

BASIC INFORMATION FOR NEWCOMERS TO MENORCA

MAÓ RECEPTION GUIDE







www.fonsmenorqui.org

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INTRODUCTION

This welcome guide has been designed to be a practical and useful tool for all newcomers to Menorca, so you can have the useful information you may need in your everyday life on hand regarding: health, education, social and community services, housing, work, culture, sport, etc.

The Fons Menorquí de Cooperació (Menorcan Cooperation Fund), in collaboration with all of Menorca's City Halls and the Island Council, has prepared this welcome guide you have before you, which is meant to help facilitate your integration and serve as a useful tool for all individuals who, from this moment, will be residing on this land.

The services and resources made available by the island's various municipalities are many; some local, others island wide. We therefore feel that it is essential to be able to offer you, as a newly arrived individual, an agenda that allows you to easily access these resources and better understand their characteristics.

The ultimate goal of this reception guide is to help achieve autonomous social functioning for each individual.





WELCOME

Now that you have decided to call this city your home, the City Hall of Maó would like to welcome you and express our hope that you find the opportunities and well-being you desire, the life project that any person -wherever she or he is from- deserves to discover.

Maó's civic identity also includes three noteworthy designations: as an Educating City since 2007; as a European City against Racism since 2009; and finally, since 2015, as a City of Refuge.

Since then, our goal has been to ensure that one and all feel a sense of integration within our population, which we construct from day to day with the invaluable collaboration from everyone that is part of it.

We invite you to learn about our history and our identity, which is made up of countless experiences and a plethora of various contributions from all that have made it their home.

We also hope that you can contribute to our community all the positive aspects that make up your personality, in hopes of actively participating in building a common civic project.

Today -in this changing and diverse world-, Maó offers you the opportunities that stem from its clear prioritisation of equality, justice and quality of life for one and all. Rest assured that we will do our very best so these legitimate aspirations can become part of your everyday reality.

So welcome to Maó, the city that is now embracing you and hopes to make you feel truly welcome.

Héctor Pons Riudavets Mayor of Maó

Catalina Ferrer Florit Councillor for Equality, Community Involvement and Cooperation



1. WHERE ARE WE?



The island of Menorca

Menorca, as an island located virtually at the centre of the Mediterranean Sea, has since prehistoric times been –and still is today- a territory that has been home to various cultures. For over 3,500 years, several peoples and empires have to some extent left their mark on the island: Phoenicians, Greeks, Carthaginians, Romans, Vandals, Byzantines, Andalusians, Catalans, Mallorcans, English, French, and finally, Spaniards... And it is thanks precisely to each of these peoples that such a rich historical and cultural legacy has come to exist in Menorca.

Present day Menorcan society, although part of Spain, is therefor the result of thousands of years of history during which each of these civilisations has made notable contributions.

And now again today, the presence of new residents from around the globe adds to the island's cultural diversity, destined to become a meeting point for dialogue and interaction between Menorcans of diverse cultural origins.

Menorca is replete with culture despite its small size. Although so many peoples have spent time on the island, Menorca is actually a rather small island; just 47 km separate its two most distant points, and its current population is no more than around 96,000, spread over its 8 municipalities.

This reception guide aims to open the doors of all of Menorca's towns to newcomers, to facilitate their incorporation into Menorcan society so that, together, we can continue to build for our future an intercultural society of which we can all feel included.



Your city



Maó is a city located at the eastern end of the island of Menorca. It sits atop a natural harbour that is one of the largest in the world and has been object of desire for many civilisations over the centuries.

History has made Maóa multicultural society, with the passage of Carthaginians, Phoenicians, Romans, Muslims, French, British, Spanish... Continuous variations in sovereignty have shaped an opennatured, cosmopolitan city with a wealth of culture and traditions.

the various cultural Among elements worthy of mention are its gastronomic tradition, artisanal footwear production and Maó





yearly town festival (7-9 September), with Menorcan breed horses as the main attraction, accompanied by a festive community spirit. Similar festivals are also celebrated in Sant Climent (third weekend in August) and in Llucmaçanes (first weekend in August), both under the jurisdiction of the City Hall of Maó.

Over the last century, the community of Maó has been enriched, once again, by two notable migratory movements: in the mid-1960s, which saw substantial growth in the tourism sector resulting in the arrival of a great many immigrants from both the Spanish mainland and abroad; and the current migratory trend, distinguished primarily by the arrival of individuals from countries outside the European Union.

According to a study titled "The reality of migrated individuals and interculturality in Menorca" (Florit, González and Pellejero, 2019), Maó is the city with the second highest foreign population rate on the island (20%), behind only Es Mercadal (23%), and is the municipality with the highest rate of non-EU citizens in Menorca (16%). Among Maó's over 30,000 inhabitants, there are over 80 different nationalities (2022 data).

2. CITIZENS' RIGHTS AND OBLIGATIONS

The island belongs to all its inhabitants, each with the right to all the necessary conditions to fulfil themselves from a personal, social, political and ecological perspective, while accepting the responsibility of solidarity toward others.

The entire community, without distinction, must comply with a set of rules intended to foster pacific, harmonious and respectful coexistence among all individuals.

We would like to recognise and promote the rights and obligations of all Menorcan residents, regardless of their age, religion, ideology, language, race or ethnicity, origin, gender or sexual orientation.

What are the municipal regulations?

MUNICIPAL ORDINANCES ON CIVIC RESPONSIBILITY AND CONVIVIALITY

This regulation proposes monitoring citizens' public behaviour, to preserve and improve conviviality among one another and achieve a higher sense of civic responsibility. Non-compliance with civic and conviviality regulations may result in fines.

REGULATIONS ON CITIZEN PARTICIPATION

Monitors regulations for those aspects associated with the methods, tools and procedures for information and for citizen participation in the different towns of Menorca, whether individually or via any collective organisation. Each municipality has its own regulations and authorities.

Citizens' rights and obligations

- The right to the city
- ✓ The right to public services and quality municipal administration
- The right to information and access to municipal registers and archives
- ✓ The right to carry out administrative procedures
- ✓ The right to take part in municipal politics
- The right to take part in municipal affairs
- ✓ The right to unite and convene
- ✓ The right to safety in public areas and peaceful coexistence
- The right to a personal and family life
- ✓ The right to equity, non-discrimination and being treated respectfully and honourably
- ✓ The right to the protection of one's privacy and personal data
- ✓ The right to freedom of expression
- ✓ The right to human dignity
- ✓ The right to personal integrity
- ✓ The right to freedom and security
- The right to form a family
- ✓ The right to cultural, religious and linguistic diversity
- ✓ The right to education, healthcare, housing and basic services
- The right of employment
- The right of ownership
- ✓ The right to asylum
- ✓ The right to integration
- ✓ The right to social security and social benefits
- ✓ The right to freedom of movement and residence
- ✓ The right to impartial and effective legal counselling and the presumption of innocence
- ✓ The right to defend oneself and one's assets
- ✓ The right to assistance in case of emergency
- ✓ The right to social rehabilitation
- The right to equality
- ✓ The right to access, in just terms, to public services and the quality of these
- The right to education

3. REGISTRATION OF RESIDENCY



What is residency registration?

It is the act of registration in the municipal administrative register, which includes an official record of all citizens residing in the municipality.

Who can register?

Any person residing is the municipality of Maó, whether they hold authorised residency or not, and independent of their administrative status.

What documents are required for residency registration?

 Official valid ID (passport, DNI, NIE), or any other document considered valid for personal identification. Exceptions: individuals aged 14 and under are not required to show a DNI (in such cases, a family register will suffice). Certificate of police registration (in the event no other documentation is possessed).

• Proof of residence:

- Ownership: ownership deed, property tax or water bill
- Rental/lease contract
- Authorisation from a registered individual of legal age with residency
- Authorisation of the owner of a property or other that justifies residency in a dwelling
- Registration in Social Services (when the current residence cannot be registered)

What is it used for?

- To access municipal services
- To obtain a healthcare card and access basic healthcare services
- To register children in school
- To apply for the legalisation or authorisation of residency and work
- To provide access to subsidised or social housing
- To register for professional training or language courses, or for job placement programmes, for initial reception services

What obligations exist following registration of residency?

- All non-EU persons without long-term authorisation must renew this registration every two years
- The relevant city hall must be notified of any change of address

Where is registration of residency done?

At the Citizens' Assistance Office (Oficina d'Atenció Ciutadana, OAC) of the City Hall of Maó.

Apart from residency registration, the OAC is the office responsible for providing personalised attention for residents, including general information on common procedures at the City Hall. It also serves as a quick and direct line of communication between the City Hall and the general population.

The Citizens' Assistance Office's goal, with criteria of effectiveness and efficiency, is to serve those individuals who visit our offices requesting information or to carry out any administrative procedures.



Pl. de la Constitució, 1 · 07701 Maó



971 36 98 00, ext. 288/289



oac@ajmao.org



www.ajmao.org - https://www.carpetaciutadana.org/web

For issues related to the Register, there is another office in the town of Sant Climent, at Carrer Sant Gabriel, 14. Their business hours can be consulted through the following link.

4. IMMIGRATION PROCEDURES AND LAW

Here you have some of the different immigration procedures:



RESIDENCY AND WORK PERMITS

Residency and work permits are documents that authorise a migrated individual to reside and work in Spain. These documents are processed at the Foreign Affairs Office once an individual has arrived in our territory with the corresponding visa.

RENEWALS

The first renewal is valid for one year; the second and third, for two more years respectively; subsequent authorisation will be definitive. At the time of renewal, please bear in mind that you must be legally working. Processing takes three months from the expiration date. To renew residency and work permits, appointments must be made by phone at (+34) 971.989.281, and the Foreign Affairs Office must be visited in person.

FAMILY REUNIFICATION

Foreign residents of non-EU origins legally residing in the territory may reunite their direct family members, provided that certain minimum requirements are met (minimum income per family member, etc.). Regarding those family members to be reunited, we highly recommend, if possible, that in their country of origin they begin to learn one of Menorca's two official languages, and that their vaccination record booklet and appropriate medical records are up to date, especially where illness is or has been an issue. For minors, academic records must also be brought. We recommend all such documentation be translated into one of the two co-official languages (Catalan or Spanish).

SOCIAL STABILITY

This is the process initiated by a person of non-EU origins to legalise their stay in Spain. Processing of the social stability report is required to receive authorisation for temporary residency due to exceptional circumstances.

EUROPEAN UNION ID CARD

European Union citizens that wish to reside in Spain for over three months are required to register in the Central Foreigners Register. Applications must be submitted to the Foreign Affairs Office or the Police Station.

CARD FOR FAMILY MEMBERS OF EU CITIZENS

Family members of Spanish citizens, or of other Nations that are members of the European Union who are not citizens of a EU Member State must apply for an ID card for family member of EU citizen when intending to reside in Spain for a period greater than three months.

REFUGE, ASYLUM, SUBSIDIARY PROTECTION AND INTERNATIONAL PROTECTION

Individuals who cannot return to their own country due to persecution for reasons of race, religion, nationality, political beliefs, belonging to a determined social, gender or sexual orientation group may request international protection, which would imply a state of asylum for refugees or subsidiary protection for individuals for whom returning to their own country implies real risk to their physical or psychological integrity. Applications must be submitted at the Foreign Affairs Office or the Police Station within one month of arrival in Spain, or from the moment that the situation that justifies such request takes place. Individuals interested in international protection can request consultation and support for processing at the Red Cross and/or OFIM (Immigration Information Office).

Resources associated with foreign affairs:

FOREIGN AFFAIRS OFFICE IN MENORCA

Plaça Miranda, 22 · 07701 Maó

(+34) 971.989.281

CIVIL REGISTRY OFFICE

To request information on obtaining Spanish nationality and presenting all necessary documentation to this end, please contact here:

© C/ Antoni Juan Alemany, 4 · 07701 Maó

(+34) 971.350.156 male registrocivil.mahon@justicia.es

CERVANTES INSTITUTE

The nationalisation process also requires taking and passing two exams: one on knowledge of the Spanish language -level A2 at the Cervantes Institute-and another on knowledge of the Spanish constitution and other socio-cultural aspects (CCSE, Constitutional and Socio-Cultural Knowledge). Native Spanish speakers are not required to take the A2 exam, and illiterate individuals must request to take the exam under special conditions (oral).

ADULT CENTRE

The **Joan Mir i Mir School for Adults** offers preparatory courses for foreigners who wish to prepare themselves for the Spanish nationality exam. In addition to this course, they also offer Catalan language classes (coofficial language in Menorca) to help students move through local society more effectively and independently regarding everyday communications and situations.

OFIM (Immigration Information Office)

This office provides information, orientation and consulting on issues regarding immigration and foreign affairs. They have programmes and services intended for immigrants and newcomers, as well as for the general population. These services aim to normalise and facilitate their reception and integration in all aspects of everyday life.

(+34) 971.357.024

RED CROSS MAÓ

Offers comprehensive attention for refugees to favour integration among individuals seeking asylum, refugees and displaced individuals residing in our country. They also provide attention to those who wish to return to their country of origin through the voluntary return programme.

5. LEGAL SERVICES



Free Legal Aid

The provision of Legal Aid provides you with the right, among other content, to access a public defender who can evaluate your intentions and, if necessary, defend you in court regarding issues like: refusal of entry, expulsion from Spanish territory, request for asylum, etc. You will also have the right to an **interpreter** if you don't sufficiently understand either of the official languages (Catalan and Spanish).

Where to request free legal aid: BAR COUNCIL OF MENORCA

- © Camí des Castell, 269 · 07702 Maó
- (+34) 971.179.407

Also at...

The courthouse of the requesting party's town, or at the courthouse responsible for processing the relevant legal procedures, who will then submit this request to the Bar Council.

CENTRAL COURT OFFICE OF MAÓ

- ⊚ C/ Antoni Joan Alemany, 2 · 07702 Ma
 ó
- (+34) 971.350.824 □ decanato.mahon@justicia.es

LOWER AND PRELIMINARY COURT NO. 1

- © C/ Antoni Joan Alemany, 4 · 07700 Maó.

LOWER AND PRELIMINARY COURT NO. 2

- ⊙ C/ Antoni Joan Alemany, 4 · 07700 Maó.
- ⟨ (+34) 971.362.756 & (+34) 971.350.824

 mixto 2.mahon@justicia.es

LOWER AND PRELIMINARY COURT NO. 3

- © C/ Antoni Joan Alemany, 4 · 07700 Maó
- (+34) 971 357 557 & (+34) 971 350 824
 mixto3.mahon@justicia.es

CRIMINAL COURT NO. 1

- © C/ Antoni Joan Alemany, 2 · 07700 Maó

6. PERSONAL SAFETY AND PROTECTION



In Menorca there are several different police and safety forces, and together they are responsible for the protection of citizens' rights, in general, while ensuring compliance with the officially established laws and regulations.

LOCAL POLICE

POLICE STATION:

Offices of Reports, Prefecture, Operations Command Centre, Department of Lost Items.

- Placa Constitució, 21 · 07701 Maó
- & Emergency tel: 092
- (+34) 971.363.961 and (+34) 971.369.800 (ext. 239)

policia@ajmao.org

CIVIL GUARD (GUARDIA CIVIL)

- © C/ Josep Anselm Clavé, 32 · 07702 Maó
- (+34) 971.363.297

NATIONAL POLICE (POLICIA NACIONAL)

- Plaça de la Miranda, 1 · 07701 Maó
- (+34) 971.363.712

Emergency phone numbers, 112 or 062

Centralises all emergency calls for civilian safety, civilian protection, fire and rescue and health emergencies. These numbers can also be used by civilians to request public services when an individual is in a state of emergency.

GRIEVANCES SYNDICATE

This entity is equivalent to a commissioner of the state or ombudsman. It was created by the Island Council of Menorca and is made up of three members, selected by the Plenary Board of the Island Council. These commissioners must carry out their duties in an altruistic manner, and the Syndicate itself is a fully independent institution of the Island Council. Anyone residing in Menorca, or simply passing through, may submit a claim or complaint to the Syndicate if they feel wronged by the Island Council of Menorca or by their respective city hall.

The Syndicate can:

- Intervene in virtually any affairs and issues that affect citizens' daily lives and are related to services accountable to the Island Council and/ or the member City Halls: social services, town planning, tourism, culture, economic activity, etc.
- Provide guidance and orientation for citizens regarding any issues they may have with the Island Council and the member City Halls.
- Initiate official action, in other words, on its own initiative, when any intervention in defence of the rights of the people of Menorca is deemed necessary.

The Syndicate cannot intervene:

- If one month has passed since the date of the event that resulted in the complaint
- If the issue is pending a court ruling
- In conflicts between private parties

Complaints may be submitted in the form of a signed document, which includes the identification details of the interested party and any documents that may serve to provide details of the case at hand. It can be submitted in three ways:

- Entry register
- E-mail: sindicatura.greuges@cime.es
- Website, where you will have to fill out the corresponding form

The Syndicate quarantees confidentiality of the content of all complaints and queries. It will act in all cases on a personal, direct, reserved and free of charge basis.

- ⊗ Plaça Biosfera, 5 · 07703 Maó (CIMe building)
- (+34) 971.356.050 (ext. 2282)

HELP SERVICE FOR VICTIMS OF RACIAL OR ETHNIC DISCRIMINATION

This free state-run service provides assistance and orientation for individuals who have been victim of racial or ethnic discrimination. It is accountable for the Committee for Elimination of Racial Discrimination, an authority currently under the Ministry of Equality (Directorate-General for Equal Treatment and Ethnoracial Diversity).

This service has the fundamental objective of providing direct assistance to individuals that are being, or have been, subjected to or are aware of discriminatory situations based on racial or ethnic origins and in any field (education, healthcare, housing, employment, the media, etc.).

Options for contacting this service are as follows:

- Call the free telephone number for information and consulting for victims: 900 203 041
- Visit or request an appointment at one of the support locations for victims that provide specialised and direct in-person service (this support service has a network of offices set up across Spanish territory).
- Make an enquiry via the online form available on the service's website
- Write to their E-mail address: info@asistenciavictimasdiscriminacion.org
- Contact the service through their WhatsApp number: (+34) 628.860.507

NATIONAL HATE CRIME PREVENTION OFFICE

The National Hate Crime Prevention Office, accountable to the Ministry of the Interior, periodically formulates surveys used to better understand citizens' experiences associated with so-called hate crimes. The results of these queries are used to improve the protection and attention provided by State-Run Security Authorities and Forces for individuals who are victims of such crimes.

□ asistencia.ondod@interior.es

WOMEN'S HELP CENTRE

The Women's Help Centre is a general resource accountable to the Department of Social and Family Welfare of the Island Council of Menorca. It is the service of reference on the island for attention and counsel for women who are victims of violence.

© C/d'Artrutx 23, 1st floor · 07714 Maó

© (+34) 971.357.024

24-HOUR SUPPORT SERVICE FOR VICTIMS OF VIOLENCE AGAINST WOMEN

This is a specific service of the Balearic Women's Institute, for social assistance for women who are victims of gender violence, available 24 hours a day, 365 days a year, for the whole of the Balearic Islands Autonomous Community. They provide ongoing attention for emergency situations of violence against women by specialised professionals qualified to provide information, orientation, social counselling and support for women suffering gender-based violence, as well as making referrals to the proper resources by the following means:

- Immediate telephone assistance
- Accompaniment, where necessary, for women subjected to genderbased violence

(±34) 639.837.476

LGBTI COMPREHENSIVE CARE SERVICE (SAI MENORCA)

LGTBI Comprehensive Service Care (or SAI) is a free public service open to all Menorca's population. Their staff includes a social educator, a psychologist and a legal counsellor.

They provide specialised attention for LGTBI individuals who are subjected to, have been subjected to, or are at risk of any type of discrimination or violence for reasons of their sexual orientation, gender identity or gender expression. In the case of minors, parent or quardian consent is necessary to initiate interventions.

This service is also prepared to attend to family members, friends and other related individuals, as well as social agents and professionals who may require consultation.

⊙ C/ Artrutx 23, 1st floor · 07714 Maó

(+34) 971.357.024 (±) (+34) 609.109.734

ARCOIRIS (Rainbow) HOTLINE

A nationwide service of reference for information, consultation and attention for the Spanish LGBTI collective. It provides attention for families and younger members of the community for issues related to hate crimes. Furthermore, the FELGTBI+ support service answers enquiries regarding sexual health, requests for asylum by LGBTI individuals, required documentation for students and researchers and issues of general concern to the LGTBI collective.

The Arcoiris Hotline is fully anonymous, confidential and free. Options for contacting them are as follows:

(+34) 913.604.605

(-) (+34) 676.785.830

By filling out the form on their website

7. SERVICES FOR SOCIAL AND FAMILY WELFARE



Social services are the set of basic services directed at the prevention, elimination or management of the causes that result in situations of social risk and/or alienation. These services therefore strive to obtain wellbeing and an improved quality of life and social and economic status for the general population, especially in the scope of suppression and management of social inequality. The principles to which it subscribes are, among others: universality, integration, participation, solidarity and equality.

As an initial point of access to the public social services system, they act as a guarantee of proximity for users of services in personal, family and social scopes. They provide information, orientation and counselling -depending on the social, family and/or economic situation-, and offer comprehensive attention and support for individuals and families in a state of social vulnerability, as well as for situations of social emergency.

Objective: Inform interested parties regarding access to different resources and services from the Area of Social and Family Welfare, provide advice regarding conditions and requisites for access, and refer those parties, where relevant, to any specific or specialised services. This service also works for social and personal advancement of individuals with special needs, with a comprehensive and interdisciplinary focus.

Who may request these services: Individuals registered in the municipality of Maó, non-residents or temporary residents, and those individuals in the municipality in a situation of basic personal necessity.

Requisites: Individuals registered in the municipality or that are in a situation of basic personal necessity.

Required documentation: A petition completed by the individual requesting the service.

In our municipality, Social and Community Services are formed by an interdisciplinary municipal team, including social educators, social workers, psychologists, family workers and intercultural mediators.

This team is responsible for carrying out numerous programmes and services: Basic Social Care. Services for information, social counselling and orientation for individuals.

- Municipal services for attention to families
- Evaluation of a situation of social necessity
- ✓ Procedures for accessing different resources
- Referral to other resources and/or services
- Social information and awareness
- \checkmark Filing for in-home assistance and other support services from the
- cohabitation unit
- ✓ The elderly and dependents
- Youth attention
- School support
- Assisted Geriatric Residence

To make an appointment or request information:

OFFICES OF THE DEPARTMENT OF SOCIAL AND FAMILY WELFARE

O Cós de Gràcia. 28

www.ajmao.org

INTERCULTURAL MEDIATION OF THE CITY HALL OF MAÓ

Apart from the aforementioned services, Social Services also include an **Intercultural Mediation Service** that serves the following purposes:

- Offer informative meetings for reception in the municipality
- Foster autonomy and social inclusion
- Facilitate communication
- Bolster social cohesion

It also serves as a meeting point for the sharing of knowledge between the different cultures represented in Maó.

This service is conceived for the entire resident population of the municipality, with special focus on those of non-EU origins.

To access this service, an appointment must be made with Social Services' Basic Social Support Services, either in person

O Cós de Gràcia, 28

(+34) 971.356.700 (ext. 549)

For additional information and/or resources, please consult the corresponding section of the City Hall of Maó's website.

8. INSULAR SOCIAL SERVICES

The Island Council of Menorca is the institution responsible for heading up various programmes and services:

- Processing economic aid for individuals over the age of 65 and disabled individuals
- Nursing homes
- Santa Rita Public Health Centre

You can make an appointment or request information at:

CONSELL INSULAR DE MENORCA

- Plaça de la Biosfera, 5
- (+34) 971.356.050
- https://www.cime.es/Departament/BenestarSocial

9. SOCIAL SERVICES OF THE BALEARIC ISLAND GOVERNMENT

The Balearic Island Government's Ministry of Social Services is responsible for processing aid for dependency, disability, pensions, etc.

You can make an appointment or request information at:

Conselleria de Serveis Socials (Menorcan Office)

- Av. Vives Llull, 42
- **%** (+34) 971.176.031
- https://www.caib.es/govern/organigrama/area.do?coduo=2390652&lang=ca

10. HEALTH CENTRES



To obtain access to health services (general practitioner, infirmary, specialists, etc.) the interested party must apply for a medical card, which can be processed at the Dalt Sant Joan Health Centre or the Verge del Toro Health Centre.

Documentation required to obtain a medical card

- NIE (foreigners ID card) or passport
- Legal registration or cohabitation certificate
- If authorisation of residency is held: Social Security affiliation number (provided by the Social Security Treasury Office)

Vaccines

It is necessary to have received all pertinent vaccines, as dictated by Spanish regulations. The Dalt Sant Joan Health Centre can provide information on current regulations.

IBSALUT DOCTOR'S APPOINTMENTS:

(+34) 971.437.079 or 902.079.079

www.ibsalut.es

DALT SANT JOAN HEALTH CENTRE

Services: Treatment, general practice, minor surgery, dental health and mental health.

© C/ Fornells 107 · 07701 Maó

(+34) 971.353.255

VERGE DEL TORO HEALTH CENTRE

Services: Treatment, general practice, minor surgery and a Women's Health Care Unit (obstetrics and gynaecology, childbirth and infirmary).

© C/ Barcelona, 1 · 07701 Maó

(+34) 971.356.942

SANT CLIMENT BASIC HEALTH UNIT

Services: General practice and infirmary.

⊙ C/ Sant Gabriel, 14 · 07712 Ma
ó

(+34) 971.153.203

MATEU ORFILA HOSPITAL

Just some of the services offered include: analyses, emergency department, intensive and palliative care, rehabilitation, surgery, health services (cardiology, dermatology, endocrinology, internal medicine, neurology, oncology, paediatrics, pulmonology, psychiatry and rheumatology).

© Ronda de Malbúger, 1 · 07703 Maó

% (+34) 971.487.000

FOUNDATION FOR DISABLED INDIVIDUALS OF MENORCA

The Foundation for Disabled Individuals of Menorca works to attend to the needs of individuals with disabilities to improve their living conditions and that of their families.

Its activity is structured around two central concepts: safeguard the rights and dignity of the collective of disabled individuals, and provide an ample variety of services like homecare, rehabilitation, physiotherapy, speech therapy, physiological assistance, occupational centre, senior centres, assisted living, labour integration, family engagement school and workshops, sign-language interpreters, and much more.

- Av. Menorca, 27 · Maó
- (+34) 971.481.046
- www.fundaciodiscap.org

CLÍNICA JUANEDA

24-hour private clinic

(+34) 971.280.000

OTHER RESOURCES OF INTEREST

Emergency phone assistance: 061

PHARMACIES

The following link shows open and on-call pharmacies.

HEALTHY ROUTES AROUND MAÓ

This project aims primarily to promote physical activity among the general population. It is especially intended for sedentary individuals with factors of health risk. Health centres can provide advice on which routes best suit you.

You can view the existing healthy routes here.

11. HOUSING



There are two common housing systems: rental and ownership. Rental involves the use of a dwelling in exchange for an established monthly sum paid to the owner of the property. Both tenants and owners of a dwelling must pay the established community fees, collaborate in upkeep of common areas and comply with building and community regulations.

If you are interested in renting or purchasing a dwelling, you can check advertisements in local newspapers or magazines, or visit local real estate agencies.

Remember! Property owners can rent their properties, but tenants may not rent the property to third parties.

There are a number of services for orientation and mediation to help with your search:

MUNICIPAL HOUSING SERVICE

In-person information provided at the offices of the Area of Social Welfare, Family and Education.

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(+34) 971.356.700

BALEARIC HOUSING INSTITUTE (IBAVI)

Public entity of the Balearic Islands Government. Among other tasks, it works for the public promotion and refurbishment of protected public housing.

© Carrer del Carme, 1 · 07701 Maó

(+34) 971.178.968 - 900.700.003

INSULAR HOUSING OFFICE

This service of the Island Council of Menorca is managed by the professional staff at Provivienda. It provides information and counselling on mortgage foreclosures, rent default, legal issues (civil, criminal and administrative), residential and community mediation, as well as workshops designed for professionals and families.

⊙ Plaça de s'Esplanada, 2 (left) · 07703 Maó

(+34) 971.776.379

www.provivienda.org

ETHICAL RENTING

This programme of the Island Council of Menorca's Housing Department strives to revert the situation of gentrification in Menorca's town centres and promote the rental of residential dwellings at reasonable prices based on their respective characteristics.

It provides counselling and assistance and acts as a guarantee that both parties (owners and tenants) comply with their respective obligations and enjoy their inherent rights.

- Placa de la Biosfera, 5 · 07703 Maó
- **(+34)** 971.356.050
- □ habitatge.social@cime.es
- Iloqueretic.cime.es

RESIDENTIAL SOCIAL INTEGRATION SERVICES

This service is established for individuals that comply with the following requisites:

- Officially registered in Maó
- Of legal age (18) or minors accompanied by legal guardian
- Voluntarily sign the cohabitation agreement contract
- Accept and respect the centre's general regulations and agreed agenda
- Lack of economic income from work or public benefits

Requests can be made at:

SOCIAL SERVICES' SOCIAL AND FAMILY WELFARE OFFICE

- © Es Cós de Gràcia 28 · 07702 Maó
- **(+34)** 971.356.700
- □ areasocial@ajmao.org

12. WORK AND OCCUPATION



If you are over the age of 16 you can legally hold a job or be self-employed. If you are of foreign origin, you must possess the corresponding administrative authorisation. Public services are available for the unemployed to find jobs and/or training.

JOB ORIENTATION SERVICE – ISLAND COUNCIL OF MENORCA

Provides a personalised plan of action for labour market insertion, with counselling throughout the job search process.

Also offers:

- Information and orientation on training resources
- Design plans of action for personalised orientation and insertion
- Strategies that contribute to labour integration for the unemployed
- Information on job offers, job search techniques and the writing of CVs
- Comprehensive plans of action for labour insertion: This programme is aimed at unemployed individuals between the ages of 30 and 65 who are registered with the Balearic Islands Employment Service (SOIB) as job candidates, with particular challenges regarding employability.
- Comprehensive plans of action for youth labour insertion: This programme is intended for employed individuals between the ages of 16 and 29 who are registered with the SOIB as job candidates, as well as with the National Youth Guarantee System.

ISLAND COUNCIL OF MENORCA

- Pl. de la Biosfera, 5 · Maó
- **%** (+34) 971.356.246

SOIB MAÓ (Balearic Islands Employment Service)

The Balearic Islands Employment Service (SOIB) is an independent agency that aims to plan, manage and coordinate active employment policy. Its tasks include informing, orienting and acting as an intermediary in the labour market, fostering employment in all its aspects and carrying out professional training.

SOIB labour orientation: This counselling service specialises in job searches and the improvement of professional profiles. It provides tools to facilitate finding a job and deciding what type of training best suits your needs and would be most productive for you. To request orientation services, you must simply be registered with SOIB.

Pl. Miranda, s/n · 07701 Maó

% (+34) 971.177.980

✓ of.mao@soib.caib.es

EMPLOYMENT TRAINING

In addition to the aforementioned professional training, there are also vocational training courses that offer professional certification available at the following centres:

CASA DE SES AIGÜES VOCATIONAL TRAINING CENTRE (City Hall of Maó)

Offers professional training courses for employment to help improve professional qualifications and/or the capacity for job placement by acquiring and perfecting professional skills for working individuals. Courses are intended for labourers that are currently unemployed.

O Av. Josep M. Quadrado, 13 · 07703 Maó (Balearic Islands)

% (+34) 971.356.515

PIME MENORCA JOB ORIENTATION

Free service that facilitates socio-occupational insertion and promotion for individuals between the ages of 16 and 64 seeking employment.

© C/ Curniola, 17 · 07714 Maó

(+34) 971.352.464

RED CROSS COMPREHENSIVE PLANS OF ACTION FOR INSERTION - JOB ORIENTATION

socio-occupational information, professional orientation, Provides workshops for enhancement of skills and job search areas for individuals aged 16 and over.

Av. Anselm Clavé, 162 · Maó

(+34) 971.361.180

™ mao@cruzroja.es

SOCIO-OCCUPATIONAL INSERTION SERVICE. FOUNDATION FOR **DISABLED INDIVIDUALS**

This Foundation offers a variety of support services for individuals with disabilities, or their families, grouped into different areas of intervention.

One of these is the Area of Socio-occupational Insertion, which includes a set of inter-coordinated and connected programmes that create the most adequate and adapted insertion plan based or each user's abilities, situation and professional profile.

User profile: Individuals with physical, sensory, intellectual or psychiatric disability certified by a competent institution in the field, with a degree of disability of at least 33%, and registered in SOIB as seeking employment.

O Av. Vives Llull, 152 · 07702 Maó

(+34) 871.590.700

LABOUR INTEGRATION SERVICE. CÀRITAS DIOCESANA DE MENORCA

The Labour Orientation Service is a specific service for job orientation, counselling and intermediation intended primarily for individuals in a state of risk of social exclusion.

They also offer services for training activity and occupational workshops (Mestral) that aim to improve users' skills and abilities.

⊙ C/ Santa Eulàlia, 83 · 07702 Maó

(+34) 971.361.001

□ caritas@caritasmenorca.org
 □

13. EDUCATION



Education in Spain is obligatory between the ages of 6 and 16. It is also however important for children to join the educational system from the age of 3.

Education is free and mandatory, although it does include certain expenses like school supplies, optional lunchroom fees and out-of-school activities. Several grants exist for such activities that are intended for families that cannot afford the extra expense that these entail.

The different educational stages are:

- Toddler: 0 to 3 years old
- Nursery or preschool: 3 to 6 years old
- Primary education: 6 to 12 years old
- Compulsory secondary education (ESO): 12 to 16 years old
- Post-compulsory secondary education (Batxillerat, or A levels): 17-18 vears old
- Advanced vocational training and university studies

During the pre-registration period, you must submit an admissions application to the centre where you wish to register the child. The application form is available at the Territorial Office of Education in Menorca or at the corresponding schools. Specific periods and deadlines are established for the entire application and registration process.

Required documentation:

- Census certificate
- Photocopy of the family register or passport
- Official application form

Recommended documentation:

- School records and education reports from the country of origin
- If the original document is in a foreign language, include a translation

If the school registration period is not open, you must go to:

TERRITORIAL DEPARTMENT OF EDUCATION IN MENORCA

- O Av. de Josep Maria Quadrado, 33 · Maó
- **%** (+34) 971.369.008
- □ dte menorca@educacio.caib.es

The same office is home to the **Department of Schooling** ⟨ (+34) 971.353.176

MUNICIPAL EDUCATION SERVICE

The Municipal Education Service is part of the Area of Education, Youth and Community Support of the City Hall of Maó. It aims primarily to promote policies that contribute to the improvement of education and well-being of residents of Maó as an official Education City.

Maó has been a member of the Network of Education Cities since 2007. As established under this framework, the City Hall considers education as an integral process that must involve the entire community. In other words, it is a learning process that lasts a lifetime that also provides tools to ensure social inclusion and cohesion, in this case, in the city of Maó. In this sense, the municipality proposes various initiatives intended for all ages and collectives.

⊙ Plaça de la Constitució, 13 (Principal de Guàrdia building) · 07701 Maó (+34) 971.369.800 (ext. 221)

TODDLER SCHOOLS 0-3 YEARS OLD

(Balearic Islands Public Preschool Network)

EI FORT DE L'EAU

Av. Màrius Verdaguer, 5 · 07701 Maó

% (+34) 971.368.890

⊠ eifortdeleau@eifortdeleau.com

EI ES PASSERELLS

- © C/ Francesc Tudurí de la Torre, 4 (Sínia Costabella) · 07702 Maó
- **(+34)** 971.351.395
- ≥ eiespasserells@eiespasserells.com

EI ES BUSQUERETS

⊙ C/ Vives Llull, 20 · 07703 Maó

(+34) 971.353.158

iesbusquerets@eiesbusquerets.com

EI SANT CLIMENT

© Carrer de s'Escola, 1 · St. Climent · 07712 Maó

(+34) 971.153.123

⊠ escola0-3@eisantcliment.com

EI CAP DE CREUS

⊙ C/ Borja Moll, 34 · 07702 Maó

(+34) 971.354.761

m eicapdecreus@eicapdecreus.com

EI MAGDALENA HUMBERT

Dalt Sant Joan, 7 · 07703 Maó

(+34) 971.361.321

m eeimagdalenahumbert03@gmail.com

PRESCHOOLS AND PRIMARY FDUCATION

CEIP TRAMUNTANA (rural)

⊙ Ctra. Favàritx, s/n. Apt. Correus 800 · 07700 Maó

(+34) 971.188.214

⊠ ceiptramuntana@educaib.eu

CEIP MATEU FONTIRROIG

Av. Vives Llull, 1 · 07703 Maó

(+34) 971.365.011 (primary) / (+34) 971.350.249 (preschool)

□ ceipmateufontirroig@educaib.eu

CEIP MARE DE DÉU DE GRÀCIA

Av. Vives Llull, 17 · 07703 Maó

(+34) 971.360.141

□ ceipmarededeudegracia@educaib.eu

CEIP ANTONI JUAN

© C/ Santa Eulàlia, 89 · 07702 Maó

(+34) 971.364.842

□ ceipantonijuanalemany@educaib.eu

CEIP SA GRADUADA

Av. J. Mª. Quadrado, 12 · 07703 Maó

(+34) 971.360.430

⊠ ceipsagraduada.mao@educaib.eu

CEIP MARE DE DÉU DEL CARME

Av. Màrius Verdaguer, 7 · 07702 Maó

(+34) 971.361.832

m ceipmarededeudelcarme@educaib.eu

CEIP MARIA LLUÏSA SERRA

⊙ Camí d'en Guixó, 15 · 07702 Maó

(+34) 971.362.658

EI SANT CLIMENT

O Carrer de s'Escola, 1 · St. Climent · 07712 Maó

(+34) 971.153.123

⊠ eipsantcliment@gmail.com

COL·LEGI LA SALLE (state-assisted)

⊚ C/ Vassallo, 123-125 · 07703 Ma
ó

% (+34) 971.356.114

COL·LEGI SANT JOSEP

© Es Cós de Gràcia, 98 · 07702 Maó

% (+34) 971.355.804

□ administrador@ccsjmao.com

COL·LEGI COR DE MARIA

© C/ San Fernando, 42 · 07702 Maó

% (+34) 971.364.965

□ cordemaria@planalfa.es

SECONDARY EDUCATION SCHOOLS

IES JOAN RAMIS I RAMIS

- Av. Vives Llull, 15 · Maó
- (+34) 971.360.133 (+34) 971.362.904
- iesioanramisiramis@educaib.eu

IES CAP DE LLEVANT

- (+34) 971.353.582
- iescapdellevant@educaib.eu

IES PASQUAL CALBÓ I CALDÉS

- (+34) 971.369.390 (+34) 971.360.381

ESCOLA D'ART DE MENORCA

- O Av. J. M. Quadrado, 33 · Maó
- **(+34)** 971.350.827
- □ administracio@escoladartmenorca.com

COL·LEGI LA SALLE (concertat)

- © C/ Vassallo, 123-125 · 07703 Maó
- (+34) 971.356.114

COL·LEGI SANT JOSEP (state-assisted)

- © Es Cós de Gràcia, 98 · 07702 Maó
- **(+34)** 971.355.804
- □ administrador@ccsjmao.com

COL·LEGI COR DE MARIA (state-assisted)

- © C/ San Fernando, 42 · 07702 Maó
- **%** (+34) 971.364.965

VOCATIONAL TRAINING SCHOOLS

The secondary schools Cap de Llevant, Joan Ramis i Ramis, and Pasqual Calbó i Caldés offer basic professional training (FP Bàsica), mid-level vocational training and high-level vocational training. The Centre de la Mar and Centre de Formació Professional Menorca also offer professional training.

CENTRE DE LA MAR

Training in marine fields, such as boat maintenance.

- © C/Ruiz i Pablo, 13, 07702 Maó (Balearic Islands)
- **%** (+34) 971.177.027
- https://centredelamar.com

CENTRE DE FORMACIÓ PROFESSIONAL MENORCA

Private centre for specific professional training, offering high-level training in Hotel and Tourism studies.

- C/ Sant Ferran, 17, 07000 Maó
- (+34) 971.721.473
- □ acapo@etb-baleares.es

CENTRES FOR UNIVERSITY STUDIES

UNED Menorca (National Distance Learning University)

- O Claustre del Carme · Plaça de la Miranda, s/n · 07701 Maó
- **(+34)** 971.366.769

UIMIR (Illa del Rei International University)

- © C/ Camí des Castell, 28 · 07702 Maó
- **(+34)** 971.351.500
- □ uimir@cime.es

UOM (Open University for Older Adults)

The UOM is intended for older adults over the age of 50, or early retired individuals with primary studies.

https://uom.uib.cat

OTHER EDUCATIONAL CENTRES OF INTEREST

JOAN MIR I MIR ADULT EDUCATION CENTRE OF MAÓ (CEPA Joan Mir i Mir school)

This centre, known locally as the 'Escola d'Adults', regularly offers Catalan and Spanish classes for foreign students, as well as the Rights and Responsibilities Welcome Programme for preparation of the CCSE exam (a test given by centres accredited by the Cervantes Institute on constitutional and socio-cultural knowledge needed to obtain Spanish nationality).

The centre also offers preparation courses for entrance exams to mid-level and high-level vocational training and university studies, as well as courses in foreign languages, literacy, computer science, and even excursions and chats, in addition to other complementary and extracurricular activities.

- O C/ de Sant Joan, 10 · 07702 Maó
- **(+34)** 971.364.758
- □ centre@cepajoanmirimir.es
- thttps://www.cepajoanmirimir.es

For information on the Aula Mentor project (an open, flexible and internet-based training system for individuals 16 and over for retraining, labour insertion and professional qualification):

www.aulamentor.es

ESCOLA OFICIAL D'IDIOMES (EOI, OFFICIAL LANGUAGE SCHOOL)

The Maó EOI offers official language courses in languages like Catalan, English, French, German or Italian.

- © C/ Francesc F Andreu, 2 · 07702 Maó Edifici IES Cap de Llevant
- **(+34)** 971.354.328
- mhttps://www.eoimao.com

MUNICIPAL SCHOOLS

These centres offer courses in music, pottery and painting from October to May. They are open to individuals of all ages and any type of interests, and are open to diversity and different paces of learning.

- O Claustre del Carme, 5. 1r pis · 07701 Maó
- **%** (+34) 971.362.021

PROFESSIONAL MUSIC AND DANCE CONSERVATORY OF MENORCA

Regulated courses from elementary to professional levels, respectively, in music and dance.

- O Claustre del Carme, s/n · 07701 Maó
- **(+34)** 971.366.370
- ☐ conservatoriprofessional.menorca@educaib.eu
- https://www.conservatoridemenorca.org

14. RECOGNITION AND CERTIFICATION OF FOREIGN STUDIES AND DEGREES

The Island Direction of Menorca processes applications for foreign degree certification. You can request information on the necessary steps at this Office, at OFIM or at the City Hall of Maó's Mediation Services Office.

You call also find information on procedures for non-university degree certification at the website of the Ministry of Education and Professional Training, as well as the website of the Ministry of Science, Innovation and Universities, or university level degrees.

OFIM. Immigration Information Office

⊙ C/ d'Artrutx 23. 1r · 07714 Maó

(+34) 971.357.024 / Fax: (+34) 971.352.251

(Appointment required)

CITY HALL OF MAÓ INTERCULTURAL MEDIATION SERVICE

Basic Social Support Services, Social Services

© Es Cós de Gràcia, 28

% (+34) 971.356.700 (ext. 549)

15. MOBILITY AND TRANSPORT



SCHOOL PATHS

The City Hall of Maó has initiated the School Paths project for the municipality, as it firmly believes that making the path home from school both safe and attractive is a way to recover areas for children and make our streets and squares more fit for living.

The School Path project places children's mobility needs at the centre of public action and social interest, and aims to create adequate conditions for their daily journeys.

Advantages of School Paths:

- ✓ Instil positive habits in sustainable and healthy mobility in children, thus acquiring positive practices in sustainable mobility that they will continue as adults. Their current model is highly sedentary and many show restless behaviour, as they need more exercise but do not have adequate spaces to do so.
- ✓ The restoration of public areas.
- ✓ Internalise safe behaviour in children when outdoors in town.
- ✓ Offer the community the chance to take park and express their opinions in improving their city, to reinforce their feeling of rights and responsibilities within their immediate surroundings.
- ✓ To learn and put into practice road safety rules. They can learn to move about safely, allowing them to acquire additional autonomy in a progressive manner.
- ✓ Reduce energy consumption through a reduction in the use of motor vehicles.
- ✓ Avoid excessive traffic around our schools.

You can consult existing School Paths through the following link.

PUBLIC TRANSPORT TICKETS AND PASSES

Public transport tickets and passes are intended for users who wish to benefit from significant discounts as compared to single-ticket prices.

T-GENERAL **PASS**

Personal pass for users of the T-10 and T-40 passes, or those with the right to large family discounts

T-JOVE PASS

Pass for users under the age of 22 (previously the T-21)

T-MÉS **PASS**

Pass for seniors. retired, unemployed or those at risk of exclusion (previously T-GRAN and T-MÉS)

To obtain these pass cards, you simply need a valid ID (or passport), ID portrait photo (they can be taken at the CIMe offices), and a reservation.

- [©] (+34) 971.362.433
- ☐ info.sac@cime.es
- https://menorca.tib.org/es/targeta-de-transport

MOU-T MENORCA (Move, Menorca)

MOU-T Menorca is a portal of the Island Council Department of Mobility established to offer users all the necessary information regarding buses and roads in Menorca.

http://www.mou-tmenorca.com

TMSA (Transports Menorca S.A.)

- © Camí de ses Rodees, 5. POIMA. 07714 Maó
- (+34) 971.360.475
- For bus routes and timetables: https://www.tmsa.es

16. CULTURAL. SOCIAL AND SPORTS **CENTRES**



Youth Services of the City Hall of Maó

⊙ C/ Sant Josep, 7 · Maó

(+34) 971.350.963

INJOVE (Youth Institute of Menorca)

% (+34) 971.365.073

MUNICIPAL SPORTS COMPLEX

The Municipal sports complex has different areas set up for a variety of sports.

- © C/ de ses Quatre Boques, s/n · Maó
- **(+34)** 971.367.661
- □ poliesportiu@ajmao.org
- https://www.ajmao.org

OUTDOOR FACILITIES

There is also equipment for free exercise at the following parks:

- Dalt Vilanova Park
- Mirador de l'Avinguda del Port de Maó
- Es Freginal Park
- Green area behind the Santiago Quarters
- Green area between the Lidl supermarket and the La Salle School
- Malbúger Gardens

MAÓ PUBLIC LIBRARY AND DIGITAL ACCOMPANIMENT SERVICE

- Plaça de la Conquesta, 8 · 07701 Maó
- **(+34)** 971.369.190
- thtp://www.bibliomao.es

LIBRARY - FERNANDO RUBIÓ TUDURÍ ARCHIVES

This privately run library is free and open to the public. It is intended for university studies and research. It specialises in music, history, economy, arts and politics, and is part of the Network of Menorcan Libraries.

- O Claustre del Carme, Local 48 · 07701 Maó
- (+34) 971.351.320
- □ Library: <u>sala_biblioteca@fundaciorubio.org</u> Archives: biblioteca@fundaciorubio.org
- https://www.fundaciorubio.org/es
- MUSEUM OF MENORCA
- Pla des Monestir, 9 · 07701 Maó
- **(+34)** 971.350.955
- www.museudemenorca.com

CA N'OLIVER ART AND HISTORY CENTRE

- ⊚ C/ Anuncivay, 2 · 07702 Maó
- **%** (+34) 971.356.523
- http://canoliver.menorca.es

PRINCIPAL THEATRE OF MAÓ

- O Costa d'en Deià, 40 · 07702 Maó
- (+34) 971.355.603
- https://teatremao.com

MENORCA CULTURAL AGENDA. "Menorca, Island of Culture"

This online portal gathers virtually all information and cultural activities in Menorca. The website includes an updated agenda with a browser that helps you find and select cultural events by type, location or date.

It also provides information on the island's principal cultural locations and premises that can be visited or that organise an on-going activity schedule.

http://www.culturamenorca.org

TOURIST INFORMATION POINT

- Port de Maó · Moll de Llevant, 2 · Maó
- **(+34)** 971.355.952

17. ASSOCIATIONS AND PARTICIPATION 🎾



The different resident organisations in Maó include various diaspora associations, that is, associations made up of immigrants or their descendants that come together to preserve a bond with their country of origin. These associations can be of a cultural, language, religious or emotional nature.

If you belong to a diaspora, these entities can help you meet other members of the same diaspora, thus facilitating social inclusion in your new city or simply for companionship during your process of migratory grief.

In addition to these associations, the list of city entities also includes other collectives with which you can share hobbies, ideals or objectives; a great way to get out and discover your social network in the city and take an active role in community participation.

You can consult such entities through the following link.

