

The main objective of this guide, which was conceived within the framework of the Diverse Santa Cruz project (www.santacruzdiversa.es), is to make information about the different social resources in Santa Cruz de Tenerife more clear and accessible. It is intended both for foreigners who live in the municipality and for associations and professionals working in the field of integration.

The information and content of this guide are arranged in four parts, which include several sections:

1. First steps: registration, health card, education, housing, asylum ...
2. Regularization: European citizenship, family reunification, residence card ...
3. Subjects of interest: NIE (Foreigner Identification Number) / Foreigner's card, return authorization, nationality, voluntary return ...
4. Resources: groups, NGOs, foundations, unions, consulates, administrations ...

Among the first steps to be taken to become a resident of the municipality is REGISTRATION:

The Municipal Registry of Inhabitants is the registry in which all persons who decide to live in the Municipality must register, as it certifies their residence, regardless of their nationality and their administrative situation. It is a compulsory procedure in accordance with current regulations. Registration can be carried out in person at any Citizen's Assistance Office (www.santacruzdetenerife.es).

Registration is essential to gain access to certain services such as health care, among others.

NOTE: non-EU foreigners, without authorization for permanent residence, must renew their registration every 2 years.

The individual HEALTH CARD is a document issued by the Ministry of Health that identifies people as users of the Public Health System of the Autonomous Community of the Canary Islands and certifies their right to health benefits.

To access any health benefit or service, this card must be shown, as well as an identification document, when required.

NOTE: to apply for the health card, regardless of your administrative situation, you should go to the Health Centre closest to your home.

GENDER-BASED VIOLENCE

Violence against women means any act of violence that has or may result in physical, sexual or psychological harm or suffering for women, as well as threats to carry out these acts, coercion or arbitrary deprivation of freedom, whether they occur in public or in private.

Furthermore, both male and female children of mothers who suffer from gender-based violence are also considered victims of this violence, according to the national legal framework.

There is a free telephone number **(016)** for information and advice about any issue related to domestic violence that is available 24 hours a day in all the official languages of Spain as well as English, French, German, Arabic, Bulgarian, Chinese, Portuguese, Romanian and Russian.

Also, by calling 112 you can request the activation of the DEMA (Emergency Procedure for Abused Women).

More information and resources:

For more information and guidance on the different residence authorizations and the different procedures for regularization, you can consult the **RESOURCES** section, which contains the contact data for certain public and private entities such as non-governmental organizations, foundations and unions, as well as consulates and administrations (www.santacruzdiversa.es).