

Ongi etorri!

Zumaia Welcome Guide

Zumaiako Udala

ZUMAIA BIZITZEKO DA

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1. Introduction

Welcome to Zumaia, welcome to the Basque Country!

Zumaia belongs to all the people who live in this municipality. We are all citizens of Zumaia and together we build Zumaia every day.

We want Zumaia to be welcoming and collaborative. So, if you need to contact the Town Council, you will receive direct support and we will be ready to listen to all your requirements and suggestions. Zumaia is a diverse town with a great history. A town that doesn't forget its past, while it looks to the future. A future that all the people who live here will decide, together.

This guide that you have in front of you is a guide to get to know Zumaia and the Basque Country. It includes interesting information on a range of resources and its main purpose is to accompany people who have recently arrived in the municipality.

In Zumaia, many resources are available to the public – resources that we encourage you to use, because they are designed to improve all citizens' quality of life.

In Zumaia, there is also a wealth of sports clubs and social and cultural groups. Participating in these groups' organised activities is very positive on an individual and a community level.

In Zumaia and the Basque Country, Basque is our own local language. We want Basque to be the shared language, the language of cohesion, that brings us together. With this in mind, we'd like to encourage you to learn it.

Your experiences, cultures and languages make Zumaia a richer place. As our relationships develop, we are sure to have the chance to find out about them and share them with you.

Finally, we want to emphasise that the doors of our town and the Town Council are open to you.

2. Location

The Basque Country is a European nation with its own culture (value system, traditions, cultural expressions, sports etc.) and language (Basque), but it is open to the whole world.

It is made up of seven regions: Araba, Bizkaia, Gipuzkoa, Lapurdi, Nafarroa Behera, Nafarroa Garaia and Zuberoa. It has around 3 million inhabitants. At present, Araba, Bizkaia and Gipuzkoa make up an Autonomous Community, with the Basque Government as their governing body. In addition, Gipuzkoa has its own local authority, and the District Council acts as its governing body.

Migration has played an important role in the Basque Country, both historically and today. It is a very diverse place, and all the languages and cultures found in the Basque Country enrich it, in harmony with Basque culture.

Gipuzkoa sits in the north-east of the autonomous community and around 700,000 people live there. Its capital city is Donostia. Zumaia sits in the Urola Kosta district and borders the Bay of Biscay (Bizkaia), Aizarnazabal, Zestoa, Getaria and Deba.

3. Learn the Basque language

Basque is the local language of the Basque Country and it is one of the region's official languages. The Basque Country is the language's only homeland. When people come to Zumaia, they notice straight away that people speak Basque on the street, the signs are in Basque, and Zumaia in particular is a real stronghold of the language: nearly 80% of the population speaks Basque and it is a member of the UEMA (Commonwealth of Basque Municipalities). Nevertheless, Basque is a minority language and for many years it was not recognised in law. This, and other factors, left it in danger of extinction. For this reason, policies have been put in place over the last 40 years to promote the language, and there is a Basque Language Service at the Zumaia Town Council and many other public bodies. The main purpose of the service is to promote and normalise the Basque language, and the Town Council wants Zumaia to be a place that lives life in Basque.

Languages play a key role in culture in general, in the local character, identity, public cohesion; it is important for work, study and social life.

To integrate into our country, you don't have to give up your own language, of course. Learning Basque will help you understand the town as a whole, enjoy it and feel at home, and be part of the community. What's more, you can practise Basque and carry on learning on the street!

Learning Basque is a key part of integration and understanding our community. Basque unites us; Basque will enrich your experience. When you study Basque, you benefit and so does the community.

Opportunities to learn Basque

Zumaia Town Council offers subsidies for people taking Basque language courses. The requirements are that you must be a resident of Zumaia and your attendance of the course must be at least 80%.

If these two requirements are met, the Council will pay 75% of the course fee. If you are unemployed and you meet the requirements for the duration of the course, you will be reimbursed for 100% of the course fee. There are two windows for enrolment each year, in July and October.

Igor AEK Euskaltegia

AEK teaches the Basque language to adults. You will learn to speak, read and write in Basque, and have the chance to get a deeper understanding of Basque culture.

Bidasoa kalea 1
943 860248
zumaia@aek.eus

EPA

Offers adult learners the chance to learn Basque.

Contact: **012760aa@hezkuntza.net**
or call the Zarautz centre **(943 130013)** on **Fridays from 09:30 to 13:30.**

4. Rights and resources

4.1. Municipal registration and general information

The register that records all the district's citizens is called the "Padrón Municipal" and joining the register is known as "empadronamiento". People of Spanish and foreign nationalities alike must register, whatever their administrative situation or age. Joining the register gives you access to several specific public rights.

If foreign nationals from outside the EU do not have a permanent residence permit, their registration is valid for 2 years. After that period, you need to renew your registration. If you do not renew it, it will expire.

It is important to keep the municipal register up to date and let the Council know if you change your address.

Zumaia Town Council – Citizen Services

Monday to Friday. Winter: 08:00-14:30 and summer: 08:00-14:00.
Foruen plaza 1
943 865025
haz@zumaia.eus

4.2. Legal situation information

Aholku-sarea / Advice network

The Basque Government has an advice network for legal guidance relating to immigration status for people from abroad who are in vulnerable situations.

In the district, SOS Racism provides this service to Zarautz:
- It assists foreign nationals to get the administrative authorisation needed to reside, work and study in Spain.
- It records and reports the difficulties some people may have in exercising their fundamental rights (the right to justice, education, healthcare etc.).

Zuberoa 22. Zarautz
943 245626 / 943 245627

Free phone number for information and assistance with the Basque Government

This phone line offers information, guidance and advice about administrative situations and immigration law, and directs the public to specific services.

The phone line also offers a simultaneous translation service for the most widely spoken languages in the Basque Autonomous Community.

900 840 890 • **asesoria@euskadi.eus**

National Police (Immigration and Borders Brigade – Donostia-San Sebastián)

To process the following documents:

- Return permits
- Letters of invitation
- Certificates and Foreign National Identification Numbers
- School pupils
- Foreign National Identity Card
- Nationality reports
- Extension of stay
- EU system
- Stays without benefits
- Requests for asylum and protection
- Travel permits and registration certificates

Monday to Friday: 09: 00-17: 00
Jose María Salaberria 16. (20010 Donostia)
943 449809 / 943 449810 / 943 449811

Provincial Department for Work (Government Subdelegation) Foreign Nationals Unit in Donostia

For people from outside the EU to process the following documents:

- Residence permits
- Work and residence permits
- Family reunification
- Return permits
- Travel permits and stay certificates
- Stay extensions

Plaza Pío XII 6. 20010 Donostia-San Sebastián
oficina_extranjeros.gipuzkoa@correo.gob.es
Tel. and appointments: 943 989110
Monday to Friday 9:00 to 17:30

National Police

For the European Union to process the following documents:

- Registration certificate (European Union citizens only)
- Foreign National Identification Number Certificate
- Residency card
- Sign and stamp authorisations issued at the Government Subdelegation in Gipuzkoa

Urumeako pasealekua 17-18. 20014 Donostia-San Sebastián
943 449800 / 943 449810 / 943 449811

4.3. Social assistance

Basic Social Services

This is the access portal to the Basque Social Services System. Its main functions are to detect and meet social needs and to integrate people, families and groups into society.

In Zumaia, you have the right to access the Town Council Social Services, like any other person.

These services are for all people who reside in Zumaia (adults, children, victims of gender-based violence etc.), regardless of their legal situation (with or without a residence permit) and people who have not joined the municipal register.

Anyone can use the service to find more detailed information about any of its services or to start application processes. The main purpose of Social Services is to promote the wellbeing, quality of life and autonomy of the people.

Note: if you have difficulty communicating in Basque or Spanish, you can request interpretation in your language.

Social Services of Zumaia Town Council: Branka Building
Prior appointment by telephone: Monday to Friday from 08:30 to 14:30
Aizkorri 4
943 862200
brankaharrera@zumaia.eus

4.4. Health

Your right to receive healthcare is shown on your Individual Healthcare Card (TIS).

If you don’t have a Social Security membership document, the healthcare centre will tell you the requirements you need to meet to get an Individual Healthcare Card.

Zumaiako Osasun Zentroa / Health centre

Basadi auzunea 15
943 006490

Emergency Healthcare

If you need it, the Zumaia Health Centre attends to emergencies. Everyone has the right to emergency healthcare, even if you don't have an Individual Healthcare Card.

4.5. Housing

Zumaia Town Council Housing Office: This is a support service for certain procedures relating to housing.

Foruen plaza 1
943 865025
etxebizitzabulegoa@zumaia.eus

Public access to housing (information and requests for rental and purchase): Etxebide Basque Housing Service

Zuzenean. Andia 13, Donostia-San Sebastián
www.etxebide.euskadi.eus

4.6. Jobs

Job-seeking services:

Lanbide

This is the Basque Government's employment service. You can use it if you are looking for your first job, if you are unemployed, if you want to return to the labour market, or if you want to change jobs although you already have one.

The service offers guidance and support to companies when creating jobs and when they need workers.

945 160600 / 630 305 452
zarautz@lanbide.eus

Urola Kosta Commonwealth

Monday to Friday 08:00 to 15:00
Urdaneta bidea 6, Zarautz
943 890809
harrera@urolakosta.eus

Workers' rights

Foreign workers without work or residence permits are not in a legal situation, but they still have labour rights. Report any situations that appear to be irregular to trade union organisations or the Work Inspectorate, including unreasonable working hours, discriminatory salaries, claiming payments, risks of accident or unwarranted dismissals.

ELA union

Bizkaia kalea 8
Zarautz
943 000528

LAB union

Zigordia 11, 1 esk
Zarautz
943 894374

Work and Social Security Inspectorate

Urdaneta 7-1º
Donostia
943 023550
itpv-gipuzkoa@euskadi.eus

Standardisation of qualifications achieved abroad

For foreign nationals, prior qualifications are validated and accredited on the basis of agreements with each country of origin. To request this, you need to take the accreditation documents to the Office of the State Inspectorate in Gipuzkoa and pay the relevant fees.

1. Higher education

Office of the Government in Gipuzkoa (Department of Education)
Citizen services Oficina 060
PIO XII 6. 20011 Donostia-San Sebastián
943 989300 and 943 989115

2. Secondary education

Basque Government. Department of Education
Andia kalea 13 20004 Donostia-San Sebastián
012

BIDEZ BIDE (non-governmental organisation)

The NGO Bidez Bide offers free information and guidance on the standardisation and validation of qualifications (secondary education, baccalaureate, technical studies, higher education or university).

Zumaiako Emakumeon* Etxea / Women's* Centre

San Telmo 19 (main entrance on Martxoaren 8a plaza)
633 432762 (call to make an appointment)

5. Education

School is free and compulsory for girls and boys aged **6 to 16 years.**

0-2 years Haurreskolak

2-12 years Nursery and Primary Schools

12-16 years Secondary Schools

16-18 years Baccalaureate Colleges

Education models:

D Teaching is entirely in the Basque language, except for the subject of Spanish.

B is bilingual education.

A Teaching takes place in Spanish and Basque is taught as a separate subject.

Children under 18

In Zumaia, there are public schools and a subsidised private school, all of which operate under model D. If there are places available, you can choose any of them for your child's education. Schools are not divided by sex.

During the school year, you can go directly to your chosen school or to the Basque Government Office for Education.

Basque Government Office for Education
Andia kalea 13. 20004 Donostia-San Sebastián
943 022800
huisgreg@euskadi.eus

Pupils enter schools at the appropriate level according to their age, with slight adaptations depending on their academic level and educational needs.

SCHOOLS

ESKOLA TXIKIA HAURRESKOLA
Model D / public (0-2 years)
Aita Mari 1
943 865345 / ✉ eskolatxikia.zumaia@haurreskolak.eus

ARRANGOLETA HAURRESKOLA
Model D / public (0-2 years)
Juan Belmonte 14
943 862292 / ✉ arrangoleta.zumaia@haurreskolak.eus

OIKIAKO ESKOLA
Model D / public (2-12 years)
Nursery and Primary School
Estratazpia 0-A
943 899223 / ✉ 012299aa@hezkuntza.net

HERRI ESKOLA
Model D / public (2-12 years)
Nursery and Primary School
Nursery Education: Aita Mari 44
Primary Education: Sagarbidea 1
943 861037 / 943 861693
✉ 012972aa@hezkuntza.net

ZUMAIAKO INSTITUTUA
Model D / public (12-18 years)
Secondary Education
1st and 2nd year of compulsory secondary education centre: Sagarbidea 1
3rd and 4th year of compulsory secondary education, Baccalaureate and Vocational Training: Aita Mari 45
943 899253 / ✉ idazkaritza@zumaiabhi.eus

ZUMAIENA IKASTETXEA
Model D / subsidised (0-18 years)
Haurreskola (Nursery), Primary, Secondary and Baccalaureate
Axular ibiltokia 6
943 860462 / ✉ ikastetxea@zumaiena.eus

SOLDADURA ZENTROA
Welding studies
Public (16-18 years)
Urola plaza 10
943 862576 / ✉ soldadurazentroa@urolakosta.eus

Over-18s

EPA

This is a free adult education centre. It offers courses including the following basic training:

- Basic education and Spanish and Basque language teaching.
- Secondary education certificate.
- University access training for over-25s.

Contact:
012760aa@hezkuntza.net
or call the Zarautz centre
943 130013
on Fridays from 09:30 to 13:30

Parents' participation

Parents' associations are spaces for the parents of school pupils to participate. Information about them is available at each school.

Lubaki Parents' Association: an association that includes the parents of nursery and primary school pupils at Zumaiako Herri Eskola

Telmo Deun Parents' Association: parents' association for the school in Zumaia

Zumaiena Parents' Association: parents' association for Zumaiena school

Kolarre Parents' Association: parents' association of Oikia public school

6. Equality between men and women

Zumaia Town Council has an Equality department, which offers information, guidance and advice on the following issues:

- Any issue relating to equality of opportunity between men and women.
- Issues relating to discrimination on the basis of sex and gender.
- Gender-based violence and abuse.

Zumaiako Emakumeon* Etxea / Women's* Centre

An open meeting space that aims for progress towards an equal society. Learn, train and get informed. Create networks and boost women's empowerment.* Provoke debate and reflection from a feminist perspective. Promote a community free from gender-based violence. With these aims, the centre runs a broad programme of workshops, talks and other activities.

San Telmo 19 (main entrance on Martxoaren 8a plaza)
633 432762
info@zumaiakoemakumeonetxea.eus

Malen Etxea immigrant women's association

It offers the following services:

- Advice service: immigration, workers' rights and organisational resources.
- Support and training to achieve individual autonomy, facilitating women's financial independence and management of everyday situations that arise.
- Welcome house: a safe space for immigrant women.

Contact:
653729117 and 688641917
contacto@malenetxea.org

Gender-based violence

What can you do if you are experiencing abuse?

In an emergency, call the number for the Basque Government SOS Deiak **(Tel. 112)** and ask for help and support, or call the Zumaia Municipal Police: 943 143232 (Fielato, Axular 1).

You can go in person or call one of the following services:

Municipal Social Services (Branka)

Aizkorri 4
943 862200
brankaharrera@zumaia.eus

Town Council Equality Department

Foruen plaza 1
943 865025

Specialist service for women experiencing gender-based violence (Basque Government)

900 840111 free, 24-hour phone line.
satevi@zerbitzuak.org

With these services, you have the right to receive the attention and support you need, regardless of your legal situation (with or without papers) and without joining the municipal register.

Note: if you have difficulty communicating in Basque or Spanish, you can request interpretation in your language.

7. Zumaia, a living town

7.1. Culture

The main aim of the Zumaia Department of Culture is to energise Zumaia's cultural life. With this aim, the department offers an attractive cultural programme including exhibitions, shows, courses etc. They organise festivals, manage subsidies for cultural programmes and more.

Alondegia kultur etxea / House of Culture

Erribera 23
943 861056
kultura@zumaia.eus

Resources:

Udal Liburutegia / Municipal Library

Zumaia Municipal Library is located in the Alondegia House of Culture. Adult Library 4th floor and Children's Library 3rd floor.

More than 18,000 documents are available at the library: books, audiovisual material, CDs etc. It receives several daily newspapers, and you can also borrow magazines.

Erribera 23
943 862730
liburutegia@zumaia.eus
haurliburutegia@zumaia.eus

Musika Eskola / School of Music

A wide range of music, dance and theatre classes.

Palacio Ubillos - San Jose kalea 14
943 861183 (09:00-13:00 eta 17:30-19:30)
idazkaritza@zumaiamusika.eus

KZ Gunea

The KZ Gunea network offers a broad catalogue of free courses and services relating to new technologies.

Odieta kalea 2
(Foronda Jauregia)
943 023692
tutor.zumaia@kzgunea.net
www.kzgunea.eus

Monday to Friday: 09:00-13:00 or 16:00-20:00 (one month in the morning, the following month in the afternoon)

7.2. Sports

Zumaia has a wide array of sports resources and activities. The Sports Board organises activities to promote sports throughout the year, for people of all ages. In addition, the municipality has many clubs where you can practise sports.

Lubaki kiroldegia / Sports centre

Basadi auzunea 16
943 862021
kirolak@lubaki.eus

7.3. Resources for children and young people

Municipal play centre and Gaztegune: municipal leisure facilities for children and young people that offer educational and leisure activities.

Ludoteka / Play centre

From 6 to 12 years. Summer schools are available in summer.
Itsas kiroldegia
943 143264
ludoteka@zumaia.eus

Gaztegunea

For 12- to 17-year-olds.
Kantauri plaza 13
688 612940 eta 633 467132
gaztegunezumaia@gmail.com

7.4. Resources for older people

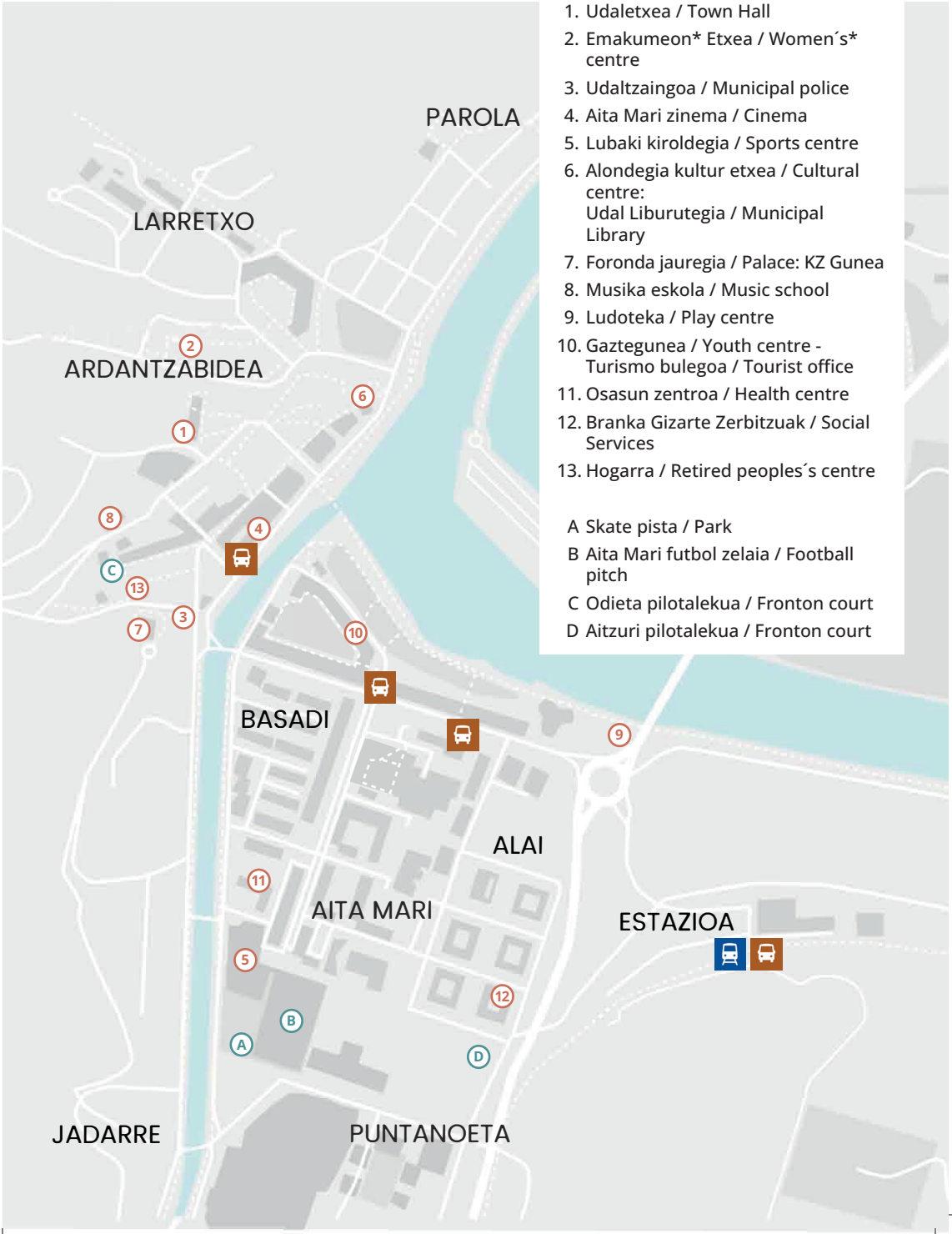
The community has a variety of resources for older people.

Hogarra

Space for pensioners: activities, excursions, courses, hairdressing, massage and podiatry services.

Eusebio Gurrutxaga plaza 3
943 862200

8. Map


PAROLA
LARRETXO
ARDANTZABIDEA
BASADI
ALAI
AITA MARI
ESTAZIOA
JADARRE
PUNTANOETA
1. Udaletxea / Town Hall
2. Emakumeon* Etxea / Women´s* centre
3. Udaltzaingoa / Municipal police
4. Aita Mari zinema / Cinema
5. Lubaki kiroldegia / Sports centre
6. Alondegia kultur etxea / Cultural centre:
Udal Liburutegia / Municipal Library
7. Foronda jauregia / Palace: KZ Gunea
8. Musika eskola / Music school
9. Ludoteka / Play centre
10. Gaztegunea / Youth centre - Turismo bulegoa / Tourist office
11. Osasun zentroa / Health centre
12. Branka Gizarte Zerbitzuak / Social Services
13. Hogarra / Retired peoples´s centre
A Skate pista / Park
B Aita Mari futbol zelaia / Football pitch
C Odieta pilotalekua / Fronton court
D Aitzuri pilotalekua / Fronton court



Zumaiako Udala

ZUMAIA BIZITZEKO DA