

WELCOME GUIDE TO THE CITY OF LLEIDA



Generalitat de Catalunya
Departament de Treball, Afers Socials
i Famílies
**Secretaria d'Igualtat, Migracions
i Ciutadania**

LA PAERIA



Ajuntament de Lleida

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Department of Citizen, Civil Rights and Cooperation
Municipal Welcome Service (SAM)
Plaça l'Ereta, 8, 3rd floor
25002 Lleida
Tel. 973 700 457
e-mail: dretscivils@paeria.cat
<http://acollida.paeria.cat>



Throughout its long history, Lleida has been a welcoming territory where people have come together from different places, men and women who have made the city their home. Lleida serves as an economic, administrative, cultural, health, educational and commercial capital for an area that surpasses provincial boundaries, a strong capital in the 21st century but also especially deep in the Crown of Aragon. Traditionally a welcoming land, Lleida has seen new citizens coming from different cultures and religions, such as Christians, Arabs and Jews living together for centuries, joining trade routes, because of wars, conquest or due to Lleida being a capital as mentioned above.

Likewise, migration has existed in our region for a long time, first receiving internal migration in the 60s and 70s and in the late 80s and early 90s people from around the world migrated to Lleida, with a significant increase beginning in 2000. However, today the flow of migration has declined primarily as a result of the economic crisis.

In any case, the city has become a major area of cultural, linguistic and religious diversity. More than 124 nationalities and over 80 languages, along with a wide range of different religious faiths and traditions, make up the

present population of Lleida. Men and women from around the planet, due to one circumstance or another, but with the common goal of finding a better life and greater opportunities, have chosen our city as the place to live, even though this often involves communication difficulties, due to a lack of knowledge of the language, or integration, since they come from another culture or religion or being unaware of the culture that welcomes them.

These are people who want to improve their personal situation and future hopes for their children; who want to live in peace and tranquillity; who want to find in our city a place to settle down and coexist without renouncing their identity. However, at the same time we want them to feel like citizens of Lleida.

The City Hall of Lleida would like to accompany them in their adaptation process. It is with this purpose that we have updated the Welcome to the City of Lleida Guide along with the *Municipal Welcome Service*, which facilitate getting to know the immediate environment, Lleida, a city for everyone.

Àngel Ros i Domingo
Mayor



WHERE ARE WE LOCATED?

Lleida is the capital of an extensive region situated at the western end of Catalonia, called Segrià, a name that is linked to the river that runs through it: the Segre.

It is a city with origins dating back 2,500 years ago, which makes the city very rich in history and cultural heritage. There have been many people that have left their mark over the years: Iberians, Romans, Arabs, Jews, Visigoths... all of them have left their peculiarities such as the various names that the city has received: Iltrida, llerda and Leyda, from which the current name of the city is derived.

Lleida is a medium-sized city connected by good roads that has experienced a demographic and urban growth in recent decades, with more than 135,000 inhabitants to date. The growth of the city, on both banks of the River Segre, has led to the emergence of different neighbourhoods that are connected to the centre by bridges and walkways.

Nowadays, Lleida is the economic and demographic engine of inland Catalonia. Its streets are home to numerous cultural and historic monument treasures that coexist with the activity and initiative of a modern city, dominated by the omnipresent eye of the Seu Vella, its most emblematic and charismatic monument, which is undergoing a process to become a World Heritage Site.

Moreover, Lleida is a city of services that covers the entire region and virtually the entire province, as well as several locations on the western boarder: the Arnau de Vilanova Hospital is the main hospital in the area, the main street of Lleida, one of the longest pedestrian and commercial streets in Europe; various industrial estates that surround the city, the University; all of which make Lleida an important city, and thus encouraging in recent years the arrival of many people from other countries, making the streets a space of coexistence and multiculturalism.



■ CITIZEN RIGHTS AND DUTIES

All citizens, without distinction of any kind must comply with a series of regulations to establish a peaceful, harmonious and respectful coexistence with others.

What municipal regulations are there?

- **Civility and Coexistence Municipal Ordinance.** This is a regulation for the public behaviour of citizens in order to maintain and improve coexistence between them and achieve a greater degree of civility. Not complying with these standards of civility and coexistence may entail a financial penalty (fine).
- **Citizen participation rules.** Regulates rules as they pertain to the forms, means and procedures for information and participation of citizens of Lleida, individually or through any form of collective organization. It is currently being updated.
- **Citizen charter of Lleida.** The charter expresses the rights and duties of all the citizens of Lleida and the municipal commitments to put these into effect.

More information:
<http://www.paeria.cat>



■ CENSUS REGISTRATION

What is the census registration?

The act of registering with the administrative municipal register where all the citizens who live in the municipality are listed.

Who can register?

Anyone living in Lleida, whether they have a residence permit or not.

General documentation

The original and photocopy of the documentation for the place of residence, DNI, NIE or passport and family book if under legal age.

Specific documentation:

See website and consult with the office of the OMAC.

What is its purpose?

- To access municipal services
- To obtain a health card and access to basic health services
- For the schooling of children
- To process residence and work regularization or authorization
- To facilitate access to subsidized housing
- To register for professional training courses, language courses or social/occupational integration programmes
- To take the first welcome programme

Is there any requirement after registering with the census?

- Everyone not belonging to the EU and not having authorization for long stays must renew the registration every two years.
- Any change of address must be communicated to the City Hall.

Where is the registration done?

Municipal Office of Citizen Services (OMAC)

Edifici Pal·las

Pl. de la Paeria, 11 ground floor

25007 Lleida

Procedure information telephone number: **010** (from 6:30 to 24:00)

Helpline: 973 700 300

e-mail: infocit@paeria.cat <http://www.omac.paeria.cat>

1 October to 31 May schedule: Monday, 9:00 to 18:00 (without interruption)

Tuesday, Wednesday and Thursday, 9:00 to 14:00 and 16:00 to 18:00

Friday: 9:00 to 14:00

1 June to 30 September schedule: Monday to Friday, 9:00 to 14:00



■ IMMIGRATION ADMINISTRATIVE PROCEDURES

• Residence and work permits

Residence and work permits are documents that show that migrants have permission to live and work in Spain. These documents are processed at the Immigration Office once the migrants come to Spain with the corresponding visa.

• Renewals

The first renewal is granted initially for one year, the second and third is renewed for two more years, respectively; thereafter, the authorization is definitive.

Please keep in mind that you should be working at the time of the renewal. The time for the procedure is three months from the expiry date.

Per renovar les autoritzacions de residència i treball cal demanar cita prèvia al telèfon 973 237 850 i anar a l'Oficina d'Estrangeria.

• Family reunification

Non-EU foreign citizens that are legal residents can reunify with their direct family members.

• Social ties

It is the process that initiates a person coming from a country outside the EU in order to regularize their stay in Spain. The processing of a social integration report is essential for acquiring a temporary residence permit for exceptional circumstances.

You can get more information on Social Ties procedures at the Municipal Welcome Service.

• EU residence card

EU citizens who wish to reside in Spain for a period longer than three months are required to register with the Central Register of Foreigners. The application is submitted to the Immigration Office or the Police Precinct.

• European Union citizen family card

Family members of a Spanish citizen or another member state of the European Union who are not nationals of a Member State must ask for the EU citizen family card when they have the intention of residing for a period longer than three months in Spain.

• **Refuge, asylum and subsidiary protection**

People who cannot return to their country because they are persecuted for reasons of race, religion, nationality, political opinions, membership of a particular social group, gender or sexual orientation may request international protection, which would be the status of **asylum** for **refugees** and **subsidiary** protection for people that returning to their country would represent a real risk for their physical and psychological integrity. The application must be submitted to the Immigration Office or the Police Precinct within one month of entry into Spain or once the facts justifying the request arise.

Interested persons may seek advice and support for the procedure at the Red Cross.

Lleida Immigration Office

Av. de Prat de la Riba, 36

25008 Lleida

Tel.: 973 959 230

Fax: 973 243 429

e-mail: extranjeria.lleida@seap.minhap.es

http://www.seat.mpr.gob.es/portal/delegaciones_gobierno/delegaciones/catalunya/extranjeria.html#Lleida.Sede1

Police Precinct

C/ de Jaume II, 13-15

25001 Lleida

Tel.: 973 214 274

Hours by appointment: Monday to Friday from 9:00 to 20:30.

Civil Registry of Lleida

C/ de Canyeret, no number

25007 Lleida

Tel.: 973 229 113 / 973 229 114 / 973 700 135 / 973 22 91 20

Hours: 9:00 to 13:00. Telephone assistance is available as of 13:00

<http://www.registrolegal.es/registro-civil/lleida-canyeret-204>

• **Nationality**

For information and to submit the necessary documents to obtain Spanish nationality you must contact the Civil Registry.

In October of 2015 some major changes were made to the nationalization process, for example, having to complete two exams, one on having knowledge of the Spanish language, which is level A2 of the Cervantes Institute and the second concerns constitutional and socio-cultural knowledge of Spain.

In Lleida, the exams take place at the **UDL Institute of Languages**.

Pl. de Victor Siurana, 1

25003 Lleida

Tel: 973 702 000

e-mail: institutdellengues@udl.cat

<http://www.udl.cat/institutdellengues>



■ OTHER PROCEDURES RELATED TO ADMINISTRATIVE REGULARITY

Law 10/2010 of 7 May, with regard to receiving immigrants and returnees to Catalonia, provides for, among other things, training and certification of basic knowledge to live and work in Catalonia

What are the objectives of the first welcome service?

- Learning the official languages
- Getting to know the workplace and its operation
- Learning about Catalan society and the immediate environment: Lleida

The First Welcome Certificate can be used for:

- Obtaining the integration report for social ties
- Renewing the temporary residence permit
- Acquiring nationality because of residence
- Facilitating access to employment

Where can the First Welcome Certificate be obtained?

Municipal Welcome Service (SAM)

Pl. L'Ereta, 8, 3rd floor
25002 Lleida
Tel.: 973 700 457
a/e: dretscivils@paeria.cat

What is offered by the Municipal Welcome Service?

- Information on regulations and immigration
- Language immersion in Catalan and Spanish
- Literacy workshops
- Knowledge of the surroundings
- Social-occupational training
- Welcome sessions
- Interpretation and translation service
- Awareness-raising activities



■ MUNICIPAL SOCIAL SERVICES

In order to receive information, guidance and social care you must contact municipal social services concerning matters of basic needs, the elderly, children, amongst others. The following reports related to the field of immigration are also made:

- **Prepare INF01 reports on the adequacy of housing for family reunification.**
- **Prepare INF02 reports on the degree of social integration for social integration legalization.**
- **Prepare INF03 reports on integration for the renewal of temporary residences.**
- **Prepare INF04 reports on the adequacy of housing for the renewal of residence for family reunification.**

Where are they located?

Centres Municipals de Serveis Socials (Municipal Centres of Social Services) are distributed throughout all the neighbourhoods of the city. To access the social service you need to be registered with the census and contact the service that corresponds to the place where you are registered.

In order to know which social service to contact you can consult the following website <http://serveispersonals.paeria.es/benestar-elmeuservei2.asp>

MARIOLA SOCIAL SERVICES

C/ d'Artur Mor, 1 – Tel.: 973 700 656 – Fax: 973 281 913

e-mail: ssmariola@paeria.cat

Hours: Monday – Wednesday – Friday, 9:30 to 14:00

Tuesday – Wednesday – Thursday, 16:00 to 19:00

BALAFIA SOCIAL SERVICES

C/ de Terrassa, 1 – Tel.: 973 700 655 – Fax: 973 224 678

e-mail: ssbalafia@paeria.cat

Hours: Monday – Wednesday – Friday, 9:30 to 14:00

Tuesday – Thursday, 16:00 to 19:00



PARDINYES SOCIAL SERVICES

Av. Sant Pere Claver, 1 – Tel.: 973 700 605
e-mail: sspardinyes@paeria.cat
Hours: Wednesday – Friday, 9:30 to 14:00
Monday, 16:00 to 19:00

SECÀ DE SANT PERE SOCIAL SERVICES

Av. de Sant Pere, 3 – Tel.: 973 249 253 – Fax: 973 221 962
e-mail: ssseca@paeria.cat
Hours: Monday, 9:30 to 14:00

CAPPONT SOCIAL SERVICES

C/ d'Alfons II, 14 – Tel.: 973 700 645 – Fax: 973 210 754
e-mail: sscappont@paeria.cat
Hours: Monday – Wednesday – Friday, 9:30 to 14:00

BORDETA SOCIAL SERVICES

Av. Pla d'Urgell, 30 – 32 – Tel.: 973 700 629 – Fax: 973 208 156
e-mail: ssbordeta@paeria.cat
Hours: Wednesday – Friday, 9:30 to 14:00

MAGRANERS SOCIAL SERVICES

Pl. de Joan XXIII, 1 – Tel.: 973 700 697 – Fax: 973 211 256
e-mail: ssmagraners@paeria.cat
Hours: Monday, 9:30 to 14:00

DEMOCRÀCIA SOCIAL SERVICES

C/ de Democràcia, 19 – Tel.: 973 700 651 – Fax: 973 700 654
e-mail: ssdemocracia@paeria.cat
Hours: Monday – Wednesday – Friday, 9:30 to 14:00
Tuesday and Thursday, 16:00 to 19:00 with an appointment

HISTORICAL CENTRE SOCIAL SERVICES

C/ Tallada, 1, Tel.: 973 700 337 – Fax: 973 700 322
e-mail: sscentrehistòric@paeria.cat
Hours: Monday – Wednesday – Friday, 9:30 to 14:00
Monday, 16:00 to 18:00 with an appointment

SOCIAL INCLUSION AREA

Pl. L'Ereta, 8, first floor – Tel.: 973 700 617 – Fax: 973 700 611
e-mail: alberg@paeria.cat
Hours: Monday to Friday, 10:00 to 13:00 and 17:00 to 19:30 (Plaça Ereta)
Saturday and Sunday, 10:30 to 13:00 and 19:00 to 20:00 (C/ Panera,2)



■ SPECIALIZED SERVICE FOR WOMEN

City hall has a municipal service for women. This service develops and puts into practice the necessary measures in order to make principals of equality between men and women effective. It also promotes and encourages the participation of women at all levels of society and works to combat any form of discrimination.

The **Municipal Centre for Information and Services for Women (CIAD)** provides:

- Information for women who want to learn about social and municipal resources or from other authorities.
- Personal care and assistance to women who are at risk of abuse or that are suffering.
- Specialized psychological and legal advice on issues such as separation, custody of children and other family and personal situations

Pl. dels Fanalets de Sant Jaume, no number
25002 Lleida
Tel.: 973 700 461
Fax: 973 700 459
e-mail: politiquesigualtat@paeria.cat

Women that are victims of abuse can also call confidentially and free at
016
900 900 120
This line also offers service via e-mail: 900900120@gencat.cat

■ OTHER SERVICES FOR MIGRANTS

Càritas

Legal support is provided in carrying out the administrative procedures necessary for regularizing the situation in Spain for those who need it. The service is personal and individualized. Appointment necessary.

Pl. de Sant Josep, 2 25002 Lleida

Tel.: 973 283 081

e-mail: caritasdiocesana@caritaslleida.net

<https://www.caritaslleida.net>

Red Cross

The Red Cross provides, among other services for migrants, support and guidance for people who want to submit applications for asylum or subsidiary protection.

C/ d'Henry Dunant, 1 25003 Lleida

Tel.: 973 279 900

e-mail: lleida@cruzroja.es

<http://www.creuroja.org/AP/cm/24P24L1/Lleida>

AMIC - Mutual Aid Association for Immigrants

Provides legal advice in immigration, education and work guidance, community work and intercultural mediation, awareness, training, information and support for the approval and recognition of foreign studies.

Av. de Madrid, 2. Headquarters of the UGT of Lleida

Tel.: 973 270 801

e-mail: [clleida@associacioamiC/cat](mailto:clleida@associacioamiC.cat)

<http://www.associacioamic.cat/web>

CITE - Information Centre for Foreign Workers

CITE is an organization promoted by the CCOO union that supports migrants by offering advice and guidance in the field of immigration, job search guidance, orientation for language learning, orientation for the official recognition of secondary school and Baccalaureate diplomas.

Av. Catalunya, 2 5th floor 25002 Lleida

Tel.: 973 279 192

e-mail: cite@ccoo.cat

<http://www.ccoo.cat/cite/>

Reintegra

Av. de Madrid, 19 mezzanine, 4

Tel.: 973 275 592

e-mail: reintegra@gmail.com

Hours: Monday to Friday, 9:00 to 14:00 and 16:00 to 20:00

Anti-HIV Association

C/ Lluís Besa, 17 ground floor

Tel.: 973 26 11 11

e-mail: consulta@antisidalleida.org

<https://www.antisidalleida.org/ca/inici>



■ HOUSING

■ Rental housing

To rent a home you must sign a rental contract and sign and seal it at **INCASÒL**. If not registered, the contract is valid, but not official.

What is needed when renting a home?

- Identity documents.
- Photocopy of the employment contract and the latest payslips.
- Deposit equivalent to one month's rent

■ Purchased housing

The cost of housing is usually very high, so it is often necessary to apply for a loan. Before making this important step you should be well informed as to the conditions of loans and obligations that may arise.

Where can you request information?

Local Housing Office

C/ Cavallers, 10-12, 1st floor

Tel.: 973 700 606

e-mail: oficinahabitatge@paeria.cat

http://emu.paeria.es/6_1_oficina.php

Housing Agency of Catalonia - ADIGSA

C/ de Clot de les Monges, 6-8 25007 Lleida

Tel.: 973 031 800

<http://www.agenciahabitatge.cat>

■ Neighbourhood and co-existence

What situations can cause conflicts with neighbours?

- Having the television or music at a high volume
- A party with many people until late
- Leave things in the hall
- Slamming the door
- Not paying the community fees
- Drying wet clothing or watering the plants when water falls to the neighbour's balcony below
- Shaking out rugs
- Leaving pets in courtyards, galleries or balconies
- Dirty the common areas

Recommendations for coexistence with neighbours to avoid conflicts in the local community, ***My Building (Municipal Urban Planning, 2011)***.



■ LABOUR AND EMPLOYMENT

In order to work in Spain you must have a passport or a residence and work permit

How can you obtain a residence and work permit?

- **Work visa** – Processed at the consular office in the country of origin
- **Collective hiring in the country of origin**
- **Amendment of residence permit**

Can the authorization be renewed?

To renew, you must demonstrate a minimum tax contribution for full-time employment and be active at the time of the application

What should I do if my employment has stopped?

If tax contributions have been interrupted, you must sign up at the Employment Office of the Generalitat (OTG) and also the Municipal Institute of Occupation (IMO), to actively search for employment or take different training programmes in order to find work..

Employment Office of the Generalitat (OTG)

C/ Acadèmia, 34

Tel.: 973 230 550

There are procedures for which you must make an appointment.

e-mail: otg_lleida.soc@gencat.cat

Salvador Seguí Municipal Institute of Occupation (IMO)

C/ de Pare Palau, 5

Tel.: 973 242 000

e-mail: imo@paeria.cat

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

What is offered by IMO?

- Vocational guidance
- Continuing education and professional improvement courses
- Job opportunities for improving employment
- Services for unemployed workers
- Continuing education
- Labour mediation



■ EDUCATION

Education is compulsory in Catalonia, from 6 to 16 years of age. Compulsory education is free, although it involves expenses such as school supplies, meals, after-school activities, summer camps... There are grants for some of these activities when the family cannot take care of the expenses.

The educational cycle includes

- Nursery school, 0 to 3 years of age
- Children, 3 to 6 years of age
- Primary, 6 to 12 years of age
- Secondary school (ESO), 12 to 16 years of age
- Post-compulsory secondary education
- Higher degree vocational training and university education

What can you do if your son/daughter arrives after the registration period?

You must go to the Municipal Office of Schooling so that they can immediately be incorporated into classes

OME

C/ del Bisbe Torres, 2

Tel.: 973 700 623

a/e: ome@paeria.cat

Hours: Monday to Friday, 10:00 to 14:00.

What must be presented for registration?

Consult the Municipal Schooling Office

Can education carried out in the country of origin be used here?

To continue studying or to practice the profession acquired in the country of origin you must apply for an official approval of the official degrees.

What is official approval?

Spain recognizes the training that was successfully completed by a person in another country.

What can be approved?

All university or non-university studies of foreign education systems except language, valid in the country concerned, equivalent to education here.

Is there any cost for official approval?

There is a fee plus the cost of translation of official documents.



Who can benefit?

Any person residing in Catalonia with regularized status, holding a university degree issued by a foreign university or qualifications issued or recognized in Spain that must have an effect in a foreign country.

Where can I request information or apply for the official approval?

■ **For non-university education:**

Education Department of the Generalitat

C. de Pica d'Estats, 2

Tel.: 973 279 999

e-mail: st_lleida.ensenyament@gencat.cat

http://ensenyament.gencat.cat/ca/serveis_territorials/lleida/

■ **For university education:**

SARU is a personalized service that informs and accompanies you in the process of recognizing foreign university degrees that must take effect in Spain. It also offers advice to people who want to emigrate to a foreign country about the necessary procedures to accredit or legalize qualifications issued by Spain.

SARU-University Recognition Support Service

Via Laietana, 2 Barcelona

Tel: 93 55 26 989

e-mail: saru@gencat.cat

http://treballiaferssocials.gencat.cat/ca/ambits_tematics/immigracio/saru/

Prefecture

Pl. La Pau, no number

Tel.: 973 959 158

Municipal Welcome Service

Pl. L'Ereta, 8 3rd floor

25002 Lleida

Tel.: 973 700 457

e-mail: dretscivils@paeria.cat



■ WHERE CAN I STUDY CATALAN AND SPANISH?

Municipal Welcome Service: Catalan and Spanish

Pl. L'Ereta, 8 3rd floor
25002 Lleida
Tel.: 973 700 457
e-mail: dretscivils@paeria.cat
Horari: dilluns i divendres, d'11 a 14 h

Language Normalisation Centre of Lleida - CNL: Catalan

C/ del Governador Montcada, 13 2n 2a
25002 Lleida
Tel.: 973 282 607
Fax: 973 282 631
e-mail: lleida@cpnl.cat
<http://www.cpnl.cat/xarxa/cnllleida/>
Hours: Monday to Friday, 9:00 to 14:00 and 16:00 to 17:30

Official School of Languages – EOI: Catalan and Spanish

C/ de Corregidor Escofet, 53
25005 Lleida
Tel.: 973 224 321
Fax: 973 236 660
e-mail: secretaria@eoilleida.org
<http://eoilleida.org/>
Hours: 9:00 to 20:00

Federation of Neighbourhood Associations of Lleida FAVLL - Citizen Participation School: Spanish

Pl. de Sant Llorenç, 1
25002 Lleida
Tel.: 973 282 272
e-mail: favlleida@gmail.com
Hours: Monday to Friday, 9:00 to 13:00 and 16:00 to 22:00

Red Cross: Spanish

C/ d'Henry Dunant, 1

25003 Lleida

Tel.: 973 279 900

e-mail: lleida@cruzroja.es

<http://www.creuroja.org/AP/cm/24P24L1/Lleida>

Hours: Monday to Friday, 9:00 to 14:00 and 16:00 to 19:00

Joan Carles Adult Training Centre of Lleida: Catalan and Spanish

C/ de Pius XII, 20

25003 Lleida

Tel.: 973 260 745

e-mail: cfajoancarles@xtec.cat

Hours: Monday to Friday, 9:00 to 13:00 and 16:00 to 20:00

Segrià Adult Training Centre: Catalan and Spanish

C/ de Santa Cecília, 1

25001 Lleida

Tel.: 973 205 147

Hours: Monday to Friday, 9:00 to 12:00 and 18:00 to 20:00

■ WHERE CAN I LEARN TO READ AND WRITE?**Municipal Welcome Service: literacy courses in Spanish and Catalan**

Pl. L'Ereta, 8 3rd floor

25002 Lleida

Tel.: 973 700 457

e-mail: dretscivils@paeria.cat i immigració@paeria.cat

Hours: Monday to Friday, 11:00 to 14:00

Schools for Adults**Joan Carles Adult Training Centre of Lleida**

C/ de Pius XII, 20

25003 Lleida

Tel.: 973 260 745

e-mail: cfajoancarles@xtec.cat

Hours: Monday to Friday, 9:00 to 13:00 and 16:00 to 20:00

Segrià Adult Training Centre

C/ de Santa Cecília, 1

25001 Lleida

Tel.: 973 205 147

Hours: Monday to Friday, 9:00 to 14:00 and 17:00 to 22:00



■ HEALTH

How can you access the public health system in Catalonia?

You must have an individual health care card – TSI, which identifies and accredits citizens as users of the public health care system in Catalonia.

Requirements for obtaining the TSI?

Have a valid document and be registered at least three months in any municipality in Catalonia.

What health care centres are there in Lleida?

- Primary care centres – CAP
- Continuous care centres – CAC or CUAP
- Mental health centres
- Hospitals
- Social and health centres

I have an emergency, what should I do

- Go to or call CAP within normal office hours
- Call **061 CatSalut Respon**
- Go to the continuous care centre
- Call **112** in case of an emergency

Where can I get medication?

If your health requires it, a doctor will give you a prescription to buy medication at a pharmacy. There are subsidized medications (40% of the price) and others to be paid in full.

CAP hours:

- Normal hours: Monday to Friday, 8:00 to 20:00.
- 22 June to 10 September: Monday to Friday, 8:00 to 17:00
- Outside these times: continuous care at CUAP Prat de la Riba and medical emergencies, tel. **061 CatSalut Respon**

■ Primary Care Centres in Lleida

CAP Balafià-Pardinyes-Secà de Sant Pere

Av. de l'Alcalde Recasens, s/n

Tel.: 973 230 635

e-mail: balafia.lleida.ics@gencat.cat

CAP Bordeta-Magraners

C/ d'en Boqué, no number - 25001 Lleida

Tel.: 973 211 477

e-mail: bordeta.lleida.ics@gencat.cat

CAP Cappont

C/ de Marquès de Leganés, no number - 25001 Lleida

Tel.: 973 210 175

e-mail: cappont.lleida.ics@gencat.cat

CAP Eixample

Av. de Balmes, 4 - 25006 Lleida
Tel.: 973 280 957
e-mail: eixample.lleida.ics@gencat.cat

CAP Onze de Setembre

Passeig de l'Onze de Setembre, 10
Tel.: 973 701 223
e-mail: onzedesetembre.lleida.ics@gencat.cat

CAP Primer de Maig

C/ de la Mercè, 5 - 25002 Lleida
Tel.: 973 272 446
e-mail: ronda.lleida.ics@gencat.cat

CAP Rambla de Ferran

Rambla de Ferran, 44 - 25007 Lleida
Tel.: 973 725 380
e-mail: ferran.lleida.ics@gencat.cat

CAP Santa Maria

Av. de l'Alcalde Rovira Roure, 44 - 25198 Lleida
Tel.: 973 727 396
e-mail: ciutatjardi.gis.ics@gencat.cat

Prat de la Riba continuous care centre (CUAP Lleida)

Av. Prat de la Riba, 56
Tel.: 973 233 385
Hours: Monday to Friday, 20:00 to 8:00; weekends and holidays, 24 hours a day

■ Hospitals**Santa Maria Hospital**

Av. de l'Alcalde Rovira Roure, 44
Tel: 973 727 222

Arnau de Vilanova University Hospital of Lleida

Av. de l'Alcalde Rovira Roure, 80
Tel.: 973 705 218
e-mail: atencioalciutada.lleida.ics@gencat.cat
Hours: Emergencies 24 hours.

■ Mental health centres**CSM Lleida Children and Youth**

C/ de Bisbe Torres, 2
Tel.: 973 267 221

Santa Maria Hospital

Av. de l'Alcalde Rovira Roure, 44
Tel.: 973 727 222

■ Social and health centres**Hospital Jaume Nadal Meroles**

C/ de l'Acadèmia, 41
Tel.: 973 289 333

Hospital Santa Maria

Av. de l'Alcalde Rovira Roure, 44
Tel.: 973 727 222

Hospital Universitari Arnau de Vilanova

Av. Alcalde Rovira Roure, 80 (Social Health Unit 5th floor)
Tel: 973 222 721



■ PUBLIC SAFETY AND PROTECTION

In Catalonia there are different security forces. They are responsible for protecting the rights of citizens in general by means of established laws and regulations.

The security forces that are the closest to the citizens of Lleida are the Guàrdia Urbana and the Mossos d'Esquadra. The Guàrdia Urbana limits their scope to the municipality of Lleida, while the Mossos d'Esquadra covers the entire national territory of Catalonia.

The emergency telephone number **112** centralizes all emergency calls for public security, civil protection, fire fighters and rescues, and health emergencies so that citizens can request public services when they find themselves in an emergency situation

Mossos d'Esquadra

C/ de Sant Hilari, 38 25008 Lleida

Tel.: 973 700 050

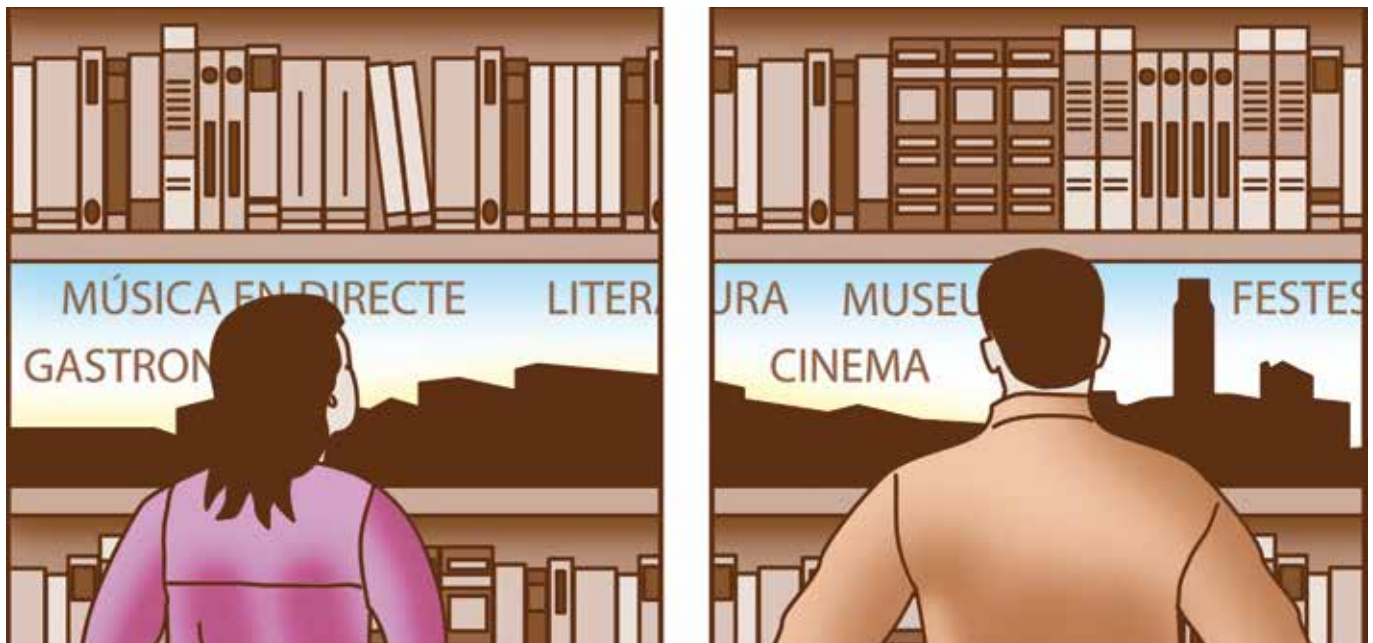
Tel. Emergencies: **088 / 112**

Guàrdia Urbana

C/ de Salmerón, 1

Tel.: 973 700 600

Tel. Emergencies: **092 / 112**



■ CULTURE AND LEISURE

Participating in activities that take place in the city enables you to learn more about the environment and people, breaks the isolation and provides new knowledge.

■ Seu Vella i Castell del Rei – Suda

Turó de la Seu Vella s/n
Tel.: 973 23 06 53
<http://www.turoseuvella.cat/>

■ Palau de la Paeria

Plaça La Paeria s/n
Tel.: 973 700 300
<http://www.turismedelleida.cat/viure-a-lleida/el-palau-de-la-paeria>

■ Lleida Public Library

You must have a **membership card** to access the services of the library. This free procedure allows access to services such as loaning books, DVDs, CDs, magazines, newspapers, and cultural activity programmes to promote reading, free use of Internet and office access points, among others.

Rambla d'Aragó, 10
25002 Lleida
Tel.: 973 279 070
e-mail: bp lleida.cultura@gencat.net
www.gencat.cat/portal/sit/biblioteques

■ Youth

Palma, a youth resource centre, informs, advises and guides on issues such as education, travel, international cards for young people, counselling, housing for young people, music...

Therefore, it has an information service, access to organizations, housing grants for young ones, and a series of programmes and leisure activities.

Palma Youth Resource Centre

C/ de la Palma, 6-10
25002 Lleida
Tel.: 973 700 666
<http://www.paeria.es/joventut/>



■ Municipal Cultural Centres

There are several important landmarks in the artistic and cultural life of Lleida that all citizens can access.

Enric Granados Municipal Auditorium

The most important musical facility in the city. Under the same roof there is the Institute of Music and the Conservatory of Music, organizations that manage and channel the musical culture of the city.

Pl. de Mossèn Cinto Verdaguer, no number

25004 Lleida

Tel.: 973 223 320

Hours: Monday to Friday, 9:00 to 14:00

www.paeria.cat/auditori

Municipal Theatre Hall

C/ de Roca Labrador, no number

25003 Lleida

Tel.: 973 268 318

<http://aulateatre.com/>

Panera Art Centre

Pl. de la Panera, 2

25002 Lleida

Tel.: 973 262 185

www.lapanera.cat

Cafè del Teatre Escorxador

C/ Roca Labrador, 2 bis

a/e: contacte@cafedelteatre.com

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

Castell Templer de Gardeny

Turó de Gardeny, s/n

Tel.: 973 271 942

<http://www.turismedelleida.cat/>

viure-a-lleida/el-castell-de-gardeny

Jaume Morera Museum

Av. Blondel, 40 ground floor

25007 Lleida

Tel.: 973 700 419

www.mmorera.paeria.es

Water Museum of Lleida

C/ de Miquel Batllori, 52

25001 Lleida

Tel.: 973 211 992

www.museudelaiguadelleida.cat

RodaRoda Motoring Museum

C/ de Santa Cecília, 22

Tel.: 973 211 992

www.museudelautomociodelleida.cat

Museu de Lleida

C/ del Sant Crist, 1

Tel.: 973 283 075

<http://museudelleida.cat/>

Teatre de la Llotja

Av. Tortosa, 6-8

Tel.: 973 23 96 98

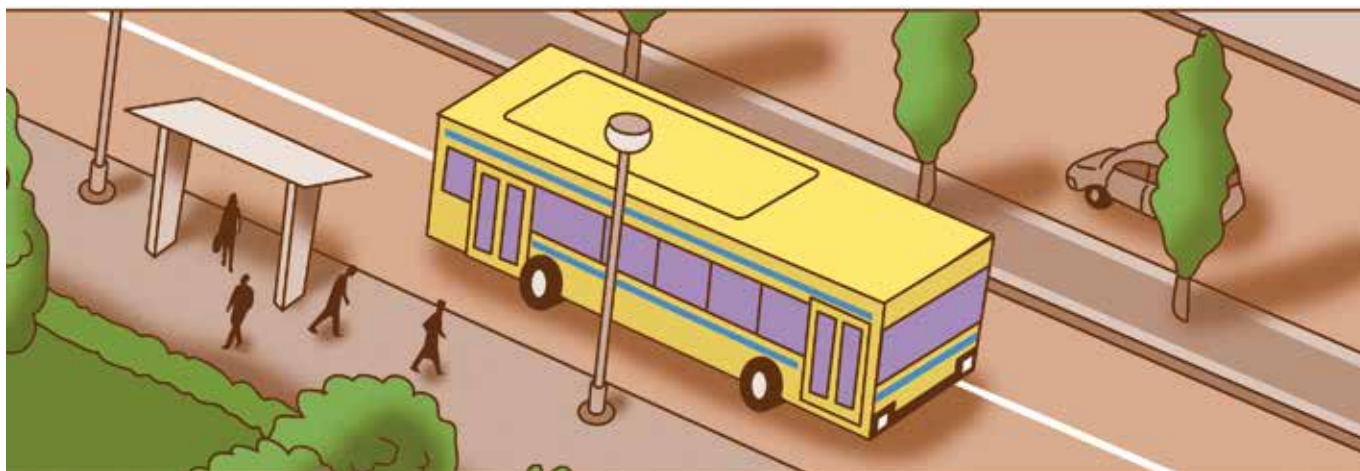
<http://www.teatredelalotja.cat/>

Teatre Municipal de l'Escorxador

C/ de Lluís Companys s/n

Tel.: 973 279 356

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



■ OTHER SERVICES

■ Consumer protection

The Municipal Office of Consumer Information (OMIC) is a free and direct service from Lleida City Hall which provides information and resolves questions raised by consumers, and processes the complaints and reports received.

All users or consumers can write to:

Av. de Tortosa, 2
Edifici Mercolleida 25005 Lleida
Tel.: 973 700 424
Fax: 973 700 484
a/e: imc@paeria.cat
Hours: Monday to Friday, 10:00 to 14:00

The Catalan Consumer Agency - Generalitat de Catalunya in Lleida

Av. del Segre, 7
25007 Lleida
Tel.: 973 728 000
Fax: 973 727 778
www.consum.cat
Hours: Monday to Friday, 9:00 to 14:00
In addition, there is a hotline for inquiries: **012**.

■ Transport

Urban bus service

Lleida has several bus lines that connect all the neighbourhoods of the city. There are two systems of payment: cash (directly to the bus driver) or a reloadable card. Once purchased the card can be reloaded at any of the authorized points distributed throughout the city.

To learn about the authorized points to reload the card and the route of the bus lines, please consult: www.autobusoslleida.com

Card point of sales:

Customer Service Office
Pl. Espanya, 1 ground floor 4
(entrance on Av. Madrid)
Plaça St. Joan, no number
Tel.: 973 272 999

Trains

In Lleida there is only one train station at the end of Rambla de Ferran. The most important localities that can be accessed by train are: Barcelona, Tarragona, Zaragoza and Madrid. You can travel with the high speed train (AVE) to these destinations.

Within the province of Lleida you can take La Pobla and the Cervera train line.

Address:

Pl. Ramon Berenguer, no number

Tel.: 902 320 320

Bus lines

There are several bus companies that cover all transportation throughout Catalonia, in the rest of Spain and in some EU countries and non-EU countries.

There is also a service that daily connects with the airport in Barcelona.

Address:

C/ Saracibar, 2

Tel.: 973 268 500

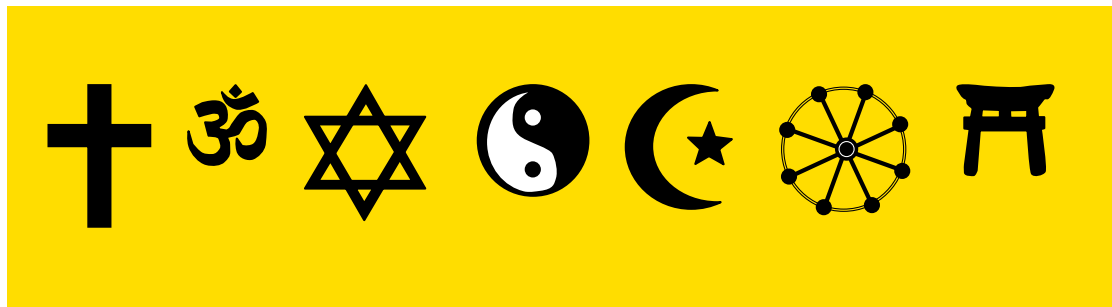
Centres and places of worship

Lleida, throughout its history, has been the scene of a confluence of different peoples and cultures. That is why religious beliefs present in this region have been characterized by diversity over time and space. And this wealth is also reflected in the present.

A map of places of worship of religious and spiritual traditions in Lleida shows the variety of beliefs and practices around the religious and spiritual phenomenon in our city.

To learn more about the religious and spiritual diversity, please visit:

<http://www.paeria.cat/tradicions/ca/>





■ ASSOCIATIONS AND PARTICIPATION

Migrant associations

In Lleida there is a considerable number of migrant associations. These associations carry out various cultural activities, employment counselling, training courses and workshops, support for their compatriots or co-development projects with their countries of origin, among others.

Anyone interested in obtaining information about the associations can contact:
<http://participacio.paeria.cat/promociocivica/agents/associacionisme.asp>

Federation of Neighbourhood Associations of Lleida - FAVLL

Pl. Sant Llorenç, 1, 25002 Lleida

Tel.: 973 282 272

e-mail: favlleida@gmail.com

Hours: Monday to Friday, 9:00 to 13:00 and 16:00 to 22:00

■ Civic and neighbourhood centres

Municipal centres are intended for public use in order to achieve the administrative decentralization of certain municipal services in neighbourhoods and provide services to people and organizations to promote activities aimed at social, cultural, sports, and leisure development and promote associations and citizen participation in general.

Balàfia

C/ de Terrassa, 1 (corner of C/ Penedès), 25005

Tel.: 973 246 415 / 973 24 85 68

Bordeta

C/ de Pla d'Urgell, no number, 25001

Tel.: 973 205 769

Cap-Pont

C/ d'Alfons II, 14, 25001

Tel.: 973 205 562 / 973 205 598

Historical centre

Pl. de l'Ereta, 8, 25002

Tel.: 973 700 457

Democracy

C/ de Democràcia, 19, 25007

Tel.: 973 224 077 / 973 224 237

Llívia

C/Gran, 58, 25195 Llívia

Tel.: 637 862 124

Magraners

Pl. de Joan XXIII, 1, 25001

Tel.: 973 205 993

Mariola

C/ d'Artur Mor, 1, 25003

Tel.: 973 280 710

Pardinyes

C/ de Sant Pere Claver, 5, 25005

Tel.: 973 247 919

Raimat

C/ Major, s/n, 25111 Raimat

Tel.: 973 724 094

Secà de Sant Pere

Pl. de Sant Pere, no number, 25005

Tel.: 973 249 253

Sucs

C/ Bou, no number, 25113

Tel.: 973 748 195



TELEPHONE NUMBERS AND ADDRESSES OF INTEREST

Guardia Urbana **092**

Mossos d'Esquadra **088**

Firefighters **112**

Ambulances **061**

Against gender violence **016**

City hall public information **010**

Generalitat Information **012**

Generalitat Emergencies **112**

Renfe information **902 320 320**

Bus station **973 268 500**

Department of Citizen, Civil Rights and Cooperation Municipal Welcome Service (SAM)

Plaça l'Ereta, 8, 3rd floor

25002 Lleida

Tel. 973 700 457

e-mail: dretscivils@paeria.cat

<http://acollida.paeria.cat>

Secretary for Equality, Migration and Citizenship

Av. del Segre, 5

25007 Lleida

Tel.: 973 703 600

e-mail: immigracio.bsf@gencat.cat