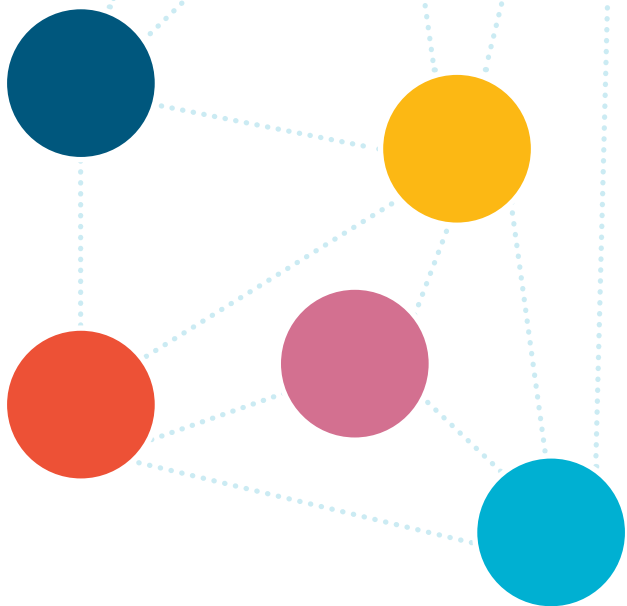


# **SOCIAL SERVICES RESOURCES GUIDE**



TOLOSA



easy-to-read version

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Lectura Fácil Euskadi Irakurketa Erraza has reviewed and validated this document.

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## **Social Services: services for a community**

In order to ask any information or help at the Social Services offices, you need to ask for an appointment before coming:

- on the phone: 943 697 500
- via email: [gizartezerbitzuak@tolosa.eus](mailto:gizartezerbitzuak@tolosa.eus)
- in person: Plaza Zaharra, 6A, Tolosa

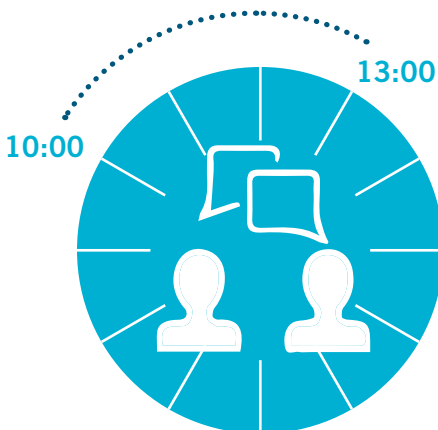
### **TIMETABLE:**

from Monday to Friday, from **07:30** to **15:30**.

### **CUSTOMER SERVICE TIMETABLE:**

Monday, Tuesday, Wednesday and Friday, from **10:00** to **13:00**.

Thursday we **DON'T** attend.



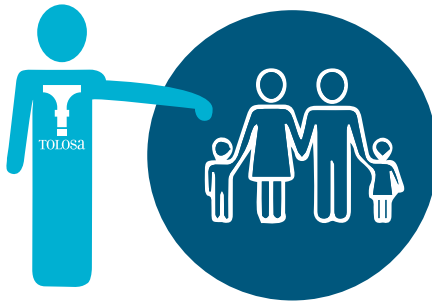


# Who are we?

We are 8 professionals working in the department of Social Services of Tolosa Town Council.

When a person or a family needs our help, we designate a reference professional from the first appointment.

The social worker of reference will accompany the person or family throughout all the process of **intervention**.

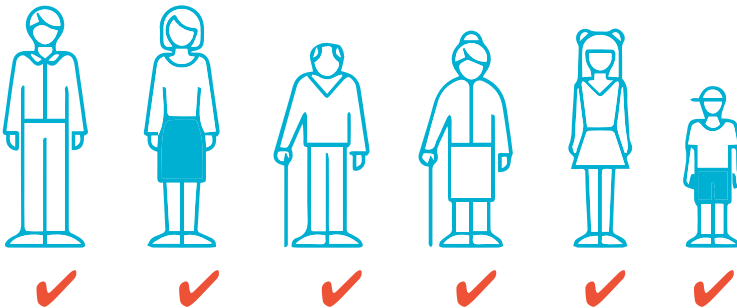


**Intervention or to intervene:** to act in a specialized way during a process.

## Who is this service for?

For all the people, families or groups that live in Tolosa and need our help for:

- promoting:
  - personal autonomy
  - social integration
  - social well-being.
- preventing the following situations:
  - dependency
  - children and teenagers defencelessness
  - exclusion
  - emergency.
- answering to the needs that all these situations might create.



## We help in situations like:

“I am 78 years old and I live alone.  
It is harder and harder for me to go out  
and I feel alone”.

“As our daughter grows,  
living together in our family is more unbearable.  
We need help”.

“Yesterday my dad had an accident  
and he was hospitalized.  
He takes care of our mother.  
We don't know what to do”.

“My partner makes me feel bad.  
I know I don't deserve to be treated this way.  
But I am not able of breaking up with my partner”.

“I don't know what to do.  
I think our son has started taking drugs”.

“It is difficult to make house tasks for me  
and my family can't help with everything I need”.



# Which services do we offer?

## 1 Informing, evaluating, diagnosing and guiding

First, we inform about the resources and help that people can receive according to their situation and needs. We also inform about the steps they need to follow.

Then a professional:

- makes an evaluation
- gives a diagnosis
- identifies:
  - the needs and difficulties
  - the capacities, **strengths** and **help network**.

When it is necessary, we will make specialized evaluations:

- dependency evaluation
- disability evaluation
- evaluation of social exclusion situation
- evaluation of defencelessness or risk of it for underage and teenagers.

**Strengths:** positive capacities and contexts that provide changing processes.

**Help network:** it is the support of the closest environment.

We consider these evaluations and then we:

- inform about the help and resources that the Basque System of Social Services offer.
- guide on each resource and help with practical and clear information
- we process the paperwork when the person needs it.

We make a personalized assistance plan to change the situation of the person and promote the person's well-being in society. To make this plan, we are based on the relationship between the applicant and the social worker.

We make most of the procedures from the Social Services of the Town Council. Even when other organizations like the Regional Council of Gipuzkoa or the Basque Government give these services and help.

We also give information about the resources and help that other associations and organizations offer.





## 2 Elderly and people with disabilities and dependencies

This service offers resources for elderly people and people with disabilities and dependency in order to:

- ✓ encourage that they are autonomous
- ✓ prevent dependency
- ✓ answer to the needs of people.

### Services

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• Supervised flats	87
• Family care for elderly people	87
• Residential care facility	88
• Financial aid	89
- for personal assistance	
- for care in the family environment	
- related to the service	



To access any of these services and help it is necessary to make the corresponding specialized evaluation.

## • Home assistance

### For whom?

Elderly people.

### What for?

- To prevent difficulties that the person has when the person loses autonomy
- To help to improve in these difficulties
- To continue living in the usual home.

### How?

An employee helps in the house tasks and personal care: bathing, getting dressed...

The elderly people that have home assistance,

can use the **Blister** programme:

pharmacies offer this programme

for controlling that people take their medicines correctly:

- pharmacies prepare the daily dose
- the employee that goes to the house ensures the person takes them.

This service is also for:

- people with disabilities
- people in other situations of need.





### ● **Parking card**

#### **For whom?**

People with disabilities or dependency, that meet the requirements.

#### **What for?**

To park at the reserved parkings.  
There is a limit of time for parking.

### ● **Sendian**

#### **For whom?**

Carer of the elderly person with dependency.

#### **What for?**

To offer to the carers:

- activities that meet their needs
- training
- psychological assistance and self-help groups
- resources to get past the problems of adjustment, conflicts and difficulties
- help to stay living together.



## ● Early assistance for children younger than 6 years old

### For whom?

- Children that are between 0 and 6 years old with development difficulties or risk of having them.
- Their families and carers.

### What for?

- To recover mobility
- To help with special needs.



A medical report with difficulties explained is necessary for requesting this service.

## ● Technical assistance

### For whom?

People with disabilities or dependency.

### What for?

To help these people when they lose autonomy.

### How?

Helping them to obtain:

- adapted furniture
- electronic devices
- support elements
- building work to adapt the home
- adapted vehicles.

There is an emergency service of technical assistance for emergencies.

They offer wheelchairs, adjustable beds...



It is necessary to have the **evaluation of disability or dependency** for requesting this service.

● **Teleassistance**

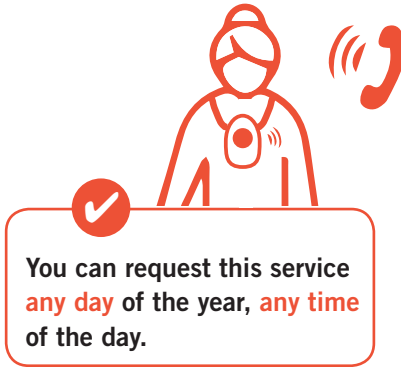
**For whom?**

Elderly people that live alone.

**What for?**

To ask help from home using the phone.

The local police can keep a copy of the key from home, for when there is an emergency.



● **Day service for elderly people**

**For whom?**

Elderly people at risk for dependency or with mild dependency.

**What for?**

To participate in group activities and keep being active.

**How?**

- Do physical and mental exercise.
- Connecting with other people.

## • Temporary stay in a nursing home

### For whom?

Relatives that take care of family members with disabilities or dependency.

### What for?

The family member can leave for a period and ensure that the person is well attended.

### How?

The person with disability or dependency will stay for a period in a nursing home.



It is necessary to have the **evaluation of disability or dependency** for requesting this service.  
The evaluation must say that the person needs this service.

## • Day centre

### For whom?

People with disabilities or dependency.

### What for?

To be in a day centre to complement the assistance and care of the usual environment of the person.



It is necessary to have the **evaluation of disability or dependency** for requesting this service.  
The evaluation must say that the person needs this service.



## ● Supervised flats

### For whom?

- People with disabilities
- Elderly people at risk for dependency
- Elderly people with risk for mild dependency.

### What for?

To offer a place to live with professional assistance for specific needs or situations.

## ● Family care for elderly people

### For whom?

Elderly people that live alone and don't have help at their closest environment.

### What for?

To be able to live in a familiar environment.  
So that the elderly person receives the attention that he or she needs because the family includes the elderly person.



We will **evaluate** the people that takes in the elderly person. These families will receive **economic aid** for this service.

- **Residential care facility**

**For whom?**

People with disabilities or dependency.

**What for?**

To offer a place to live usually.

In order to guarantee that these people's assistance, social and health needs are covered.



To request this service it is necessary to have the evaluation to direct the person to the resource.



## • Financial aid for personal assistance

### For whom?

People with dependency.

### What for?

To hire a professional to attend their needs.



Help is given according to the level of dependency.

## • Financial aid for care in the family environment

### For whom?

People that live and take care  
of a family member with dependency.



We give the quantity of money  
according to the level of dependency.  
It is also different if the person with dependency  
is underage or an adult.

## • Financial aid according to the service

### For whom?

People with dependency  
that have requested a public place  
and the place is not available.

### What for?

To pay the assistance service  
that private nursing homes offer.

### 3 Family and living together with underage and teenagers

The objective of this service is to detect situations of defencelessness that exist in Tolosa in order to prevent them.

We also help educating and preventing in Tolosa with:

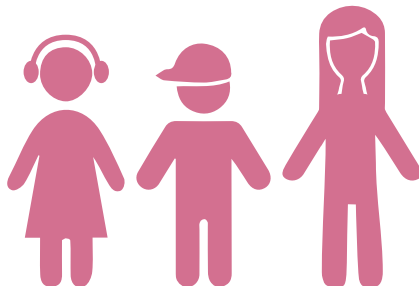
- other services of the Town Council
- other organizations of health, education...

We also intervene in cases of vulnerable families.

When it is necessary, we evaluate if underage children are in situation of defencelessness and how serious it is.

#### Services

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## ● Intervention with children and teenagers and their families

### For whom?

- Children and teenager that are between 11 and 17 years old at risk of defencelessness or that are in that situation
- Their families.

### What for?

- To integrate them in society
- To encourage them to participate in the community
- To offer protection.

### How?

We take into account:

- the interests of teenagers
- their usual environment.

## ● Intervention with families

### For whom?

Families at risk of defencelessness or mild defencelessness.

### What for?

To encourage more adequate family relationships and more protective environments.

### How?

Helping these families with:

- overcoming difficulties
- working on the family relationships
- improving behaviours.



The Children Protection Service of the Provincial Council of Gipuzkoa handles these interventions.

## ● Other processes

### For whom?

Families.

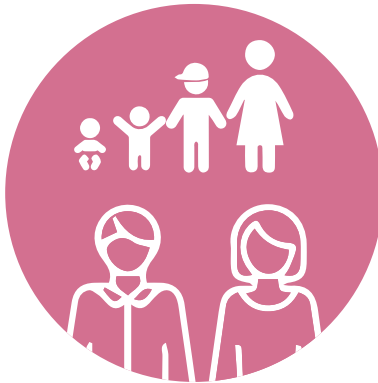
### What for?

We help with the bureaucratic process of:

- the “large family” certification
- assistance for birth
- assistance for adoption
- assistance for the people that have **the de facto guardianship** of the underage.

We also:

- give economic assistance for parents’ schools
- participate in training
- others.



**De facto guardianship:** when a person is responsible of an underage but he or she is not the legal guardian of the underage.

## 4 Social integration

With these services and help we try to encourage:

- changes
- the well-being of people, families and groups.

### Financial aid

• Council assistance of income guarantee and for social inclusion	94
• Social emergency assistance	94
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### Services

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## FINANCIAL AID

### • Council assistance of income guarantee and for social inclusion

#### For whom?

People or families without money.

#### What for?

To cover basic needs.



People must meet the requirements.

### • Social emergency assistance

#### For whom?

For people that can't pay their basic expenses, such as home, clothes...

#### What for?

To prevent situations of **social marginalization**.

#### How?

Giving economic assistance to pay these specific expenses.

**Social marginalization:** when a person or a group of people live separated from society and this makes it difficult for them to participate in society.



## ● Pension of the social well-being fund (PFBS)

### For whom?

For people that have:

- little income
- a disability at least of 45%  
or are older than 65 years old
- no other economic assistance.

**How?** It is a regular assistance, that is given during a period.

## ● Non contributory pension (PNC)

### For whom?

For people with age to get retired  
or a disability at least of 65%  
that have no right of receiving the pension  
of the Social Security.

**How?** It is a regular assistance, that is given during a period.

There is also another assistance for people  
that receive this non contributory pension  
to pay the rent of their usual home.

The person can also receive health assistance.

## ● Assistance for families with a family member prisoner outside Gipuzkoa

### For whom?

People that must travel to visit  
their family member that is in prison outside Gipuzkoa.

### What for?

To help paying the expenses of the trips  
to visit their family member.

## SERVICES

### ● **Multi-use housing for cases of social emergency**

#### **For whom?**

People and families  
that must leave their usual home  
because of an emergency or serious need.  
Also for women that have suffered  
from violence against women.

**What for?** To offer them a place to live for a period.

### ● **Community housing for people in a situation of social exclusion**

**For whom?** People in situation of social exclusion.

#### **What for?**

To offer them a place to live,  
to help them in the process of integrating in society.

### ● **Night assistance for people in a serious situation of social exclusion - Abegi**

#### **For whom?**

People in a serious situation of social exclusion  
or emergency.

#### **What for?**

To offer them a place to sleep  
and ensure basic needs during a period.  
The people that receive this service  
must respect some basic rules:  
timetable, hygiene, behaviour...



You can ask for it at [Abegi Association](#).

### ● Social dining service

The Assistance Centre “Uzturre” offers every day a menu for lunch.

Every person must pay their food.



You must ask for it at Assistance Centre “Uzturre”.

### ● Accommodation for people in a situation of social exclusion

#### For whom?

People in a situation of social exclusion that are in a process of integration in society.

#### What for?

To offer them a place to live during this process.

### ● Food bank

Zutani Association distributes food for people and families with small income and limited amount of money.



You must ask for it at Zutani Association.

### ● Others

Caritas also offers assistance for people at risk or in situations of social exclusion to cover their basic needs.



You must ask for it at Caritas.

## 5 Gender violence and sexual assaults

We attend people that suffer from **gender violence**:

- we evaluate the situation
- we offer professional assistance
- we manage necessary services and help.

### Services

• Psychological and social assistance	99
• Legal assistance	99
• Home for people that have suffered gender violence	100
• Economic assistance for victims of violence against women	100
• Legal assistance for people that have suffered sexual assault	100

**Gender violence:** violence against women and lesbians, homosexuals, bisexuals, transgender because of the fact of being so or violence between two people of the same gender.

**Violence against women:** violence against women by their partner or ex-partner.

**Sexual assault:** violent attack or act that a person suffers in order to have sexual relationships without his or her desire or consent.



## ● Psychological and social assistance

### For whom?

- People that has suffered from gender violence
- Their children
- The attackers.

### What for?

To attend all the psychological and emotional needs with specialized professionals.

## ● Legal assistance

### What for?

To inform and guide in order to get over situations created because of:

- gender violence
- sexual assault.

- **Home for people that have suffered gender violence**

**For whom?**

People that suffer from gender violence and the people that are in their custody.

**How?**

They are centres to attend these people urgently and completely.

- **Economic assistance for victims of violence against women**

**For whom?**

People that suffer violence against women.

**What for?**

To provide the necessary resources to live, to make easier that the person is separated from the attacker.

- **Legal assistance for people that have suffered sexual assault**

**For whom?**

People that suffer a sexual assault and don't have the right to free of charge lawyers.

**How?**

Giving economic assistance to pay the expenses of a lawyer.

**Custody:** responsibility and authority to take care and protect a person.

## 6 Service for health and preventing addictions

We offer programmes to all the citizens to encourage habits for a healthier life.

### ● Programme for universal prevention

**For whom?** All the citizens.

**What for?**

To educate and give positive values and behaviours in order to develop as a person and prevent addictions.

### ● Programme for selected prevention

**For whom?** Most vulnerable groups of people.

**What for?**

To protect and reduce risks in cases that the person is starting to become addicted or is already addicted.

### ● Programme for recommended prevention

**For whom?** People and families with addiction problems.

**What for?**

To help overcome the addiction and integrate back into society.

**How?**

We work with people with addiction and the people in their environment.

## 7 Participating and cooperating in the area of social services

We encourage the citizens of Tolosa to participate in an organized way to help with the objectives of the social services.

We encourage:

- voluntary activities
- activities of associations and organizations of Tolosa
- the users and their families to participate.

### ● Economic assistance for associations that develop activities about health and social services

#### For whom?

Associations that:

- have objectives of social action
- encourage associativism
- organize awareness talks and campaigns
- encourage studies and training
- directly attend vulnerable groups in their needs for integration back into society.

**How?** With economic assistance that we give every year.

**Vulnerable people or groups:** the weakest people that can be harmed or affected easily, because they live in bad conditions or because, in their circumstances, they can fall into poverty or remain excluded from society.





- **Economic assistance for associations that promote international cooperation**

**For whom?**

- Non governmental organizations that have programmes of international cooperation and are active in making aware the citizens of Tolosa.
- Volunteers that participate directly in programmes of cooperation for development.

**How?** With economic assistance that we give every year.

- **We let buildings or premises to social associations**

The associations and organizations that have a social activity in Tolosa can ask for a space to get organized and develop their social activity.

**Cooperation for development:** activities to support development in poor countries.

## **We also participate in...**

From the Department of Social Services we also participate in an active way in other projects, programmes and services that the community creates.

We collaborate to offer a complete service to the citizens.

We participate in these matters:

- Protocol against violence against women
- Hezkidetza
- Family meeting point
- House of women
- City of children
- Board for community prevention
- Board of education
- Social Housing
- Movility Plan
- Tolosa Mugi
- Adapted sport
- Migration
- Programme for refugees
- Osakidetza
- Lanbide
- Education centres of Tolosa
- Sports, Equality, Youth, Culture, Environment, Housing,...