear.es](http://www.cear.es). E-mail: [volunteusk@cear.es](mailto:volunteusk@cear.es).

### General Information:

#### DEPARTMENT-OF-INTERIOR-OF-SPAIN

Website: [www.mir.es/SAGACAVT/extranje/](http://www.mir.es/SAGACAVT/extranje/)

Criterios vigentes en materia de extranjería

#### CIVIL SERVICES OF SPAIN

Website: [www.map.es/servicios/servicios\\_on\\_lin/extranjeria.html](http://www.map.es/servicios/servicios_on_lin/extranjeria.html)

Renewal of the residence permit and the green card

Information of the condition of the process of the files.

#### FOREING OFFICE

Website: [www.mae.es](http://www.mae.es)

Information about embassys and consulates

# Employment

## How to be looking for an employment?

The majority of the population used various ways of searching a job, for one hand, the announcement in press, websites, in locals, commercials and public entities and attend to public entities like, LANBIDE (in the offices of Tolosaldea Garatzen) and INEM.

The Nacional Institute of Employment (INEM) and the Basque Service of Employment (LANBIDE) are two public entities who help in the search of employment. To register in the INEM you need authorization of Works. In LANBIDE you can get access to formation courses without an authorization of work. But not to the employment bureau. Also offer consultancy, courses for unemployed and employed, etc.

The people outside from the European Union with green card have the right to get access to an employment on one's own initiative or oblivious in terms expected by law. Equally could be employ to the public administrations as personnel labour (not civil servant) because of that can show up for the employment public offer will be organize.

In the other hand, the Development Area Agency *Tolosaldea Garatzen* (Contributor centre of Lanbide) also offer various services related with the employment :Employment Centre and Self-employment..

### EMPLOYMENT CENTRE:

Offered services:

- Clarification of doubts and personnel consultancy.
- Information about the offers of employment
- Registration in the offers of formation and employment
- Consultation through e-mail in everything related with formation and employments
- Training of selective process

For that is equip for the following resources:

- 3 computers and printer
- CDROMs autoformative
- Specific bibliography on specific channels of employed and self-employed
- Press on market employment in the Basque Country.
- Sunday newspapers and specialized magazine
- Official bulletin

### SERVICE OF SELF-EMPLOYED

Offered services:

- Formation in business management
- Monitoring companies
- Information about help, subsidies and funding
- Companies centre

### **TOLOSALDEA GARATZEN**

**Lanbide**

Website: [lan@tolosaldea.net](mailto:lan@tolosaldea.net)

**Self-employed**

[ekin@tolosaldea.net](mailto:ekin@tolosaldea.net)

**Servicies to a companies**

[empresa@tolosaldea.net](mailto:empresa@tolosaldea.net)

Address: San Esteban 20, 20400 Tolosa  
Phone: 943-65 45 01

**INEM ( NATIONAL INSTITUTE OF EMPLOYMENT)**

Address: Larramendi 3-B 20400 Tolosa  
Phone: 943672577

Also you can come to the Temporary Employment Companies(ETTs)there are private companies whose activity consist to put to disposition of another company (User Company) with temporal carácter,employers contracted through her. Even though in Tolosaldea there is no one , in various nearby municipalities(Beasain, Zumarraga, Donostia, etc.)you can find various ETTs.

All the employees must know their rights and responsibilities. For that they can come to the union labour. Some of them, offer specially attention to the foreign employees.

**Basic Advices:**

- Find out about the statute of the employees
- Find out about the collective agreement of the sector or the company, document that collect the labours condition of your job.
- Request always a copy of your contract and the pay slips of the months of work.
- Direct yourself to a labour union for ask about any topic related with your work and rights.

**Main Labour unions sindicatos:**

General area :

**WORKERS COMMISSIONS CC.OO.)**

Address: Herreros 1, bis  
Phone : 943-671595  
Website: [tolosa@euskadi.ccoo.es](mailto:tolosa@euskadi.ccoo.es)

**BASQUE SOLIDARITY AMONG WORKERS (ELA-STV)**

Address: San Francisco lb, 13. 20400 Tolosa  
Phone: 943-698314

**LANGILE ABERTZALEEN BATZORDEA (LAB)**

Address: Gorosabel pasealekua 9, 20400 Tolosa  
Phone: 943-670026  
Website: [tolosa@labsindikatua.org](mailto:tolosa@labsindikatua.org)

**GENERAL WORKERS UNION (UGT)**

Address: Catalina de Erauso, 7 y 9 Bajo; CP:20010 Donostia  
Phone: 943 445 874  
Website: [ugtdonostia@ugteuskadi.org](mailto:ugtdonostia@ugteuskadi.org)

-Labour unions in the rural area :

**EHNE**

Address: Nafarroa Etorbidea 6-2, 20400 Tolosa  
Phone: 943-654281  
Dirección de correo electrónico: [enhe@enheg.net](mailto:enhe@enheg.net)

**ENBA**

Address: Calle Andia Kalea 7, 20400 Tolosa  
Phone: 943 650 123

-Association of domestic services workers

**ATH-ELE (Association of domestic services workers / Etxe Langileen Elkarte)**

Address: Calle Pilota, 3, 48003 Bilbao  
Phone 94-4155483  
Schedule: Lunes de 6 h a 8 h.  
Website: <http://www.ath-ele.com/>  
E-mail: [ath-ele@hotmail.com](mailto:ath-ele@hotmail.com)

# Social services

The Social Services you can usually meet them in the city council where they give attention to all the persons in a difficult familiar or personal situation .They can provide information, orientation or help. To know the services that' offers any municipality of Tolosaldea is convenient to make an appointment or call through phone to the city council correspond to for inform. ( Look city councils page. 3-5)

All the foreigners irrespective of their legal situation, have the right to attention and information in the Social Service Centre. Those who fulfil the legal established requirements could opt to the social Basic provision. The social services are preparing settle informs and suitable house for the familiar reagrupation.

## **Social Basic Services:**

**-Information, valoration and orientation services:** Information and attention personalised in function of the social necessities.

**-Service against social exclusion:** Exist various helps depending of the economical, social and personal situation. Basic income : helps of social emergency, special helps for social integration.

**-Help for family with elders and discapacity members:** The home help services, day residence, tv -alarm, elders residence, rooming for the persons they have not pay social security.

## **Specific Social Service:**

- **Programme of educative partner with families intervention** in a difficult situation living together originated by the diversity of problems and social neccesities .
- **Programme of intervention with under age and youth** in a risk situation.
- **Consultancy for women:** Offer personalised information and consultancy for the women that had suffered ill treatment and violence of gender.
- **Psychological consultancy:** Psychological help tfor persons who suffered ill treatment and violence gender and for the persons who have committed something like that if they request it
- **Prevention of drug dependency service:** Programmes of prevention and disminution of risk Programas de prevención y de disminución de riesgos.
- **Social insertion service:** Programmes of accompaniment and formation promotion and the employment to overcome social exclusiones.
- **Health service programme**

## **Other institutions in competence with communitary services matters**

- Department of Social Politic. Infants and youth address and cooperation for development .Gaztegun. Paseo de Anoeta, 28 (Txuri Urdin). 20014 Donostia- San Sebastián. Tel.: 943 472 580
- Department of Social Politic of Diputación Foral de Guipúzcoa: P.º Zarategi, 99 (building Txara II); 20015 Donostia-San Sebastián. Tfno.: 943 48 25 00.
- Department of Housing and Social Affairs of the Basque Government: C/ Andía, 13; 20004 Donostia-San Sebastián. Tfno.: 943 02 28 10.

**GIZARGI (Social emergencies services)**

Is one social emergency service located in Donosita for persons there are in these situations:

- People who has received ill treatment or any type of aggression
- People in a particular moment they are without resources and abandoned for their families.
- Through health reasons , persons they need protection from the social services in a moment of emergency

Telephone: 943 22 44 11

Schedule: From Monday to Friday 15:00-22:00. Weekend: 8:00-22:00.

# Health

Every person registered in one municipality have the right to the health service of Osakidetza always he has obtained the health card you can request it in any health centre of your municipality. On the other hand the persons not registered , they have only right for urgent health assistance until the discharge .

Among foreigners the under age and the pregnant women are two special groups.

In the case of the under age, have the right to sanitary assistance in the same conditions the people who have spanish nationality.

In their own part, pregnant women with or without residence permit, have the right to sanitary assistance during the pregnancy, giving birth and after the deliver .

## **Requirements to obtain Sanitary Attention Universal Card and Sanitary Individual Card (TIS).**

- Sanitary attention universal card(unemployed)
  - Requirements:
    - Copy of an identity card ( DNI, NIE, Passport )
    - Certificate of registered .
    - Certificate of being off in the Social Security.
    - Certificate of properties from the treasury department of Guipuzcoa .
    - Certificate you have not presented the tax return last year or copy of that if you have presented it.
    - Copy of the family book or birth certificate (only under age ).
- Individual sanitary card(employed)
  - Requirements:
    - Copy of one document(DNI,NIEor passport )Fotocopia de algún documento de identidad (DNI, NIE o pasaporte).
    - Certificate of registered.
    - Copy of being on in Social security of the holder of the card.
    - Copy of the family book or birth certificate(when the person desire the card has the right to one through the familiar)

As well as the public sanitary network exists private centres where generally are not free of charge, or less has been derivated from the sanitary public service (In the case of the Basque Country Osakidetza)

The drugs are adquired in the pharmacy, for the majority of them prescription are hended extended from Osakidetza or for the personnel of private sanitary establishment

In the cases of problems or mental disease first you must go to the general practitioner who will derive to the Health Mental Service in question .

The telephone number **94 410 00 00** attend **sanitary emergencies** 24 hours of the day

## Request and general information:

- Address Territorial Sanity Service of Basque Help (OSAKIDETZA): Av. Sancho El Sabio, 35; 20010 Donostia-San Sebastián. Phone.: 943 02 30 18. Web: <[www.osakidetza-svs.org](http://www.osakidetza-svs.org)>. Schedule: 9:00-13:30/ 13:00-17:00 h.

## Public Health Centre and Offices of Tolosaldea:

### HEALTH CENTRE OF ALEGIA

Address: Bidebarrieta, 17  
20260

Phone: 943-653212

#### Portfolio of services :

- administrative attention
- General medicine
- Pediatrics
- Nursing
- Midwife

### OFFICE OF BERASTEGI

Address: Eliz bidea, s/n  
20492

Phone: 943-683361

#### Portfolio of services:

- General medicine
- Nursing

### OFFICE OF BIDEGOIAN

Address: Agerre-azpi, 17 bajo,  
20496

Phone: 943-681134

#### Portfolio of services:

- General medicine
- Nursing

### OFFICE OF AMAROTZ

Address: Barrio Amarotz, Tolosa  
Phone: 943-006800

#### Portfolio of services:

- General medicine
- Nursing

### HEALTH CENTRE OF IBARRA

Address: C/ Euskal Herria, 14  
20400

Phone: 943-672411

#### Portfolio of services:

- administrative attention
- General medicine
- Pediatrics
- Nursing
- Midwife
- Rehabilitation

### OFFICE OF AMEZKETA

Address: San Bartolomé 27  
20269

Phone: 943-655320

#### Cartera de servicios:

- General medicine
- Nursing

### OFFICE OF ANOETA

Address: C/ Solkorre, s/n  
20270

Phone: 943-652339

#### Portfolio of services:

- administrative attention
- General medicine
- Nursing

### OFFICE OF IRURA

Address: Mikel Donearen Plaza, 4  
20270

Phone: 943-690720

#### Portfolio of services:

- General medicine
- Nursing

### OFFICE OF ASTEASU

Address: Lege Zaharraren Enparantza, s/n  
20159

Phone: 943-692423

#### Portfolio of services:

- General medicine
- Nursing

### OFFICE OF LIZARTZA

Address: Plaza Soro, 1  
20490

Phone 943-682077

#### Portfolio of services:

- General medicine
- Nursing

**HEALTH CENTRE OF TOLOSA**  
 Address: San Esteban, s/n.  
 20400  
 Phone: 943-006800  
**Portfolio of services:**  
 -Administrative attention  
 -General medicine  
 -Pediatrics  
 -Nursing  
 -Midwife  
 -Urgencies

**HEALTH CENTRE OF DE VILLABONA**  
 Address: Erniobidea, 2  
 20150  
 Phone: 943-006970  
**Portfolio of services**  
 - - Administrative attention  
 - - General medicine  
 -Pediatría  
 -Nursing  
 -Midwife  
 -Gynecology

**Especialty Attention public Centres públicos de Atención Especializada**  
 (Previously you have to go to the health centre):

**HOSPITAL OF DONOSTIA**  
 Hospital of sharp pain. General hospital of half and long residence .  
 Address: Paseo Dr. Beguiristain, s/n,  
 20014 Donostia  
 Phone: 943-007000  
 Website: [www.hospitaldonostia.org](http://www.hospitaldonostia.org)

**HOSPITAL OF ZUMARRAGA**  
 Hospital of sharp pain. Area Hospital  
 Address: Barrio Argixao, s/n  
 20700  
 Phone: 943-035000  
 Website: [www.hospitalzumarraga.org](http://www.hospitalzumarraga.org)

**PUBLIC CENTRE OF MENTAL HEALTH**  
 (Previously you have to go to the general practitioner)

**CENTRE OF MENTAL HEALTH OF ANDOAIN**  
 Address: Ricardo Arregi, s/n  
 20149 Andoain  
 Services and Programmes:  
 -General  
 -Infant / Juvenile  
 -Tóxicos  
 -Alcohol

**CENTRE OF MENTAL HEALTH OF ZUMARRAGA**  
 Address: Ciudad Jardín 20  
 20700 Zumarraga  
 Services and Programmes:  
 -General  
 -Infant / Juvenile  
 -Tóxicos  
 -Alcohol

**Private-arranged Health centres of Tolosaldea:**

**CLINIC OF ASUNCIÓN**  
 Address: Izaskun bidea, 9  
 20400  
 Phone: 943-697000

**Urgency Medical Personnel:**

- Abaltzisketa :943 65 32 12
- Aduna:943 00 69 70
- Albiztur:943 65 32 12

- Alegia: 943 65 32 12
- Alkiza: 943 65 23 39
- Altzo: 943 65 32 12
- Amezketta: 943 65 32 12

- Anoeta: 943 65 23 39
- Asteasu: 943 00 69 70
- Baliarrain: 943 65 32 12
- Belauntza: 943 65 09 31
- Berastegi: 943 68 33 61
- Berrobi: 943 65 09 31
- Bidegoian: 943 68 11 34
- Elduain: 943 68 33 61
- Gaztelu: 943 65 09 31
- Hernialde: 943 65 09 31
- Ibarra: 943 65 09 31

- Ikaztegieta: 943 65 32 12
- Irura: 943 65 09 31
- Larraul: 943 00 69 70
- Leaburu-txarama: 943 65 09 31
- Lizartza: 943 68 20 77
- Orendain: 943 65 32 12
- Oresa: 943 68 20 77
- Tolosa: 943 65 09 31
- Villabona-amasa: 943 00 69 70
- Zizurkil: 943 00 69 70

# Education

In the Basque Country any person has the right to receive free education from 3 to 16 years. Education is compulsory between 3-6 years of age. Also exists school infants for the section 0-3 years of age, schools even though are not free there are subsidy in many cases. The right to be educated include the access to scholarships and public helps.

The foreigners under age independently of their administrative situation, have the right and the obligation to be educated.

## Steps to follow

- Access to elementary education: Request by means of a form provided by the Social Services Department of the City Council. This send the request to the Education Department of the Basque Government. There the Education Commission allocate the adequate school (Linguistic model, public/arranged, location, etc.)
- The request of scholarship and school help (dining room, transportation, school material, etc) the process is from the same school centre.
- For the pupils they are going to be admitted out of time for registration they can call the Territorial Delegation of Education of Guipuzcoa delegation.

## Linguistic models

The educative centres of Tolosaldea belong to D model, that means the subjects are taught in Euskera and they have Spanish as a language. The knowledge of Euskera can facilitate the immersion socio-labour in the town. Some schools have a lecturer for linguistic support!

## Types of centres

The educative centres of Tolosaldea are public or arranged (the private centres are subsidized in a 88% from the budget by the Basque Government)

## Adults Permanent Education (EPA)

The EPA offer elementary education, secondary education (compulsory), Spanish, Euskera and English and access to the university for people older than 18 years.

## Professional Initiation Centre (CIP)

The professional initiation centre of Tolosaldea is included in a educative system and teach programmes in different speciality (Welding, carpenter, hotel industry-pastries) for youth between 16 and 21 years without any previous title.

## General Information

For more information about Infants Education; Primary Education, Secondary Education(ESO),High School, Professional initiation, Professional Formation, Adults Education(EPA), mediate linguistic and cultural services . Go to:

**DELEGATION TERRITORIAL DEL DPTO. DE EDUCACIÓN, INVESTIGACIÓN Y UNIVERSIDADES DEL GOBIERNO VASCO**

Address: C/ Andía, 13;  
20004 Donostia-San Sebastián.  
Phone.: 943 02 28 50

**TOLOSA-VILLABONAKO HELDUEN HEZKUNTZA (EPA)**

Address: Inguralde 23, Tolosa  
Erreboteko Plaza, Villabona  
Phone: 943-672660 (Tolosa)  
943-690312 (Villabona)

**TOLOSALDEAN IKASTEN**

Free information about the formation, courses, etc in Tolosaldea  
Address: Tolosaldea GM-LH Institutua, Santa Luzia 17- 20400 Tolosa.  
Phone: 615 775 678  
Website: [http://www.ikastn.com/es/bilatzaile\\_aurreratua.php](http://www.ikastn.com/es/bilatzaile_aurreratua.php)  
E-mail: [info@ikastn.com](mailto:info@ikastn.com)

**TOLOSALDEA\_GARATZEN**

**Programmes of Professional Initiation**  
Address: San Esteban 20, 20400 Tolosa.  
Phone 943 65 45 01  
Website: [www.tolosaldea.net](http://www.tolosaldea.net)

**PEÑASCAL FUNDAZIOA**

**Professional\_Initiation\_Centre**  
Address: Poligono Usabal Sur nº 5 C, 20400 Tolosa.  
Phone: 943 67 61 61  
Website: [www.fundacionpenascal.com](http://www.fundacionpenascal.com)  
E-mail: [usabal@ubera.com](mailto:usabal@ubera.com)

**Official recognition for a foreign title**

**INFORMATION AND REGISTRATION OFFICES FROM THE MINISTER OF EDUCATION AND SCIENCES**

**Office of information and citizen Attention**

Address: c/ Alcalá, 36 – planta baja (28014 Madrid)  
Phone.: 902 21 85 00  
Website and mailbox consult: <http://wwwn.mec.es/mecd/atencion/index.html>  
[www.mec.es/mecd/titulos/files/Anexo9-2.doc](http://www.mec.es/mecd/titulos/files/Anexo9-2.doc)

**Registration Office of MEC(Minister of Education and Science) :**

Central register and address postal effects:

Address: C/ Los Madrazo, 17 (entrada posterior de c/ Alcalá, 36) – 28071 MADRID  
 Auxiliary registersin Madrid: Paseo del Prado, 28 – c/ Serrano 150 – c/ Torrelaguna, 58



# Euskera

The Euskera is the mother tongue of Basque Country and is official language together with spanish In Tolosaldea the 87,59% is basque in consecuente, learn euskera is positive to everybody who lives in Tolosaldea.

The euskera is a language of daily use for meny people in the area. Some persons are learning euskera in their families since they are born .Other persons are learning euskera in the school ,or euskaltegis, centres that lteach euskera to the adult people.

La EPA (Escuela Para Adultos) de Tolosa-Villabona también oferta clases de euskera.

The multi cultural association Ereite offers lessons of euskera every Saturdays in the house of cuture of Tolosa.

HABE (entity for the promotion of euskera from the Culture Department of Basque Government)has on the go two especific courses for the people they are working in the hotel industry (Ostalatitzan) and commerce (Dendaketan) for more information you must go to mucipality euskera service or to this entity..

Other programme of HABE is AISA who has as a linguistic reception and the promotion of the basque language. The courses have a duration of 60 hours and to be teached is needed a minimum of twelve persons. Is **free of charge**. For more information you must go to the euskera municipality service or contact with HABE..

## - Euskera municipalities services

### **EUSKERA MUNICIPALITY SERVICE OF IBARRA**

Phone: 943 671 138:  
Address: San Bartolomé, 2  
20400  
Website:  
<http://www.ibarrakoudala.net/>  
<http://www.ibarrakoudala.net/antcatalogo.asp?no mbre=2266&hoja=0&sesion=1>

Phone: 943 691 333

Address: Plaza San Migel, 1  
20270

Website: <http://www.irura.net/>  
<http://www.irura.net/eu/lan-arloak/euskara-2/>

### **EUSKERA MUNICIPALITY SERVICE OF IKAZTEGIETA**

Phone: 943 653 329  
Address: San Lorentzo, 7-behea  
20267  
Website: <http://www.ikaztegieta.net>  
<http://www.ikaztegieta.net/antBuspre.asp?nombre =1954&cod=1954&sesion=14>

### **EUSKERA MUNICIPALITY SERVICE OF TOLOSA**

Phone: 943 654 466

Address: Plaza Zaharra, 6  
20400

Website: <http://www.tolosakoudala.net>  
<http://www.tolosakoudala.net/antcatalogo.asp?No mbre=355&Hoja=0>

### **EUSKERA MUNICIPALITY SERVICE OF DE IRURA**

### **EUSKERA MUNICIPALITY SERVICE OF DE VILLABONA**

Phone: 943-693501

Address: Ayuntamiento de Villabona (segundo piso)  
Erreboteko Plaza z/g  
20150 Villabona

**EUSKERA SERVICE OF ZIZURKIL**

Phone: 943 691 012

Address: Aurrera Plaza, 3  
20159

Website: <http://www.zizurkil.com/>

**MULTICULTURAL EREITE ASSOCIATION**

Address: C/ Larramendi 9, 20400 Tolosa Tfno: 943 249036

Schedule: Monday 17-20 Thursday 9:30-12

**Principal headquarters of HABE in Gipuzkoa**

Address: C/ Vitoria-Gasteiz, 3, 20018 DONOSTIA Phone: 943 022600

Website: <http://www.habe.org>

**Euskaltegis:**

**AITZOL EUSKALTEGIA. EUSKALTEGI MUNICIPALITY OF TOLOSA**

**Presence courses at all levelsCursos presenciales de todos los niveles:**

Learning courses and alphabetitation.

Training for exams: EGA and linguistic profile IVAP and IRALE (Egiaztatze Mailak) in the same centre).

Qualified examsof HABE(Egiaztatze Mailak) in the same centre.

Special courses for parents of the pupils ,company employers, lectures, health area employers, teachers and administration workers , Basic courses of alphabetitation for basque-speakers.

Arrange of scholarship and help.Address: Gorosabel 34—B

Phone: 943-651006 / 943-652343

E-mail: [aitzolue@euskalnet.net](mailto:aitzolue@euskalnet.net)

Office schedule: Mourning: 10:00-13:00 / Evening: 17:99-20:00

**CITY COUNCIL OF ASTEASU (AITZOL COOP.)**

Phone : 943-651006

**AYUNTAMIENTO DE VILLABONA-AEK**

Phone: **943-693501**

**AYUNTAMIENTO DE ZIZURKIL-AEK**

Phone: 943-692495

## **Culture and spare time**

The municipalities of Tolosaldea offers and extensive range of cultural resources for enjoy the spare time Some of these resources are publics( library, amusements, culture house, etc.) For more information ask in any city council..

Apart of the public resources, in any municipality are associations who organize uncountable activities: musical activities, theatre, chats, dance, cinema, etc. Also you can consult the website of some city councils of Tolosaldea.

ALEGIA1

<http://www.alegia.net/antCatalogo.asp?nombre=1876&hoja=0&sesion=14>

ALTZO

<http://www.altzo.net/Taldeak>

ASTEASU

<http://www.asteasu.net/eu/administracion/instalaciones.asp>

BERASTEGI

<http://www.berastegi.com/>

IBARRA

<http://www.ibarrakoudala.net/AntCatalogo.asp?pagina=2&nombre=2357&sesion=1>

IRURA

<http://www.irura.net/eu/lan-arloak/kultura/>

LIZARTZA

<http://www.lizartza.com/?sesion=1>

TOLOSA

<http://www.tolosakoudala.net/antcatalogo.asp?Nombre=303&Hoja=0>

ZIZURKIL

<http://www.zizurkil.com/>

In many villages exist “recreational areas” equiped with the basic furniture in an environment nature where you can eat and also cook(barbecue)

### **Youth**

in general,we can make a distintion between the different resources directed to the young people. Some of them depend of the public administration (gazte topagunes or amusements) for example .Others we can meet them in school centres ,groups of spare time or parish.Finally, in Tolosaldea we can meet various Gastetxes. The majority of these

Gastetxes are promoted by assemblies of youth , usually are self-management centres .

ALEGI  
**Alegiko Gaztetxea**  
Address: Bidebarrieta 2  
Website: <http://www.alegikogaztetxea.com/>  
E-mail: [alegigaztetxea@euskalerrria.org](mailto:alegigaztetxea@euskalerrria.org)

ANOETA  
**Anoetako Gazte Asanblada**  
Address: San Jose 19  
Website: <http://www.anoetako.da.ru/>  
E-mail: [anoetakoga@euskalerrria.org](mailto:anoetakoga@euskalerrria.org)

BILLABONA  
**Billabonako Onddo Gazte Asanblada**  
Website: [www.onddoga.tk](http://www.onddoga.tk)  
E-mail: [onddo@euskalerrria.org](mailto:onddo@euskalerrria.org)

IBARRA  
- **Ludoteca Txontxo** for children and young people.  
Address: Ibai-gain, 2  
Phone: 943 67 51 72

- **Ibarrako Gazte Asanblada**  
Dirección: Ibai-Gain, 4 20400-IBARRA  
Website: [www.ibarrakogaztetxea.net](http://www.ibarrakogaztetxea.net)  
*Principal activities:*  
-Cinema  
-Culture week  
-Youth party  
-Concerts  
-Conferences  
-Expositions  
- San Bartolomé alternative party

IRURA  
**Gaztelekua**  
Resource of spare time destined to the youth of the municipality. In summer offer special activities:course of spare time, trips, workshops, expeditions, etc.  
Phone: 943 694 292  
E-mail: [gazteirura@hotmail.com](mailto:gazteirura@hotmail.com)

LIZARTZA  
**Lizartzako Zezen Gorri gaztetxea**  
Address: Kale Nagusia, 33

## TOLOSA

### **Aterpe Ludoteca**

This amusement is promoted by one group of parents in the old part of Tolosa.

Address: Plaza Abastor, first floor.

Schedule: From Monday to Friday from 17:00-20:00

### **Tolosako Gazte Topagunea**

Address: Plaza del Triangulo, 1

Schedule : Jueves y viernes de 17:00-20:00. Sábado y Domingo de 16:30-20:30h.

Activities: Spare time, table games , table football, billiards, reading area, workshop area, Specific programmes: Gazte Astea, Udaberri Gaztea, Uda gaztea... These programmes where youth are participating usually they use to be from outside Topagune.

### **Bonborenea Gaztetxea**

Address: San Esteban auzoa, 16

Phone: 943-652881

Website: <http://www.bonborenea.com/>

E-mail: [info@bonborenea.com](mailto:info@bonborenea.com)

Is an association of youths they are self-managing whose objective is to promote the basque culture. Offers an extensive range of activities: cinema club, brass band, concerts, chats, etc.

## Youth information offices

### **In Tolosa (TGIB: Tolosako gazte informazio bulegoa)**

The office of youth information is a service from the Youth Department from the City Council of Tolosa. You can find information of interest for the young people: employment , formation, scholarships, and subsidies, competitions, courses and workshops, housing, partnership and volunteers, trips and tourist information, international cards, cultural agenda of Tolosa, etc. The young people under 30 years can enjoy free sms information, weekly electronic report and access to computers, etc.

### **YOUTH INFORMATION OFFICE OF TOLOSA**

**Address: Antonio Maria Labaien Kultur Etxea, Trianguloa, 1**

20400 Tolosa

Phone 943-670383

Website: [gazteria@tolosakoudala.net](mailto:gazteria@tolosakoudala.net)

Schedule: from monday to friday: 11:00-13:00/ 17:00-19:00

Servicies: Direct attention to the youth, orientation and information about topics of general interest , informative feeler, infoklik, scanner, computers, photocopies , partnership, apply for differents cards ; refugee, Gazte txartela, student international id card , international card for lectures, etc...

### **GOXOKI SEXUALITY INFORMATION SERVICE**

Department of youth of the City council of Tolosa

Phone: 659411425 (Monday, Wednesday and Friday from 18:00h to 22:00h.

Website: [www.goxoki.com](http://www.goxoki.com)

Website: [info@goxoki.com](mailto:info@goxoki.com)

## In Gipuzkoa

### TERRITORIAL CENTRE OF THE DIPUTATION OF GUIPÚZCOA (CRAJ)

Address: P.º Anoeta, 28 (Palacio de Hielo Txuri-Urdin);  
20014 Donostia-San Sebastián.  
Phone: 943 47 25 80.  
Website: <[www.gipuzkoa.net/gazteria/](http://www.gipuzkoa.net/gazteria/)>.

Youth information telephone : 900 110 111

## Parties and other events of interest

Any municipality celebrate his own patron Saint. Usually coincide with the saints if the calendar of the Catholic Church... In the labour calendar are two periods of recess which coincide with the Saint of the Catholic Church; Christmas and the Holy Week. During Christmas we celebrate the birth of Jesus Christ and during the Holy Week the death and resurrection. Christmas is celebrated on 25<sup>th</sup> of December . The dates of the Holy Week change from one year to another even though always use to be celebrated between march and april being public holiday from Thursday to Monday. Both parties are celebrated by the Catholic Church, Anglican Church, Protestant Church and the Romanian Orthodox Church.

### Parties:

#### ABALTZISKETA

24 of june j, San Joan  
29 of june, San Pedro (ermita de Larraitz)  
1 de november, Ermita de Santa Cruz

#### ADUNA

15 of august, Virgen de la Asunción

#### ALBIZTUR

18 of july; Santa Marina de Argisain  
15 of august, Virgen de la Asunción  
17 de november, San Gregorio

#### ALEGIA

16 de july, Virgen del Carmen  
14 de september, Fiesta del Santo Cristo

#### ALKIZA

15 of septemver, San Isidro

24 of june, San Joan  
8 of september, Zaindariaren

#### ALTZO

24 of june, San Joan  
31 of july, San Ignacio

#### AMEZKETA

24 of august, San Bartolomé  
7 of october, fiestas del barrio de Ugarte  
11 de november, San Martin.  
Carnivals

#### ANOETA

Corpus Christi  
24 of june, San Joan

#### ASTEASU

3 of may, Santa Cruz  
29 of june, San Pedro  
18 of july, Ermita de Santa Marina

**BELAUNTZA**  
24 of june, San Joan  
July: Fiestas de la Juventud

**BERASTEGI**  
March: Fiestas de la Juventud  
10 of august, San Lorenzo  
15 of august, Virgen de la Asunción

**BERROBI**  
28 of august, San Agustín

**BIDEGOIAN**  
24 of august, San Bartolomé (Bidania)  
15 of august, Virgen de la Asunción (Goiaz)

**ELDUAIN**  
3 of may, Santa Cruz  
24 of june, San Joan  
8 of september, La Virgen

**GAZTELU**  
15 of august, Virgen de la Asunción

**HERNIALDE**  
15 of august, Virgen de la Asunción  
Septembre: Fiestas de la Juventud

**IBARRA**  
24 of august, San Bartolomé  
June: Fiestas de la Juventud

**IKAZTEGIETA**  
10 of august, San Lorenzo  
12 of october, Virgen del Pilar

**IRURA**  
29 of september, San Miguel Arcángel

**LARRAUL**  
3 of august, San Esteban  
24 of august, San Bartolomé

**LEABURU**  
29 of june, San Pedro

**LIZARTZA**  
8 of september  
Carnivals

**ORENDAIN**  
15 of august, Virgen de la Asunción  
20 of january, San Sebastian

**OREXA**  
3 of may, Santa Cruz  
25 of april, San Marcos

**TOLOSA**  
24 of june, San Juan  
Carnivals

**VILLABONA**  
15 of may, San Isidro (Amasa)  
25 of july, Santiago  
31 of july, San Ignacio  
11 of november, San Martin

**ZIZURKIL**  
15 of august, Virgen de la Asunción  
8 of september, Virgen de Aranzazu (Elbarrera)  
12 of september, San Millán

## Market and trade fair

The majority of the villages they have a market day where they sell typical products of the area (vegetables, fruits, cheese, etc.)

The trade fairs are economic, social, and cultural events. Usually are prepared in a particular place with a determined time. In the trade fair they sell local products, plants, clothes, etc .

### Special trade fairs:

**ANOETA**  
Gastronomy trade fair. In summer

**ASTEASU**

Agriculture and stockbreeding trade fair. autumn

**BIDEGOIAN**  
Agriculture and handicraft trade fair. autumn

**IBARRA**

Guindila trade fair . summer  
Agriculture trade fair. autumn

**TOLOSA**

Tree trade fair. winter  
Candy trade fair.Spring  
Horse trade fair Spring  
Flowers and plants trade fair. Spring  
Saint Joan trade fair. summer  
Bull trade fair Summer  
Beer trade fair. summer  
Traders trade fair. autumn

Ecologic trade fair. summer

**Other cultural events of interest**

Concurso de quesos autumn  
Stockbreeding tade fair. autumn  
Kidney bean trade fair. autumn  
Chop party. autumn  
Handicrafts\_tradefair.\_winter  
Christmas special trade fair. winter

**VILLABONA**

Agriculture and gastronomy trade fair. Autumn

**ZIZURKIL**

Agriculture and handicrafts trade day.autumn

**INTERNATIONAL COMPETITION OF CHOIRS:** Is celebrated in Tolosa every year principles of november.  
Is one of the most important competition in European level.

**INTERNATIONAL FESTIVAL OF PUPPETS:** Is celebrated every year from the last Saturday of november.  
The duration are nine days and is done in Tolosa .

**CARNIVALS:** The most famous are the carnivals of Tolosawhose are celebrated during six days.(Moreover only they disguise between Sunday (zaldunita) and the Tuesday of carnival(astearita). Also have ascertain charm those of :Abaltzisketa, Amezketeta y Lizartza.

**CULTURAL WEEKS:** DurING AUTUMN IN EVERY MUNICIPALITY OF Tolosaldea are celebrated the cultural weeks.

**Gastronomy societies :**

The gastronomies societies are a custom well settled in the Basque Country . are groups of persons (members) who share an space with (Kitchen , dining room , bathroomsand even bar ) for private use. To be able to enjoy in this space you must go with a member (who pays an anually fee). The gastronomies societies there are joined with parties( carnivals, parties, patron saint parties, etc.) and there are places of meeting in a very important in these dates.

**Tourist informatio about Tolosaldea**

**TOLOSALDEA TOUR. Tourist office**

Address: Andre Maria plaza 1, 20400 Tolosa

Phone : 943-697413

Website: [www.tolosaldea.net](http://www.tolosaldea.net)

E-mail: [tour@tolosaldea.net](mailto:tour@tolosaldea.net)

# Sports

Tolosaldea offers an extensive sports takeover . In any city council you can acquire information about the different sports installations of the municipality and many of them are for public access and free (pelota court, basketball pitch, etc.) In the case of the sports centre even though are public, the management is private, so is necessary fulfil some requirements and pay for the services. Also the associations and sport clubs of the village offer activities. |

The website of some of the city councils offer information for that.

ALTZO

<http://www.altzo.net/Taldeak>

ASTEASU

<http://www.astasu.net/eu/administracion/instalaciones.asp>

BERASTEGI

<http://www.berastegi.com/>

IBARRA

<http://www.ibarrakoudala.net/AntCatalogo.asp?pagina=2&nombre=2357&sesion=1>

IKAZTEGIETA

<http://www.ikaztegieta.net/antBuspre.asp?nombre=1960&cod=1960&sesion=14>

IRURA

<http://www.irura.net/eu/lan-arloak/kirolak/>

TOLOSA

<http://www.tolosakoudala.net/antbuspre.asp?Cod=402&nombre=402&orden=True>

LIZARTZA

<http://www.lizartza.com/?sesion=1>

ZIZURKIL

<http://www.zizurkil.com/>

## General information

### **SPORTS DEPARTMENT OF THE CIY COUNCIL OF TOLOSA**

Address: Plaza Zaharra, 6

20400 Tolosa

Phone: 943-697500

### **GENERAL DIRECTION OF YOUTH AN SPORTS OF THE DIPUTATION**

Address: Pl. Guipúzcoa, s/n; 20004 Donostia-San Sebastián.

Phone: 943 48 24 88.

Website: <[www.gipuzkoa.net/kirolak/](http://www.gipuzkoa.net/kirolak/)>.

# Worship places

The spanish constitution assure the ideology and religious freedom to everybody so anyone can get or no his religious believe and practice it, if he desire in private or incide his community . Nobody can be discriminated for his religious believe neither be forced to, oblige to declare about them.

## **Catholic Temples:**

The re is one or more catholic parishes in any municipality of Tolosaldea. Usually the parishes are situated in the middle of the village, and there are easy to identify. Because of that and there is a large quantity of catholic churches we have not recorded the dates of all of them.

## **Protestant Temples:**

**GOSPEL CHURCH OF BEASAIN**  
Address: JM Iturrioz kalea, 27-bajo  
Phone: 943-888949  
Meetings: Tuesdays 18:30 and Sundays 11:30

**MORMON OF JESUS CHRIST AND THE SAINTS OF THE LAST DAYS (DONOSTIA)**  
Address: C/ Carlos I, 1;  
20011  
Phone: 943 46 59 87

**GOSPEL CHRISTIAN CHURCH OF DONOSTIA**  
Address: Pl. Ferrerías, s/n  
Phone: 943-467587  
Services, 11 h.; thursday, prayers, 20 h. (excluding the las Thursday of the month) First Saturday of the month prayer and meeting from latin-americans;

**JEHOVA WITNESSES**  
Address: C/Larramendi 5  
Tolosa

## **Islámic Temples:**

**ELHJRA MOSQUE(ZUMARRAGA)**  
Address: Avda. Euskal Herria s/n

Phone: 943-340397

**MEZQUITA ALMOSNEN MOSQUE , MUSLIM COMMUNITY (RENTERIA)**  
Address: C/Oyarzun, 11,  
20100 Rentería.

**ISLÁMIC COMMUNITY OF EIBAR**  
Address: C/ Jardinita, 30-bajo  
20600 Eibar  
Phone.: 630 93 54 32

# Associations

Is a set of persons they join together with the same purpose with one common aim, fair and non profit making . There are many types of associations ; cultural, sports, social carácter, etc . In the case of the social character association in Tolosaldea we can find various, some of them are interesting for all the population and specific for there are working from a different perspective for help immigrants persons they are from outside the European Union.

## **-Associations with social interest carácter for all the population:**

**ATZEGI** (Association in favour for the people with intellectually discapacity  
Address: Ibaiondo 5,  
20400 Tolosa.

Okendo street , 6 bajo–  
20004 – DONOSTIA  
Phone: 943.423942

### **ASSOCIATION AGAINST CANCER**

Address: Gudari 11  
20400 Tolosa  
Phone: 943-651035

### **GAINDITZEN (Association of deaf persons of Tolosaldea-Goierri)**

Address: Barrio Amaro , Auzoetxea, 31 bajo  
20400 Tolosa  
Phone: 943.670381

### **AGIFES (Association Guipuzcoana of family and psychic disease)**

Address: Izaskun 3  
20400 Tolosa  
Phone: 943-675876

### **ANONYMOUS ALCOHOLICS**

Address: Plaza Euskal Herria, 1-B  
20400 Tolosa  
Phone: 943-673758

### **ASSOCIATION OF BLOOD DONORS**

Address: Avenida Navarra, 10-4  
20400 Tolosa  
Las extractions are realizad in the Culture House

You can obtain more information in the city councils . Also there are some associations a provincial level. For more information you can go to

### **GIZALDE**

Address: C/ Idiáquez, 6-bajo.  
Phone.: 943 42 80 13.  
Website: <www.gizalde.com>.

E-mail <gizalde@gizalde.com>.  
Schedule: 10-14 h./ 17-20 h.

When you want constitute a new association is necessary to go to Associations Register of Guipúzcoa where they will give more information about the request

Associations Register of Gipuzkoa  
Dpto. de Justicia, Empleo y S. Social. G. Vasco  
Vitoria-Gasteiz, 3-3º  
20018-DONOSTIA-SAN SEBASTIÁN  
Phone : 943-022951/ 943-022952  
Schedule: De lunes a viernes de 9 a 14 Horas.  
e-mail: [just-jurid-gipuzkoa@ej-gv.es](mailto:just-jurid-gipuzkoa@ej-gv.es)  
[www.juslan.ejgv.euskadi.net/r45-476/es/contenidos/informacion/6161/es\\_2276/es\\_12134.html](http://www.juslan.ejgv.euskadi.net/r45-476/es/contenidos/informacion/6161/es_2276/es_12134.html)

### **-Association with support to the immigrants:**

Are composed principally of foreign persons or have the purpose of being employed through an intercultural society (or both of them). Also collaborate with immigrants offering them, general information, about access for housing, employment, and formation, as well as the legal assistance.

### **In TOLOSALDEA**

- Basic level of assistance:

#### **CHARITY**

Address: Andre Mariaren Kalea 10, 20400 Tolosa  
Phone: 943 671 618

- Promotion of the integration of the people extracommunitary and promotion for the interculture.

#### **ASSOCIATION PRO INMIGRANT JATORKIN**

Address: C/ Larramendi 9, 20400 Tolosa Tfno: 943 249036  
Horario Schedule: Martes 11-13 Sábado 11-13 17-19

#### **MULTICULTURAL ASSOCIATION EREITE**

Address: C/ Larramendi 9, 20400 Tolosa Tfno: 943 249036  
Schedule Lunes 17-20 Jueves 9:30-12  
Outside this Schedule they will attend in the mobile number 678638394

#### **SOS RACISM OF TOLOSA**

Address: C/ Larramendi 9, 20400 Tolosa  
Phone : 943249036  
Email : [sostolosa@gmail.com](mailto:sostolosa@gmail.com)  
Schedule: Wednesday:11.00 – 13.00 y 18.30 - 21.00 Fridays:11.00 - 13.00 y 5.30 – 17.30

Outside this Schedule they will attend in the 943-245626 (Oficina de Donostia / San Sebastian) o en el 658749456

## In Guipúzcoa

### **ADISKIDETUAK, ASSOCIATION IN SOLIDARITY WITH FOREIGNERS**

Association Intercultural Adiskidetuak  
c/ General Freire N°4, Tercer Piso. Barrio Lapitze. Irun  
943 63 96 90 / 618 32 64 36  
Consult previously through phone  
adiskidetuak@yahoo.es  
[www.adiskidetuak.org](http://www.adiskidetuak.org)  
Services: Project Elkarlanean: legal and labor consultancy.

### **ASOCIACIÓN SOCIOCULTURAL CASA DE AMÉRICA/ CASA CHILE**

Address: P.º José Miguel Barandiarán, 22-5º-3; 20003 Donostia-San Sebastián.  
Phone.: 943 32 31 16.  
E-mail: <txilekoetxea@hotmail.com>.  
Services: Alegal advise , cultural activities , celebration of parties all over america activities about culture in the basque country and the emigration to America, exhibition of painting and handicraft

### **BATA, AMIGOS DE ÁFRICA DE GUINEA ECUATORIAL**

Address: P.º Mons, 145-bajo; 20015 Donostia-San Sebastián.  
Phone.: 943-291757. Schedule: 10-22 h.  
Services:  

- Legal consultancy: process for obtain or renewal a document permit, process to obtain the doctor report from the Basque Government for the ill persons who come to receive medical assistance, process for the retirement of the employers of the time of spanish colonization, etc.
- General consultancy.:Housing for ill person (temporary residence). Intermediation for formation courses. Cultural activities ,Publi phone and food.

### **LATIN HOPE**

c/ Aizkorri 20. Bajo  
943 21 23 70 Schedule: 10:30 – 14:30  
Services: Support and accompaniment . Information of the Basque Country

## **-Organizations of statal and internacional of help for persons in risk of exclusion**

### **CÁRITAS DIOCESANA**

Central officel: P.º Salamanca, 2, bajo; 20003 Donostia-San Sebastián.  
Phone.: 943 44 07 44.  
Aterpe: Camino de la Andereño Elbira Zipitria, 1; 20003 Donostia-San Sebastián.  
Tfno.: 943 43 03 88. Horario: 9'30-17'00 h.  
Services: Comedor, Closet, shower, hairdreseer, accompaniment, etc- for the homeless persons.

### **RED CROSS:**

Address: Av. Ategorrieta, 10; 20013 Donostia-San Sebastián.  
Phone: 943 22 22 22. Fax: 943 32 65 19.  
Website: <www.cruzroja.es>.  
E-mail: <ellulo@cruzroja.es>.  
Schedule: 9-14 h.  
Services: refugee, information, consultancy, accompaniment. accomodattion (4 buildings). Courses of Spanish

language ,Formation courses, Psychosocial attention .interlabour network. Programme of company and labour orientation . Request for politic asylum. Attention to the under age without a company(2 buildings) Volunteer return

#### **EMAÚS FUNDATION SOCIAL GRUP**

Address: Camino de Uba, 37 (B.º Loyola); 20014 Donostia-San Sebastián.

Phone: 943 47 33 64.

Services:

- Services of urgent refugee or emergency: : Description: Residence, feeding, and coverage of the primary necessities (1month) social company and support psycho-affective. Diagnostic ,orientation, or derivation. Requirements:being in risk of exclusion . The individuals or families must be derivated by the welfare social department (Gizartegintza) from the Foral Diputation of Guipuzcoa (12 vacants)

-Island programme: Description:Residence, feeding, and coverage for the primary neccesities.Social company and support psycho-affective . Reestructure of actitudes and habits related with the life. Formation compensatory and functional.Occupacional Workshop and pre-labour. Orientation and intermediate labour Building of emancipation Requirements: Being in situation or desprotected and be registered in Guipuzcoa.(30 vacants).

#### **EMAUS FUNDATION SOCIAL GRUP. PROGRAMME ETORKIN.**

Address: Attention: Pl. Centenario, 3; 20006 Donostia-San Sebastián.

Description:Legal Consultancy, information and process for obtain regularization and renewal of permit. Mediate for the access for resources.Attention to the families of minority ethnic groups .

#### **RAIS EUSKADI Integration support to the sociolabour network)**

Address: C/ San Bartolomé, 27-bajo; 20007 Donostia-San Sebastián.

Phone : 943 46 79 67.

Website: <[www.rais-tc.org](http://www.rais-tc.org)>.

E-mail: <[donostia@rais-tc.org](mailto:donostia@rais-tc.org)>.

Schedule: 9-13 h.

Serviceswork on the street. Day Centre. Workshop of computer and writing. Videoforum. Accompany for the sociolabour integration.Requirements: adult persons in risk of social leave out, principally the homeless.

#### **SOS RACISM OF GUIPÚZCOA**

Address: P.º Zarategi, 100-sótano ( Txara I building); 20015 Donostia-San Sebastián.

Phone: 943245626-27

E-mail: <[sosarrazakeria@euskalnet.net](mailto:sosarrazakeria@euskalnet.net)>.

Schedule: Monday, Wednesday and Friday from 10 to 14 .

Services:Socio-legal orientation. Consultancy about the green card and the familiar regroup. Consultancy of the procedures of report of racial discrimination. Information and orientation for the inmigrant population about their rights and social resources that can be relevant for their social integration, with special attention .for the collectives more vulnerable (women, under age foreigners no accompanied, magreb collective )

MUGAK, STUDIES AND DOCUMENTATION CENTRE ABOUT RACISM AND XENOFOPY CENTRO

Address: C/ Peña y Goñi, 13-1º; 20002 Donostia-San Sebastián.

Teléfono: 943 32 18 11.

E-mail: [mugak@mugak.org](mailto:mugak@mugak.org) Página web: <http://www.mugak.eu>

Servicies: *Mugak magazine .Magazine of daily newspaper Press research .* Base for dates of news of press. Centre of documentation specialized in inmigrants, minority , racism and xenofoby . Formation and sensibilization , Journey seminaries and conferences .



## Other dates of interest

### **-Where can we find Internet service?**

Some of the options are public and free of charge . Others are private so , you have to pay them.

**-Public services:** KZ-gunes, Libraries. In the majority of the municipalities of Tolosaldea you can get access to internet from the municipal library. Many villages also count with KZ-gunes.

**-Private services:** Phone booth and “cyber-space” where they offer different taxes depending on the time spent on the resource .

### **- From where can you send money Desde dónde mandar dinero?**

Siempre que mandes dinero, pregunta primero por el coste de la comisión.

#### **-Post Office and telegraph**

##### **TOLOSA**

Address: Av.Navarra, 6, 20400 TOLOSA  
Phone: 943653145  
Fax:943654271

##### **VILLABONA**

New, 62, 20150  
Phone943691852  
Fax:943691852

#### **-Phone booth**

The phone booths are private establishment . There you can find many products and services related usually with the origin country of the person who handle it.

##### **PHONE BOOTH IN TOLOSALDEA :**

AMIR: C/ San Francisco 14, Tolosa  
CHÉVERE: C/ Nagusia 10, Tolosa  
MAIMUNA: C/ Herreros 18, Tolosa

#### **-BANKS**

**-¿From where can we send letters and paquet boxes ?**

**-Post office and telegraph**

**TOLOSA**

Address: Av.Navarra, 6, 20400  
Phone:943653145  
Fax:943654271

**VILLABONA**

New, 62, 20150  
Phone943691852  
Fax:943691852

**- Express Post**

943 46 58 42

**- Phone Telegraphmas**

943 22 20 00

**-Phone booth**

**-Courier servicies**

There is an expand offer of courier company. They are privates and manage different taxes for the shipment.

**- How to move inside of an area or outside ? Cómo moverse en la comarca y fuera de ella? (Mobility).**

All inmigrants persons in regular situation have the right to circulate freely in spanish territory and excepcionally could limit this right .The residence permit free circulation through the countries of the European Union during a maximum of three months period .

**-Public transport**

**-Buses:**

**.....-Boarding school:**

TOLOSALDEA BUS	943-650621
TRANVIA SS-TOLOSA	943-371740

**-With another cities:**

-Pamplona	
RONCALESA	943-461064

-Madrid  
ALSA (Continental Auto S.L. ) 902-422242  
-Barcelona  
VIVASA 943-673999 (Viajes Lautrek)  
943-457500

**..Trains:**

RENFE 943-240202  
EUSKO TRENBIDEAK 943-481850

**..Taxes:**

TAXI ALEGIA 943-653336  
TAXI VILLABONA 943-691193  
TAXIS TOLOSA 943-670420

**..Bicycle.....**

Begiristain bizikletak  
Address: Eskolapioko Lorategiak, 3. Tolosa  
Phone: 943-675-634

**-Where we can know the rights of the consumers?**

**OMIC (INFORMATION OFFICE FOR THE CONSUMERS )**

The offices of OMICs physically are located in:

-Tolosa: Monday, Wednesday and Friday(culture house) from 9:30 to 13:30

-Ibarra: Tuesday (Culture house ) from 9:30 to 13:30.

-Villabona: Thursday (City Council) from 9:30 to 13:30.

OMIC functions:

- Offer information and education for the adequate and effective exercise for the act about the rights, and duties as a consumer.
- Process and resolve if proceed the consult of the report and the claims of the present consumers.
- Realize the information job, formation and education in the matter of consume.
- Serve the channel of volunteer interest in conflicts that could appear between the consumers or users and the entities who provide the product or the service.

**-¿Where can we call in case of emergency?**

Emergencies: 112

Police:	091	
Municipality police (Tolosa)		943-675858
Municipality police (Villabona)		943-693980
Fire service (Tolosa):		943-674211
DYA:		943-464622
Red cross:		943-222222
Social urgency		943.424411
Sanitary urgency:		943-461111
Women abuse:	016	
Infant Telephone Attention	900-851818	
Hope Telephone of Gipuzkoa	900-840845	