

SAIER

Refugees and Immigration Service Centre

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SAIER is a municipal service offering advice and information about immigration laws and asylum to immigrants as well as professionals and general public.

The centre provides a free of charge, specialized public service managed by Barcelona City Council in conjunction with other institutions with expertise in the field. The role and functions of each entity are defined by their agreements with the City Council.

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It consists of the following organizations:

- **INFORMATION POINT:** Front desk management.
- **ACSAR** (Association for Solidarity and Assistance to Refugees in Catalonia): Legal services for asylum seekers and refugees.
- **AMIC** (Association for Mutual Assistance to Immigrants in Catalonia): Training and degree validation.
- **CITE** (Information Centre for Foreign Workers): Legal advice on paperwork.
- **CPLN** (Consortium for Linguistic Normalization): Language classes.
- **ICAB** (Illustrious College of Lawyers of Barcelona): Legal advice on immigration laws.
- **RED CROSS:** Social services.

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What we do:

The services that we provide are personal and confidential:

- **Basic information** about paperwork: how to register as a resident, how to obtain a medical card, how to enroll children in schools, etc. Red Cross
- **Social assistance** for asylum seekers and immigrants that have just arrived in the city and have no place to live (temporary lodging, canteens, educational programs...) Red Cross

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- **Advice and support** with immigration paperwork: applications for work and residence permits, family reunifications, student permits, etc. CITE
- **Legal advice:**
 - On immigration law: Assessment and information on how to appeal against the denial of work and residence permits, how to apply for citizenship, etc. ICAB
 - On asylum law: legal advice and defense for asylum and refuge seekers. ACSAR



- **Vocational training and employment programs** for immigrants and asylum seekers: Information and orientation, active job search, job listings... AMIC/RC
- **Information and advice on the recognition and validation** of foreign degrees. AMIC



- **Information on housing.** AMIC
- **Language services:** Catalan and Spanish language classes, on the phone and on-site interpreting service. CPLN/PI



How it works:

- In order to use the services of the Refugee and Immigration Service Centre (SAIER), first of all it is necessary to go to the Information Point where one can be informed about basic formalities and the services provided by the organizations that comprise the Service Centre as well as other entities operating in the city. Each request is evaluated and the person is sent to the corresponding organization.

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Our target group

- **Asylum and refuge seekers:**

Red Cross manages social assistance programs aimed at this group and intervenes on the social, psychological and legal level in order to ensure that the process goes in the right direction.

- **Immigrants:**

Immigration is a migratory movement of people from one place to another involving temporary or permanent change of residence. We work for the people who just arrived and who are in need of specialized attention due to their vulnerable condition.

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Social Programs developed by Red Cross in Catalonia

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- The actions taken by Red Cross in the field of immigration are aimed at improving the quality of life of those who are the most vulnerable or at social risk.
- We adopt comprehensive measures and multidisciplinary actions (social, legal, psychological, educational...) with the normalization principle.
- Our main goal is to contribute to the improvement of their life quality by providing them the necessary tools to reach the most adequate degree of independence as soon as they can.



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Social Programs run by Red Cross in Catalonia:

- **Providing services to asylum seekers:** Aimed at the people who flee from their country because of armed conflicts, political, religious or ethnic persecutions, whose physical integrity is under threat, and who ask for asylum in our country.
- **Providing comprehensive services to immigrants:** Aimed at foreign citizens who arrived recently in our city, coming from the countries with limited economic resources and who find themselves in a precarious social condition.

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- **Psychological Assistance Program:** Designed to promote psychological and emotional well-being of the person taking into account individual needs.
- **Group activity for integration:** a special project aimed at informing, training, therapy and prevention. It consists of a 3-month-long educational course. The participants are introduced to the new language, learn the environment, the sanitary norms and social skills, among others.



- **Assistance to seasonal workers:** aimed at the immigrants who work temporarily during seasonal harvest campaigns. Mostly in Lerida.
- **Collaboration in health protection:** oriented towards underage children from third countries who suffer from illnesses that can not be treated in their countries of origin.
- **Voluntary return to the countries of origin:** oriented towards immigrants and refugees who decide to go back to their home countries due to physical or mental illnesses or extremely vulnerable situations.



- **Programs for Women:**

- Assistance to pregnant women and/or with underage children.
- Self-esteem workshop.
- Reproductive health care workshop.
- Assistance to female victims of sexual exploitation.

- **Campaigns to raise public awareness:**

- Talks in schools about the phenomenon of migration.
- Round-table discussions and conferences involving different social agents.
- Itinerant exhibitions.
- Driver license paperwork support.

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- **Educational Activities:**
 - Literacy campaign.
 - Language lessons.
 - Getting to know the environment.
 - Recreational and educational activities.
 - School reinforcement.
- **Housing facilities:** meant for immigrants and asylum seekers who find themselves in a socially and economically vulnerable position or have difficulty integrating themselves. We work on their personal growth through integration measures and making use of the associations and connections of the environment. We currently have space available for 8 immigrants and 23 asylum seekers and refugees.

Humanity

Impartiality

Neutrality

Independence

Voluntarism

Unity

Universality



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