

WELCOME GUIDE FOR MIGRANTS



Co-financed by:

“Aveiro sem espinhas”

“Sem espinhas” is a Portuguese popular expression used metaphorically to express “without difficulty” or “it was easy.”

This Guide aims to remove the “espinhas” / obstacles and make access easier for those who arrive in Aveiro.

Title

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Welcome to Aveiro!



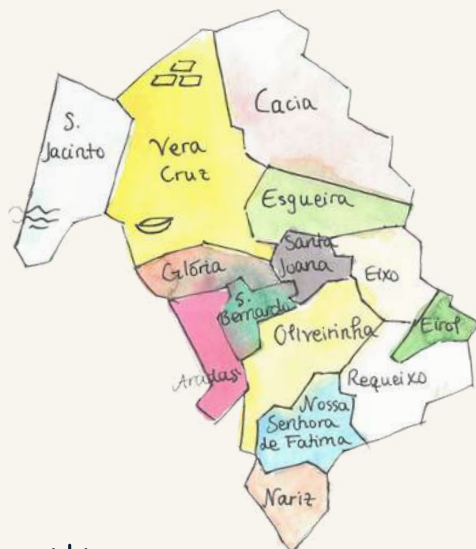
***This guide was created to help you get to know the city
and organise your life in Aveiro.***

Historical Context

Aveiro is a city in central Portugal, known for its canals and moliceiro boats.

The Aveiro region has 80,000 inhabitants and the municipality of Aveiro has 10 parishes:

1. Aradas
2. Cacia
3. Eixo and Eirol
4. Esgueira
5. Glória and Vera Cruz
6. Oliveirinha
7. Requeixo, Nossa Senhora de Fátima and Nariz
8. Santa Joana
9. São Bernardo
10. São Jacinto



National Holidays

January 1st	New Year's Day
March / April	Good Friday
March / April	Easter Sunday
April 25	Freedom Day
May 1st	Labour Day
June 10th	Portugal Day
May / June	Corpus Christi
August 15th	Assumption of Our Lady
October 5th	Establishment of the Republic
November 1st	All Saints' Day
December 1st	Restoration of Independence
December 8th	Immaculate Conception
December 25th	Christmas Day



DID YOU KNOW...

★ Aveiro Municipal Holiday
May 12th in honor of Saint Joan the Princess

★ Traditional sweet from Aveiro: **Ovos Moles**, which originated in the 16th century at the Convent of Jesus in Aveiro, has a convent recipe passed down in secret through generations.

Click here for more information...
<https://www.cm-aveiro.pt/municipio>



How can you regularise your status?



Taking care of the documentation is the first step!

Why is it so important to regularise your status?

It is mandatory to have legal status [this means having the documents that allow you to stay in Portugal].

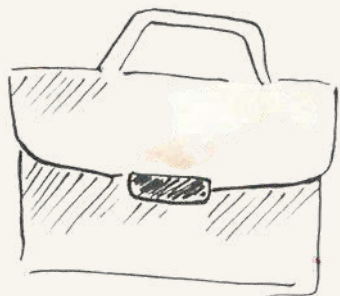
Without valid documents, your rights and opportunities are blocked.

What is AIMA?

AIMA is the organization responsible for the documentation, integration, and support of migrants in Portugal.



Click here for
more
information...



Regularising your status is not just a formality: **it is the gateway to integration.**

To learn about the regularisation process, you can clarify doubts with CLAIM.

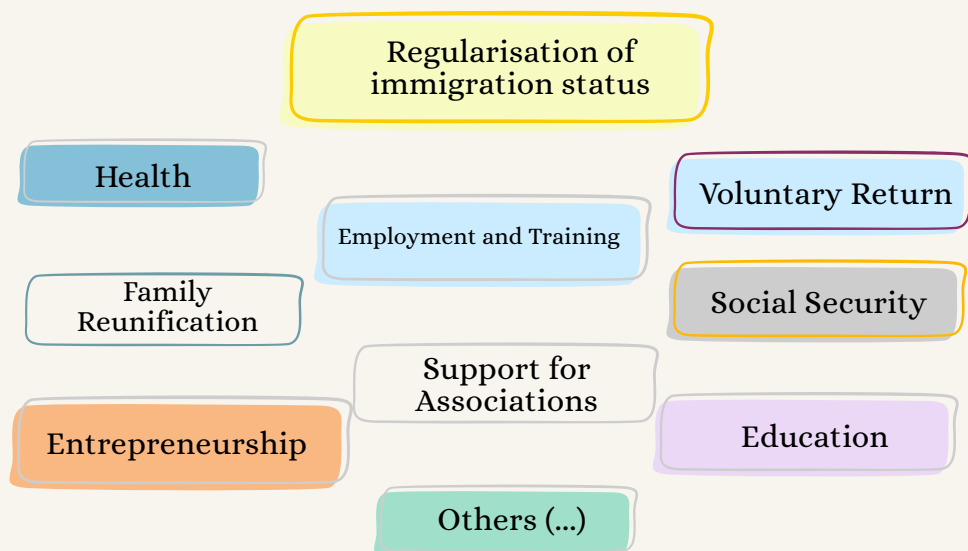
But you should check the **AIMA website**. 

Support in the reception and integration of migrants

What is CLAIM?

CLAIM – Local Center for Support and Integration of Migrants

CLAIM offices is a space dedicated to welcoming, informing, and supporting migrants in various areas, including:



It is a **safe place, free of charge**, where you can find help, information, and guidance. Especially what you need to integrate into Portuguese society.

Find the service closest to you!

[Click here](#)
to go directly to
the page

CLAIM Aveiro - Casa Vera Cruz

CLAIM Aveiro has been operating for over 20 years with various projects supporting the integration of third-country nationals (TCNs).

Support team:

CLAIM | Support in regularisation | 1 staff member
CLAIM Itinerant | Support in regularisation | 1 staff member
CLAIM Social | Social Support | 1 staff member
CAPACIPA Component | Professional Integration and Portuguese courses | 1 staff member
PARTICIPA Component | Intercultural Activities | 1 staff member

What do we do?

CLAIM - Support in regularisation - Municipality of Aveiro
CLAIM Itinerant - Municipalities of Estarreja, Murtosa, Ílhavo, Vagos and the parish of Aradas – Aveiro

- Clarification of doubts regarding visas, residence permits, and citizenship.

CLAIM Social

- Intervention in situations requiring social support.

CAPACITA Component


- Development of professional skills, Portuguese language learning, referral to training, entrepreneurship, and employability opportunities.

PARTICIPA Component

- This component aims to promote equal opportunities and inclusion through cultural, sport, educational, and awareness-raising activities, with the active participation of those involved.

Where is it located?

Dr. Alberto Souto Square, No. 14, 3800-121 Aveiro



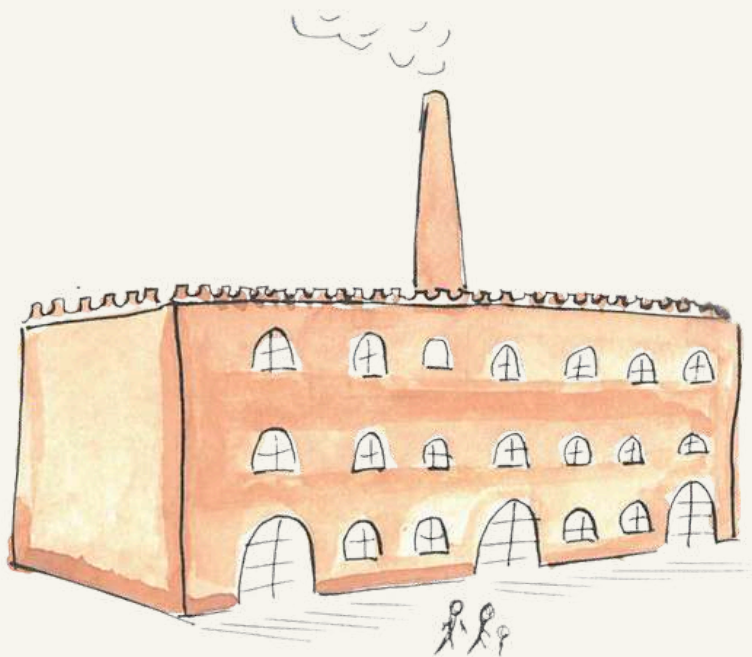
If you are an **international student, researcher, or foreign collaborator**, the CLAIM at the University of Aveiro is here for you!



CLAIM Aveiro, University of Aveiro

Santiago University Campus, 3810-193 Aveiro

How can you find work?



Employment / Internship

In this section, you will find the services and programs available in the municipality of Aveiro, which help you to:


Look for a job or internship;

Create your own business;



Where to find help?

Click here



to go directly to the page




CAPACITA Component (CLAIM Aveiro – Casa Vera Cruz)
Employment, Training, Portuguese Language Course, Entrepreneurship
Address: Praceta Dr. Alberto Souto, 14 - 3800-147 Aveiro


IEFP – Aveiro Institute for Employment and Vocational Training
Cais da Fonte Nova, Aveiro - 3810-200



GIP Univera – Casa Vera Cruz
Employment and Training Support Service in cooperation with the Institute of Employment and Vocational Training.
Address: Praceta Dr. Alberto Souto, 14 - 3800-147 Aveiro




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to go directly to
the page



GIP - Aveiro City Council
Aveiro Fair and Exhibition Park
Address: Av. Dr. Manuel de Almeida Trindade 3810-488 Aveiro


Incorpora Program – Caritas Diocesana de Aveiro
Address: Caritas Diocesana de Aveiro, Rua do Carmo 42, 3810-868 Aveiro






AIDA CCI – Aveiro District Chamber of Commerce and Industry
Address: Rua da Boavista, Taboeira Industrial Zone – Alagoas | 3800 - 115 Aveiro




To understand your rights and duties as a worker and to be able to defend them, you can seek information here:



ACT – Authority for Working Conditions
Address: Avenida Dr. Lourenço Peixinho, 98, Ground Floor
3800 – 159 Aveiro

Aveiro Labour Court
Address: Avenida Dr. Lourenço Peixinho 54, 3º - 3800 – 159 Aveiro



Starting your own business



If you intend to start your own business, there are free programs that can support you at every stage:



Click here to go directly to the page

AIMA - the Agency for Integration, Migration and Asylum - offers courses and training programs specifically for migrants, where you can learn about entrepreneurship, management, and other skills.

How can I find out more about this?

Learn more at: <https://aima.gov.pt/pt>



The **IEFP** (Institute of Employment and Vocational Training) provides support such as:

- Support Program for Entrepreneurship and Self-Employment Creation and the Empreende XXI program.

How can I find out more about this?

Get informed!

<https://www.iefp.pt/empreendedorismo>



Click here

to go directly to the page

Where can you learn Portuguese?



Portuguese Courses



DID YOU KNOW...

there are free Portuguese courses?

Courses of Portuguese as a Host Language (PLA)

PLA Courses are **free** courses designed for migrants who want to learn or improve their Portuguese.



How can I register?

PLA courses are offered by public schools (DGEstE), IEFPP training centers, and Qualifica Centers. **Find out more!**

Courses of Portuguese as a Foreign Language (PLE)

Course for adults who are nationals of third countries.

- Non-formal learning that facilitates integration.

Aims to develop communication skills for everyday life situations.



How do I register?

CLAIM Aveiro – CAPACITA



Click here
to go directly to
the page

How can you recognize your skills?



Professional Training

1

First step:

When you **finish school or a training course**, it's important to request a certificate of qualifications.

But pay attention! For this document to be valid in Portugal, you need to request its equivalence, and for that, you must bring your certificate properly apostilled in your country of origin.

2

Second step:

With the document in hand, go to a secondary school in your area of residence and request the equivalence.



What to do if you have finished compulsory schooling and cannot obtain the certificate from your country?

You can complete your studies and obtain a new certificate through a **QUALIFICA Center**.



Qualifica Center – Aveiro Region

1st Viscount of Granja Street | 3800-244 Aveiro

José Estevão School Group, Aveiro

25th of April Avenue | 3811-901 Aveiro

AIDA – Industrial Association of the Aveiro District

Rua da Boavista, Taboeira Industrial Zone | 3800-115 Aveiro

Aveiro Employment and Vocational Training Center

Cais da Fonte Nova | 3810-200 Aveiro

Recognition of foreign degrees and diplomas

In Portugal, the recognition of academic qualifications obtained abroad is done through the Directorate-General for Higher Education (DGES).



How to apply?

All applications are placed through the website:

www.dges.gov.pt



Click here

to go directly to the page

ATENÇÃO!

The process varies depending on the type of recognition desired.

How can you enroll your children in schools?



Education

In Aveiro, there is a complete educational offer, from **nursery** to **higher education**, with several schools, higher institutes and a university.

Daycare centers

Nursery centers are for children aged 0 to 3 years.

In Portugal, many nurseries centers are **free**; for more information, consult the **Happy Nurseries Program**.



To find out which nursery centers are available in the municipality of Aveiro, you can consult at the **Carta Social**. Afterwards, you can go to the ones you selected to register your child.

Preschool

Preschool is for children aged 3 to 6 years old.

Registrations

Preschool enrollment begins with **registration**.



Click here
to go directly to the
page

Access to the portal is done through **authentication/login** using the **tax office number (NIF)**.

1st, 2nd, 3rd cycle of Basic Education and High School

Registrations

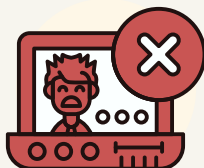
School enrollment begins with **registration**.

Click here
to go directly to the page



Access to the portal is done through **authentication/login** using the **tax office number (NIF)**.

- During registration, please indicate if your child will have lunch at school. **School meals** are booked through an online platform provided by the school.
- At the time of enrollment, indicate whether the child needs **school transportation**. Access depends on the distance between home and school, defined on the Enrollment Portal.



I can't access the registration portal, what now?

You can request support at the headquarters of the school cluster in area of residence.



School books



Click here to go
directly to the page

- School books are **free** and **distributed** through the **MEGA Portal**: <https://manuaiscolares.pt/>
- You will receive digital vouchers to pick up the school books.



- **Don't forget** | At the end of the school year, it is mandatory to **return** the school books in **good condition**.



DID YOU KNOW...

Education is a right of all children and young people living in Portugal, regardless of their background, of nationality.

To help you more easily find the school you are looking for, in this section you will find a complete list of schools in Aveiro, organized by educational level and school district.

[Click here](#)
to go directly to the page

Esgueira School Group



Dr. Jaime Magalhães Lima Elementary and High School (group headquarters)

Padre José Maria Taborda Street - 3804-506 Aveiro

Esgueira Basic School

Cardadeiras Street, 3800-125 Aveiro

Alumieira Basic School

Rua 25 de Abril, Mataduços, 3800-027 Aveiro

Quinta do Simão Basic School

School Street, 3800-304 Aveiro

Cabo Luís Kindergarten

Rua da Bela Vista, Cabo Luís, 3800-113 Aveiro

Dr. Mário Sacramento School Group



Dr. Mário Sacramento Secondary School (headquarters of the school cluster)

Address: Av. 25 de Abril - 3810-199 Aveiro

Aradas Basic School (2nd and 3rd cycles)

Maurícia Street, Aradas 3810-433 Aveiro

Bonsucesso Basic School and Kindergarten

Rua Tenente Manuel Malaquias de Oliveira, Bonsucesso, 3810-391 Aveiro

Verdemilho Elementary School

Rua Eng.º Basílio Tavares Lebre, 3810-391 Aveiro

Leirinhas Basic School and Kindergarten

Rua das Leirinhas, Aradas, 3810-425 Aveiro

Quinta do Picado Basic School

Carregueiro Street, Picado Estate, 3810-361 Aveiro

Quinta do Picado Kindergarten

Carocho Street, Picado Farm, 3810-473 Aveiro

Click here
to go directly to the page

Aveiro School Group



Homem Cristo Secondary School

Belém do Pará Street, 3810-066 Aveiro

Vera Cruz Basic School, 1st Cycle

Rua Engº Adriano Lucas, 3800-244 Aveiro

Santiago School Center

Vagos Street, 3810 - Aveiro

João Afonso Basic School of Aveiro

Rua das Pombas, 3810-150 Aveiro

São Jacinto Basic School, 1st Cycle

Rua Nossa Senhora das Areias, 3800-901 São Jacinto

Barrocas School Center

Rua dos Andoeiros-Agras Norte, 3800-100 Aveiro

Glória Basic School, 1st Cycle

Gustavo Ferreira Pinto Basto Street, 3800-119 Aveiro

José Estêvão School Group



**José Estêvão Secondary School - Main Office,
Avenida 25 de Abril, 3811-901 Aveiro**

EB 2,3 de São Bernardo (1st, 2nd and 3rd Cycles)

Dr. José Girão Pereira Street, 3810-611 Aveiro

EB 1 de São Bernardo (JI and 1st Cycle)

Cabreira Street - S. Bernardo, 3810-071 Aveiro

Solposto Primary School (Kindergarten and 1st Cycle)

Solposto Street, 3810-336 Aveiro

EB dos Areais (JI and 1st Cycle)

Rua do Caião, Santa Joana, 3810-376 Aveiro

EB da Presa (JI)

Fraternidade Street, Presa, 3810 156 Aveiro

Rio Novo Príncipe School Group



Rio Novo Príncipe Elementary School, Cacia

Av. Manuel Álvaro Lopes Pereira, 3800-625 Cacia

Sarrazola Basic School

Manuel Simões de Miranda Street, Sarrazola, 3800-600 Cacia

Póvoa do Paço Basic School

Rua Direita da Escola, 3800-555 Aveiro

Taboeira Basic School

Rua Condessa de Taboeira, 3800-051 Aveiro

Quintã do Loureiro Basic School

Henrique Nunes da Silva Square, Quintã do Loureiro, 3800-578 Cacia


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Eixo School Group 	
Eixo Basic School Oven Street, P.O. Box 27 - 3801-501 Eixo	Eixo Kindergarten Dr. Sizenando Street - 3800-817 Eixo
Eixo Basic School Center Monsignor João Gaspar Street - 3800-771 Eixo	Azurva Basic School Center Montes de Azurva - 3800-732 Eixo
Requeixo Kindergarten Rua do Sobral - 3800-879 Requeixo	Requeixo Basic School Center Rua do Sobral - 3800-879 Requeixo
Quinta do Picado Basic School Carregueiro Street - Quinta do Picado, 3810-361 Aveiro	Azurva Kindergarten School Street - 3800-754 Axis
Quinta do Picado Kindergarten Carocho Street - Quinta do Picado - 3810-473 Aveiro	



Vocational Education

In addition to the two vocational schools we present below, some groups also offer vocational courses. For more information, check the school clusters we presented earlier.

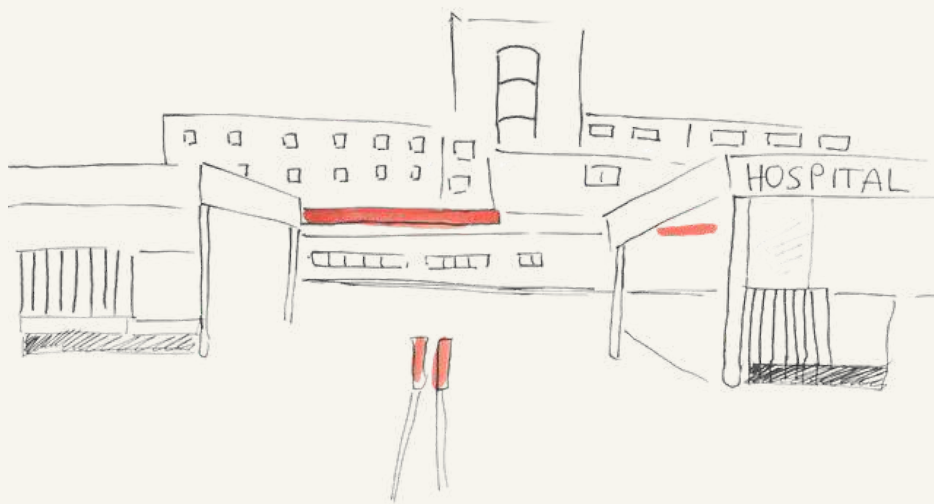
Vocational Education 	
Aveiro Professional School - EPA Dr. Francisco Ferreira Neves Street 	EFTA Aveiro - Professional Training School in Tourism of Aveiro São Bernardo Road No. 137, 3810-175 Aveiro 

Higher education

Aveiro has a public university, UA, and ISCIA, a private higher education institution.

Higher education 	
UA University of Aveiro Santiago University Campus 3810-193 Aveiro 	ISCIA Higher Institute of Information and Administration Sciences Avenida Dom Manuel de Almeida Trindade 3810-488 Aveiro 

What can you do when you are sick?



Health



DID YOU KNOW...

If you are ill or have concerns about your health, you can call the SNS 24 (National Health Service) at **808 24 24 24**.



The service is **available 24 hours a day**, every day.

You should call before going to the Health Center or Hospital.

Remember!

SNS 24 is always available to help you anywhere in Portugal.

In case of emergency, if an accident or serious illness occurs, call INEM – 112.



When asking for help, it's important to have the following with you:

Identification document. They may ask you for:
Name | Date of birth | Health service user number

What to do if you still don't have a family doctor?

- Go to the Health Center or the nearest Family Health Unit (USF) to your residence.
- To register, please submit the following documents: residence permit; NIF (taxpayer ID); NISS (if applicable); proof of address; telephone number and email address.

While you wait...



You can request an open consultation, scheduled in person on the same day and carried out on a first-come, first-served basis.

Consultations with the family doctor:

- Make an appointment online, through the **SNS website**
- Make an appointment by phone, contacting the Health Center in your area of residence



Exemption from user fees

If you are unemployed or have a low income, you can apply for exemption from co-payments [fees to pay for consultations and examinations].

The request can be made:

- ✓ by telephone, through SNS 24 (808 24 24 24);
- ✓ at your Health Center;
- ✓ Online, in Exemption from co-payment fees – SNS 24



Find out more here!

PRIMARY HEALTH CARE NETWORK



Health Centers and Family Health Units (USF) are the first point of contact with the health system for **medical consultations, nursing, vaccination, family planning, and other services.**

Aveiro Health Center – Baixo Vouga Queen Leonor Square, 3810-042 Aveiro	Flor de Sal Family Health Unit Queen Leonor Square, 3810-042 Aveiro
Aradas Family Health Unit Alley off Rua da Oliveira, 3810-417 Aradas	Arte Nova Family Health Unit Braçal Street, No. 2, 3810-854 Oliveirinha
Fénix Family Health Unit of Aveiro Queen Leonor Square, 3810-042 Aveiro	Arte Nova Family Health Unit – São Bernardo Branch Rua Cónego Maio, 91, 3810-089 São Bernardo

How can you get help?



Social Support

Aveiro City Council

Reference point: Antiga Fábrica Jerónimo Pereira Campos

- Aveiro Social Action and Health Division – DASS

Social support services operate in the building of the Aveiro City Hall – Centro de Congressos Building, Cais da Fonte Nova.

The Aveiro City Hall **provides** residents/citizens with:

- Support Programs for Residents:
- Family Support Fund

Social Housing: **Social housing programs**

Rental of houses for citizens who are legally residing in Portugal and who **meet the conditions defined by the City Council**.

More information is available on the official website of the Aveiro City Hall.

Click here
to go directly to the page

Social Assistance and Support Service (SAAS)

SAAS is available in **all parishes of the municipality of Aveiro**.

This service offers personalized social support and assistance, helping with situations of economic hardship, integration, housing, or employment.

CPCJ – Child and Youth Protection Commission of Aveiro.

If you are aware of a risky situation, you can ask this committee for help or guidance.

In addition to municipal services, there are institutions and community centers in various parishes of Aveiro that offer guidance and social support in different areas, such as: access to food, housing, education and integration.

GLORY PARISH	Santa Casa da Misericórdia de Aveiro Coimbra Street, No. 27 - 3810-086 Aveiro
	Florinhas do Vouga - Santiago Social Housing Estate Rua Santa Maria da Feira, Block No. 45 Ground Floor, 3810-166 Aveiro
VERA CRUZ PARISH	Vera Cruz Community Center Rua de Sá, n. 5 - 3800-248 Aveiro
PARISH OF ARADAS	Casa Mãe de Aradas Social Solidarity Association Dr. Mário Sacramento Street, No. 57 - 3810-106 Aveiro
SANTA JOANA PARISH	Santa Joana Princesa Social Center Avenida Santa Joana, n. 63 - 3810-558 Santa Joana
ESGUEIRA PARISH	CESDA Foundation (Social Center of the District of Aveiro) Rua dos Queimados, n. 60/62 - 3800-328 Esgueira
PARISH OF CACIA	Cacia Parish Social Center Fernando Augusto Oliveira Avenue, no number - 3800-540 Cacia
EIXO PARISH	Axis Improvement Association Avelino Dias Figueiredo Street, No. 52/54, 3800-793, Eixo
PARISH OF OUR LADY FATIMA, REQUEIXO AND NARIZ	Our Lady of Fatima Social and Parish Center Church Street No. 48, 3810-744
OLIVEIRINHA PARISH	Santa Casa da Misericórdia de Aveiro Rotunda 2 Maio, n. 1 - 3810-923 Oliveirinha
PARISH OF ST. BERNARDO	Father Felix Foundation Rua do Barro, nº24 - 3810-063 São Bernardo
PARISH OF ST. JACINTO	St. Jacinto Parish Social Center Avenida Dr. Ginja Brandão - 3800-901 São Jacinto

How can you make your contributions?



Finance (Tax Authority)



Migrants who decide to live in Portugal have **obligations related to taxes and contributions.**

Tax Identification Nombor

- The Tax Identification Number (NIF) is used to identify a citizen for tax purposes, for example in income tax declarations (IRS – Personal Income Tax) or other taxpayer obligations and duties.

To request a NIF (Tax Identification Number):

- You need your civil identification document or passport.
- For citizens from Third World Countries, it is also necessary to have a fiscal representative (Portuguese or foreigner with legal residency).

Personal Income Tax (IRS)

Since you are working and earning in Portugal, every month a part of your income is deducted and paid to the tax authority.

Every year, as a taxpayer, you are required to submit your IRS declaration, where you report everything you earned during the past year, including your salary, rental income if you own a rented property, pensions you receive due to disability, and other sources of income.



How to submit your IRS Declaration:

With your NIF and the password for the tax authority's website, you can submit your declaration yourself, or hire an accountant, who is the qualified professional to assist you with this task.



Aveiro Finance Service 1 (Tax and Customs Authority)
R. Dr. Orlando de Oliveira 44, 3800-004 Aveiro

Aveiro Finance Service 2 (Tax and Customs Authority)
R. Dr. Alves Moreira, Block E - Ground Floor - Esgueira



Finance Portal:

www.portaldasfinancas.gov.pt

Click here to go
directly to the page



For visiting the Finance Offices

Schedule an in-person appointment through the Call Center

217 206 707 (Hours - 9am to 7pm)

Social Security

In Portugal, all workers contribute monthly to Social Security with a percentage of their salaries.

This **contribution is essential to ensure protection for everyone in case of unemployment, retirement, prolonged illness, or parental support.**



Social Security Identification Number

Migrants who do not have a Social Security Identification Number (NISS) can apply for one online.

How to request the NISS:

Click here!



DID YOU KNOW...

Social Security is a system that aims to ensure basic rights for citizens and equal opportunities, as well as promote well-being and social cohesion for all Portuguese citizens or foreigners who work or reside in the territory.

What can you visit in Aveiro?



Culture and Heritage

To know is to belong!

Getting to know the city is one of the steps to feel like you belong there!

Cultural Spaces

Aveiro has several museums and cultural spaces that help to understand the history, art and tradition of the region:

- **Aveiro Cathedral**
- **Aveirense Theatre**
- **Municipal Library of Aveiro - ATLAS**
- **Aveiro Cultural and Congress Center**

Museums of Aveiro

- **Aveiro Museum / Saint Joan**
- **Aveiro City Museum**
- **Art Nouveau Museum**
- **Troncalhada Marine Ecomuseum**



DID YOU KNOW...

How can I request books from the Municipal Library?

Register at the library.

It's free.



Helpful tip:

Visit the website or follow the social media accounts of the City Hall and the Aveirense Theatre to find out all about cultural events and activities.

link: www.cm-aveiro.pt



Pedestrian map of the city of Aveiro:
[Pedestrian Map of Aveiro](#)

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Useful information



Migrant associations that can help you

Migrant associations play a very important role in this process: they help with integration, promote friendship between cultures, and provide social, educational, and cultural support for newcomers.



Mon-na-Mon, Association of Sons and Friends of Guinea-Bissau

Espinho Street, No. 13 - 3810-111 Aveiro
 monnamon2006@gmail.com



Friendship Partners Association

Santiago Market - Rua de Ovar, s/nº, 1st floor,
 shop E 3810-145 Aveiro
 parceirosdaamizade@gmail.com



Student associations at the University of Aveiro (UA)



Associação
 Edição: Praça do Comércio/Praca da República/Avenida 2430015-156 Aveiro
 © 2014/2015

You can also visit the municipality's website and learn about **other** social, cultural, and sporting **associations...**

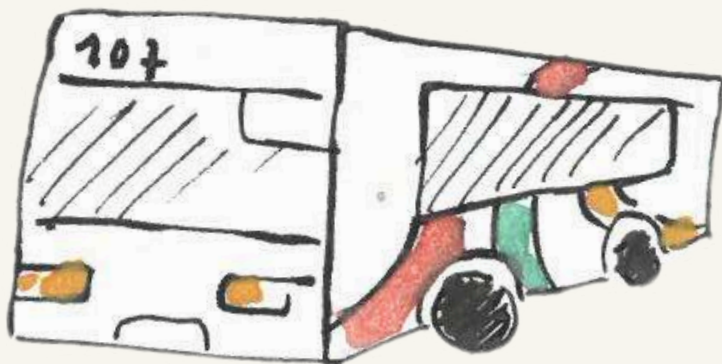


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Transportation to get around the city

Aveiro is a modern, sustainable, and well-connected city.



Aveiro Station - Portuguese Railways

Largo da Estação Ferroviária | 3800-179, Aveiro

<https://www.cp.pt/pt>



Aveiro BUS - Aveiro Transport

Artur de Almeida Eça Street - 3800-111 Aveiro

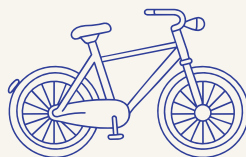
<https://www.aveirobus.pt/> | <https://busway-cira.pt/>



Bugas - Aveiro

The BUGA system (Free Use Bicycle of Aveiro) allows you to get around the city in a sustainable, healthy and economical way.

<https://buga.cm-aveiro.pt/>



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Other contacts

112 - **National Emergency Number**

808 24 24 24 - **Saúde 24 (Health Advice)**

808 250 123- **Poisoning Emergency Line**

117 - **SOS Incêndios (Fire Emergencies)**

800 202 148 - **Support for Women Victims of Violence**

808 222 002- **Sexuality Support Line**

800 266 666 - **AIDS Support Line**

213 433 333 - **Child Abuse Hotline**

217 931 617 - **SOS Child**

1414 - **Drug Support Line (SOS Droga)**

213 952 143- **Pregnant Women Support (SOS Grávida)**

800 202 669 - **SOS Center, Friendly Voice (Voz Amiga)**

800 203 531 - **Senior Citizens Support Line**

808 200 204 - **Student SOS Line**

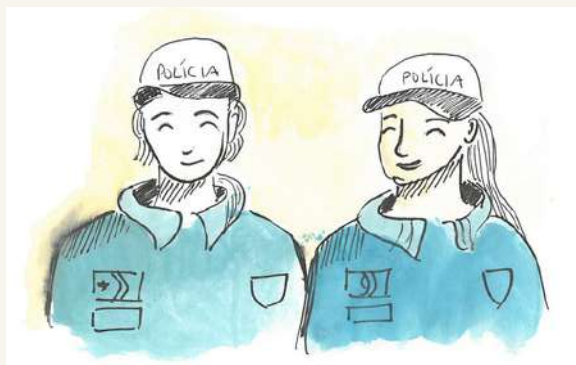
800 202 013 - **Narcotics Anonymous**

217 162 969 - **Alcoholicos Anonymous**

214 401 919 - **Maritime Search and Rescue Center**

118 - **Directory Assistance**

116 006- **Victim Support Line**





Useful tips

To help you in this new phase, we've put together some simple guidelines that can make your day-to-day life easier.

- ✔ ***Do not share personal information or documents on social media, by text message or in person with people you do not know.***

- ✔ ***Make copies of your documents and keep them in a separate place from the originals. This will help if the documents are lost or stolen.***

- ✔ ***Keep your passwords in a safe place, such as a notebook stored at home or a password management APP.***

- ✔ ***Be cautious of messages requesting documents, payments, or bank details. Even if they appear official, always verify before responding.***



Useful tips

To help you in this new phase, we've put together some simple guidelines that can make your day-to-day life easier.

- Always read contracts before signing and, if possible, ask for help to understand what is written. Keep receipts, contracts, and proof of payment.**
- When you need assistance with a service and you are not yet fluent in Portuguese, you can request free support from the AIMA interpretation line.**
- Keep your phone number. Don't change it often. People will try to call you, and you won't answer the phone!**
- Ask questions and participate.**
Asking questions, seeking information, and requesting help when needed is an act of civic participation.
The more informed you are, the safer you feel.



Authors' note

The process of accepting differences, showing respect, integrating, and welcoming others will be one of the key pillars for the well-being of both migrant and local citizens.

With this in mind, we have created this guide as a tool to promote and facilitate dialogue, supporting the building of a more inclusive society.

The guide aims to empower people and improve access to the various entities, such as services and associations, that provide support and reception in different areas.

The Welcome Guide seeks to compile information available on the institutional and association websites operating in the municipality of Aveiro for the benefit of citizens.

The PARTICIPA component of CLAIM Aveiro, from Casa Vera Cruz, introduces the “Aveiro, sem espinhas” approach, reducing communication barriers and ensuring the information is easy to read.

PARTICIPA Component - CLAIM Aveiro, Casa Vera Cruz

