

## MIGRATION ORIENTATION AND INFORMATION SERVICE

This service offers a first reception to migrants, informing and guiding them in different processes and procedures, making them aware of the administrative and cultural reality of Navarra.

### BASIC INFORMATION

#### Intended for:

This service is aimed at:

- Migrants
- Other agents related to migration processes: social services, social entities, community agents and citizenship in general.

#### Description:

Through this service you will receive information and basic guidance on procedures related to:

- Census
- Access to the Public Social Services System
- Access to the Education System
- Resources for learning Spanish and Basque
- Access to the Public Health System of Navarra
- Access to employment and training
- Standardization and validation of educational qualifications
- Access to housing
- Services of: state reception of asylum seekers, refugees, stateless persons, people under the temporary care regime and other statutes
- Access to general services: cultural, sports, community.
- Access to services and programmes offered by social entities aimed at the migrant population.
- Other issues that may arise.

The service offers **telephone** and **face-to-face** information at the service desks in **Pamplona** and **Tudela**.

They provide the service in **Spanish, Basque, English, French, Arabic, Russian** and **Ukrainian**. If you speak any other language, there will be a simultaneous translation phone service.

## Regulations:

Regional Decree 38/2023, of April 5, amending Regional Decree 92/2020, of December 2, regulating the operation of residential, day and outpatient services in the areas of the elderly, disability, mental illness and social inclusion of the social services system of the Regional Community of Navarra, and the scheme of authorizations, prior communications and approvals, and Regional Decree 69/2008, of June 17, approving the General Portfolio of Social Services, and approving the social-health services for comprehensive social and health care and the Portfolio of migration policy services.

<https://bon.navarra.es/es/anuncio/-/texto/2023/94/1>

## PROCEDURE

### Request an appointment:

Timetable for requesting an appointment: **Monday to Saturday** from **9:15 a.m. to 11:00 a.m.:**

- Pamplona:
  - By phone: 848 42 09 72 and 678 508 243
  - In person: Avenida Roncesvalles 4, bajo.
- Tudela:
  - By phone: 848 43 36 61 and 678 508 286
  - In person: C / Estanca sin número, bajo

Appointment times: **Monday to Friday** from **11:00 a.m. to 6:00 p.m.** and **Saturdays** from **11:00 a.m. to 2:00 p.m.:**