

ARRIVAL GUIDE FOR NEW ARRIVALS

Cerdanyola del Vallès



Ajuntament de
Cerdanyola del Vallès



Cerdanyola
Ciutat del
coneixement



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MUNICIPAL MANAGEMENT AND PROCEDURES

The Citizen Attention Office (OAC) offers all the information on the municipal administration and the processing of municipal procedures.

All face-to-face services are by **appointment**, which can be requested through the **website** or by calling the Town Hall's general telephone number 93 580 88 88

Where to go

OAC Citizen Attention Office (Town Hall)

Passatge de l'Ajuntament, s/n

93 580 88 88

oac@cerdanyola.cat

<http://www.cerdanyola.cat/oac>

From Monday to Friday from 8:30 to 14:30

Tuesday and Thursday also from 15:00 to 18:00

OAC Citizen Attention Office (Can Serraparera)

Avinguda de Roma, s/n

Monday, Wednesday and Friday from 8:30 to 14:30

OAC Citizen Attention Office (PEM Guiera)

Avinguda de Guiera, 6

Tuesday and Thursday

from 8:30 to 14:30



REGISTRATION

The first procedure that newcomers have to do is request registration in the municipal register of inhabitants. The registration determines that that person is considered a resident of that community.

What is registration?

Registration is an essential procedure because it gives access to certain rights and because it is an essential requirement to carry out many other procedures and access the rest of the municipal services.

People with nationality from countries that are not members of the European Union without permanent residence authorisation must request the renewal of the registry registration every two years. If it is not renewed, the registration on the municipal register is automatically cancelled because it has expired.

Who can ask for it?

All persons residing in the municipality, regardless of their administrative situation, can be registered.



What documentation must be submitted?

- Personal identification document: DNI, passport, NIE, foreign identity card... In the case of asylum seekers who do not have a passport, they can present the provisional asylum applicant document.
- Original of the family book, in the case of minors. In the case of having the original of the DNI, passport or NIE and accreditation of the person of legal age who holds the legal representation and of the one who carries out the procedure.
- Original documentation accrediting the right to occupy housing. Usually, the property deed or current rental contract. If the rental contract is not expressly in force (for example, it has been expressly extended but there is no written documentation that this extension has occurred), the original or bank accreditation of the last rental receipt must also be provided.

Where to go

Cerdanyola del Vallès Citizen Service Offices

(see the previous section)

ATTENTION AND SUPPORT FOR NEW ARRIVALS

Through the Municipal Immigration Program, information, support and accompaniment are offered to both new arrivals and/or those in an irregular situation and people established in the municipality and/or in a regular situation.

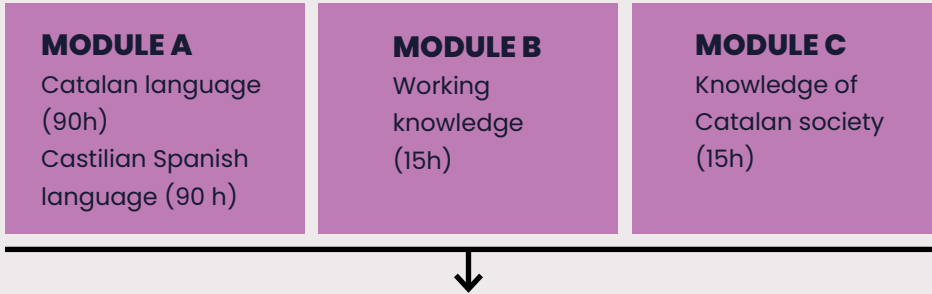
The program includes the following services:

- Arrival Service
- Information and Legal Advice Service on Immigration and International Mobility
- Immigration Reports processing service

Arrival Service

The **Arrival Service** is a set of actions and resources that respond to the initial training and information needs of potential users. It includes accompaniment, training and certification of the minimum knowledge to facilitate life and work in Catalonia.

The training consists of the following modules



Obtaining the Arrival Certificate

The arrival certificate is a document with legal validity and probative value that will be useful in immigration processes (social integration, modification and/or renewal of residence permits) or acquisition of nationality, among others.



Immigration Information and Processing Service

This service offers information and manages the processing of immigration reports related to residence permits and family reunification.

Where to go

Municipal Immigration Program

Social department

Avinguda d'Espanya, 6 C, baixos

93 580 88 88 (ext. 3733-3347)

<http://www.cerdanyola.cat/accio-social>

Information and Legal Advice Service on immigration and international mobility (SAJEM)

A team of professionals specialised in immigration law offers information and advice on various legal procedures such as family reunification, work permit, acquisition of nationality and residence card processing, among others.

Request an appointment

93 481 27 20

cite@ccoo.cat

It is necessary to indicate your personal data, as well as your telephone number.

COMMUNITY WELFARE

Social services are offered to the entire population and are for people who need support to face or prevent situations of basic personal need, lack of social or family cohesion or inequality. A team of professionals offers information, assessment, diagnosis, orientation, support, intervention and individual, family or community advice.

The service includes the following programs:

- Primary Care Program
- Childhood and Family Program
- Elderly Program
- Youth and Adult Program

Where to go

Social Department

Avinguda d'Espanya, 6 C, baixos

93 566 60 53

promociosocial@cerdanyola.cat

<http://www.cerdanyola.cat/accio-social>



HEALTH CARE

Public Health Assistance

In Catalonia, all people, regardless of their legal and registration status, have the right to receive emergency care for illness or serious accident until they are discharged.

The Individual Health Card (TIS) is requested at the Primary Care Centre (CAP). This card identifies and accredits you as a user of the Catalonia public health system. The first is free and facilitates access to the centres in the public health network. It must also be presented at pharmacies in order to obtain medicines financed by the *Servei Català de la Salut*.

The CAP is the first place to go if there is a health problem or if you want to prevent a disease. It offers health and social assistance, health promotion services, preventive, curative and rehabilitative care. Everyone is assigned a CAP as well as referral medical and nursing professionals.

Check the referral CAP here:



To receive medical attention, you must request an appointment:

- By telephone, calling the referral Primary Care Centre
- Online, through the website <https://catsalut.gencat.cat> or the La Meva Salut application

Emergencies

If there is an unforeseen health problem, the following centre is open 24 hours a day throughout the year:

- **Primary Care Emergency Centre Cerdanyola-Ripollet**
Carrer de Tarragona, s/n, cantonada carretera de Barcelona (Ripollet)

Telephone 112

Telephone service aimed at responding to emergency situations that require immediate intervention by health professionals, but also by firefighters and police.

Phone 061 Health Response

Telephone service aimed at resolving doubts, queries or health problems that are not an emergency.

HEALTH PROMOTION

The Municipal Health Promotion Service carries out actions aimed at promoting individual and collective health. Its main objective is to improve the health of the population by promoting healthy lifestyles, healthy ageing and the promotion of healthy environments. It works especially in the field of education.

Health Promotion has an **Advice service for Drugs and other Risk Behaviours** and offers citizens the possibility of contacting a professional who will assess the consultation made. For:

- General population that wants information about drugs
- Families who need preventive information about drugs, screens and other addictions.
- People and/or families who want to consult about problematic consumption and need advice or information about treatment options.
- Professionals who carry out educational tasks, especially those in contact with young people or adults.

Where to go

Social Department

Avinguda d'Espanya, 6 C, baixos
93 566 60 53 / 93 580 88 88 (ext. 3732)
<http://www.cerdanyola.cat/accio-social>



/salut

NOPE1 060104 01 3
TARGETA SANITARIA

NIVELL DE COBERTURA ASSISTENCIAL

EQUALITY AND FEMINISM

Women's Information and Care Service (SIAD)

SIAD offers information and assistance to women in the city and also acts as a meeting point for women, a space for training, awareness-raising and a documentation centre.

Specifically, it offers the following services:

- Information and shelter service for women
- Consulting service for women
- Psychological care service for women who suffer gender violence
- Women's legal advice and follow-up service
- Care service for children

Comprehensive Advisory Service (SAI)

This service offers accompaniment and close care to LGTBQ+ people (Lesbians, Gays, Trans*, Bisexuals, Intersex, Queers and more) who suffer or are at risk of suffering any form of LGTBQ+ phobic discrimination and/or violence.

It also responds to queries on issues related to sexual and gender diversities. The service serves both people from the LGTBQ+ collective and relatives, friends and/or connected professionals.

Where to go

Centre for Information, Care and Resources for Women (CIARD), La Caseta

Carrer Belles Arts, 19

93 592 16 47

dones@cerdanyola.cat (SIAD)

lgtbiq@cerdanyola.cat (SAI)

<http://www.cerdanyola.cat/accio-social>

YOUTH

The Municipal Youth Program is configured as a comprehensive service, aimed at young people up to 29 years of age, which promotes **educational support**, always considering young people as the protagonists when defining their life project.

It offers guidance, information and advice, among other areas, on training, mobility, personal, professional and social growth.

It carries out the following programs and actions:

- Youth Space (12-17 years)
- Project +17
- Guidance and academic and/or professional support
- Test and editing modules
- Assignment of materials and spaces
- Support for youth initiatives
- Youth Summer 12-16 years
- Young Listening Program

On the first visit, it is better to make an appointment so that you can be welcomed and the activities that take place in the centre and how it works can be explained in detail to you.

Where to go

Casal de Joves Altimira

Passeig del Pont, 45

693 80 30 54

joventut@cerdanyola.cat

From Monday to Thursday

from 10:00 to 14:30 and 16:00 to 21:00

Friday 17:00 to 20:00

<http://www.cerdanyola.cat/joventut>



ELDERLY PEOPLE

The Elderly People Service develops and executes municipal policies aimed at promoting active ageing, responding to the needs of older people and facilitating their participation and social involvement for a more autonomous and better quality life.

What does it offer?

- Program to revitalise and promote active ageing through training, cultural and sports activities
- Activities to promote participation and associationism
- Coordination and support to the city's associative network
- Live and live together program
- Advice and guidance on active ageing
- Dissemination, promotion and awareness campaigns

Who is it for?

To people over 60 years of age from Cerdanyola del Vallès

Where to go

Social Department

Avinguda d'Espanya, 6 C, baixos
93 580 88 88 (ext. 2141) o 603 620 214
promociosocial@cerdanyola.cat
<http://www.cerdanyola.cat/accio-social>



HOUSING

The Cerdanyola Local Housing Office offers information and advice, among others, on issues related to rental aid, subsidised housing, social or affordable rental through the social rental mediation program and social emergency housing.

What does it offer?

- Registration on the register of applicants for subsidised housing and for the social rental market
- Processing of aid for the payment of rent for people who have a housing or room rental contract
- Processing of aid for the payment of specific rent and mortgage debts
- Complementary aid to pay rent for people in a situation of eviction or women in a situation of gender violence

Where to go

Cerdanyola Local Housing Office

Carrer de les Fontetes, 3

93 580 88 88

697 85 29 81 (WhatsApp only)

From Monday to Friday 9:00 to 14:00

(without appointment)

info.habitatge@cerdanyola.cat

<http://www.cerdanyola.cat/habitatge>



EDUCATION

Attendance at school is compulsory from 6 to 16 years of age regardless of their administrative situation, but, although it is not compulsory, the infant stage begins at 4 months of age. The majority of minors are enrolled in school, at the latest, at 3 years of age.

The educational centres have a Welcome Classroom for newly arrived students. It is a space where they attend part of their schedule in order to acquire the proficiency level of the Catalan language that allows them to follow the rhythm of the ordinary classroom.

The **educational system** is divided into several stages:

- Early Childhood Education, First cycle. From 4 months to 3 years old
- Early Childhood Education, Second cycle. From 3 to 5 years old
- Primary education. From 6 to 12 years old
- Compulsory Secondary Education (ESO). From 12 to 16 years old
- Baccalaureate and professional training cycles. From the age of 16
- Higher level training cycles or university studies. From the age of 18

Cerdanyola has 3 public and 5 private nurseries, 15 infant and primary education centres, 9 secondary education centres, 1 centre that offers intermediate level training cycles, 2 centres where higher level training cycles are offered with the Autonomous University of Barcelona.

Cerdanyola also has 5 special education centres.

The Municipal School Office centralises the pre-registration and admission process for students between 3 and 16 years of age. It is a municipal information, guidance and advice service for schooling in public and subsidised child, primary and secondary education centres.

Where to go

Municipal School Office

Avinguda d'Espanya, 6 C, baixos

93 580 88 88 (ext. 3710)

ome@cerdanyola.cat

<http://www.cerdanyola.cat/educacio>

Training aimed at adults (from 18 years old)

Cerdanyola has a training centre for adults. It offers the following training:

- Initial teachings and basic training:
 - Catalan language
 - Castilian Spanish language
 - Instrumental training
 - Secondary education for adults (GESO)
- Trans-professional teaching:
 - English language
 - COMPETIC digital proficiency

Teaching for the preparation of entrance exams to higher level training cycles

Where to go

L'Alzina Adult training centre

Carrer de Romani, 5

93 586 44 59

cfa-alzina@xtec.cat

<https://agora.xtec.cat/cfa-alzina/>



WORK

In Catalonia, everyone between the ages of 16 and 65 can work. **Non-EU foreigners need a work permit.** For more information on work permits, contact the Information and Legal Advice Service on immigration and international mobility (see p. 8).

Once you obtain the work permit, one of the first steps you must take to search for work is to request registration as a job seeker with the **Occupation Service of Catalonia (SOC-OTG).**

Where to go

Occupation service of Catalonia

Carrer de Torres i Bages, 7

93 594 89 80 / 93 594 89 81 (offers)

93 594 89 83 (services)

93 594 89 82 (contracts)

The **Economic Promotion Service**, also aimed at people with a work permit, **offers**, among other areas, guidance, information and advice on job hunting, training, personal and professional growth with the aim of improving employability and access to the labour market.



Specifically, the following services are offered:

- Employment advice and guidance
- Job bank (job offers)
- Occupational training courses
- Work plans
- Support programs for labour insertion (Job Search Spaces, SOC-Orienta, Club de la Feina, etc.)
- Entrepreneurship and business advice

Where to go

Economic Promotion Service

Masia Can Serraperera

Avinguda de Roma, s/n

93 594 70 50

canserra@cerdanyola.cat

<http://www.cerdanyola.cat/treball>



CITIZEN MEDIATION

The **Municipal Citizen Mediation Service** (SMMC) is a municipal space where, in a neutral and confidential manner, the citizen is provided with the management and resolution of conflicts and/or misunderstandings (noise, domestic animals, works, cleaning...). This municipal resource is free, voluntary, confidential, fast and flexible and it works with respect and dignity for people.

Any person registered in Cerdanyola can attend, be it an individual, entity or legal person.

To request the service, an application must be submitted to the General Registry of the City Council, in person at the Citizen Attention Office (OAC) or electronically.

Where to go

Municipal Mediation Service

93 580 88 88 (ext. 3855)

670 32 61 46

<https://www.cerdanyola.cat/accio-social/servei-municipal-de-mediacio-ciutadana>

CULTURE

The purpose of the Culture Service is to generate a broad, diverse and quality cultural environment that favours the knowledge, interest and participation of all citizens in all kinds of initiatives of an artistic, festive, associative, cultural, civic and playful that can be generated, thus contributing to the development of people and the social group of the city.

At the same time, promote and manage a network of facilities and venues for cultural and civic use in order to include the various activities, projects and cultural programs generated by the dynamics of the city.

Where to go

Culture Service

Ateneu de Cerdanyola

Carrer de la Indústria, 38 - 40

93 591 41 33

<http://www.cerdanyola.cat/cultura>

<https://www.cerdanyola.cat/cultura/equipaments>

Cultural facilities

Central Library

Plaça d'Enric Granados, 1

93 580 76 02

<https://www.bibliotecacerdanyola.cat/>

Museum and Iberian Village of Ca n'Oliver

Carrer de València, 19

93 580 45 00

<https://www.museucanoliver.cat/>

Cerdanyola Art Museum

Carrer de Sant Martí, 88 - Passatge del Llorer, 11

93 591 41 30

<https://macerdanyola.wixsite.com/museuartcerdanyola->

Live Culture

Edifici L'Àgora

Plaça Cívica - UAB

<https://www.uab.cat/web/viure-el-campus/cultura-en-viu-1345780447256.html>

cultura.enviu@uab.cat

Can Coll Environmental Education Centre

Ctra. de Barcelona a Horta, km 2

93 692 03 96

<http://www.parccollserola.net>

Local Catalan Service

Plaça de Sant Ramon, 23-24

93 580 27 51

<https://www.cpnl.cat/xarxa/cnlvallesoccidental3/agenda/>



SPORTS

The Sports Service offers sports participation and practice services to improve the quality of life of the people of Cerdanyola and promote the development of overall capacities, including the organisation of the School Sports Games and various popular races. It is in charge of managing sports facilities and has collaboration programs with the city's sports entities. People registered in the municipality can enjoy subscriptions and reduced rates. They will be able to inform you of these at municipal facilities.

Where to go

Sports Service

Avinguda de Guiera, 6-8, 1a planta
esports@cerdanyola.cat
<http://www.cerdanyola.cat/esports>

Sports facilities

Can Xarau Municipal Sports Complex

Carrer de les Camèlies, s/n
93 691 77 04/05
canxarau@cerdanyola.cat
<http://www.cerdanyola.cat/esports/can-xarau>

Guiera Municipal Sports Park

Avinguda de Guiera, 6-8
93 586 36 36
pemguiera@llopgestio.cat
<http://www.guiera.cerdanyola.cat>

Summer swimming pools

Bosc tancat

Carrer Riu Sec, s/n
635 17 99 56
<https://bosctancat.es/>



Les Fontetes Municipal Pool (Turonet)

Carrer de Pizarro, s/n

685 56 63 27

cerdanyolaelturonet@gmail.com

<https://www.piscinesestiu.cat/elturonet/>

Montflorit Pool

Carrer de la Mare de Déu dels Dolors, 19

684 39 89 58/ 93 691 52 62

piscina@montflorit.cat

<https://www.restaurantmontflorit.com/>

CONSUMER ATTENTION

The Municipal Consumer Information Office (OMIC) informs and advises on consumer matters.

Its actions are to:

- Inform, advise and guide interested persons on the exercise of their consumer rights.
- Receive and process complaints, claims and reports on consumer matters.
- Carry out informative actions regarding consumption.

Where to go

Municipal Consumer Information Office

Passatge de l'Ajuntament, s/n

93 580 88 88

omic@cerdanyola.cat

<http://www.cerdanyola.cat/omic>

PUBLIC TRANSPORT

The city has a wide network of public transport, both urban and interurban.

Autobusos

- 4 urban lines.
- 8 interurban lines that connect Cerdanyola with Montcada, Sant Cugat, Barcelona, Ripollet, Badia and Rubí.
- 3 night lines that connect Cerdanyola with Barcelona, Sant Cugat and Sabadell.

Check the schedules at www.moventis.es and www.font.es

Renfe suburban trains

- 3 Medium Distance service lines that are part of the Barcelona Cercanías network (R4, R7 and R8).

Check the schedules at <https://rodalies.gencat.cat>

Railway of the Generalitat of Catalonia

4 lines that connect the railway station of the Autonomous University of Barcelona with Barcelona, Sabadell, Sant Cugat and Terrassa.

Check the schedules at www.fgc.cat

Taxis

Vallès Occidental Metropolitan Radio Taxi Association

93 580 27 27 - 93 692 40 16

Stops

- Carrer Artesans, 2 aprox. (C/ Boters) HOTEL PARC DEL VALLÈS / CEMENTIRI
- Avinguda de la Primavera, 3 aprox. (C/ Sta. Teresa) ESTACIÓ RENFE

TELEPHONE NUMBERS OF INTEREST

Emergencies

Emergencies: 112

Medical emergencies: 061

Security forces

Mossos d'Esquadra

Avinguda del Parc Tecnològic, 12

93 592 47 00

Local police

Plaça de Sant Medir, s/n

93 691 20 00

National Police

Carrer Mare de Déu de les Feixes, 4

93 691 18 54

Fire service

Fire station

Avinguda de Serragalliners, 08193

935 82 03 43

Practical information from the Generalitat de Catalunya

012

<https://web.gencat.cat>

Government Delegation in Catalonia

Carrer de Mallorca, 278

93 520 90 00

informacion.catalunya@correo.gob.es

Hotline against gender violence

900 900 12



INFORMATION AND COMMUNICATION CHANNELS

Municipal Website

<https://www.cerdanyola.cat/>

City Agenda

Check it out on our website <https://www.cerdanyola.cat/agenda>

There is also the option to subscribe to the agenda newsletter:

<https://www.cerdanyola.cat/subscripcio-newsletter>

Municipal WhatsApp Information Channel

Send a message to 607 300 550 containing the word ALTA

Municipal Social Networks

Facebook

<https://www.facebook.com/ajuntament.cerdanyoladelvalles>

Instagram

https://www.instagram.com/ajuntament_cerdanyola/

X (Twitter)

<https://x.com/Cerdanyola>

Municipal Media Portal

<https://www.cerdanyola.info/>

Cerdanyola Radio (Municipal station 105.3 FM)

<https://www.cerdanyola.info/cerdanyola-radio>



AJUNTAMENT DE Cerdanyola



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