

# SOCIAL SERVICES

FOR EVERYONE



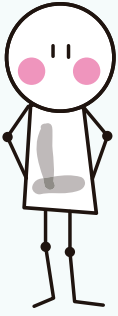
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# WHAT DO WE DO?

Anyone may need the advice of **social services** at some point in their lives.

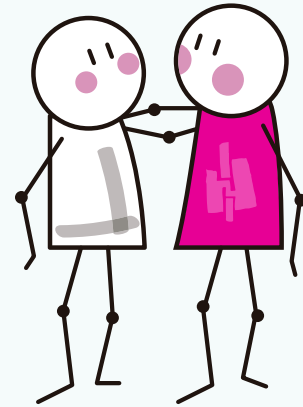
**Our aim is to promote the social well-being of individuals, families and groups.** We offer you information, guidance and support, and we assess the needs and situations you tell us about. With all this, we draw up a personalised plan that allows us to provide you with the most appropriate support through the services and benefits of the Basque Social Services System.



# WHO WILL HELP ME?

Our team is comprised of professionals with specific training to listen to you, advise you, accompany you and propose the most appropriate services according to your personal or family needs.

**We will offer you a completely personalised service. Come and meet us: our services are for you and your family.**



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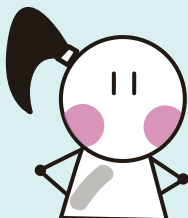
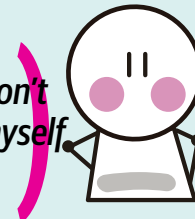
# WE WILL HELP YOU IN SITUATIONS LIKE THESE:

*«I am 79 years old and live alone. I find it very difficult to go out, and feel sad and lonely»*



*«Dad has had an accident and is in hospital. He was taking care of mum, and now we don't know what to do»*

*«My partner makes me feel miserable. I know I don't deserve to be treated like this, but I can't bring myself to break up».*



*«Our daughter is in her teens and living together is becoming impossible to endure for the family. We need help».*

# WHAT SERVICES DO WE PROVIDE?

Below you will find basic information about the main services and benefits we offer. We are the gateway to all the resources of the Basque Social Services System. **You may be entitled to a wide range of services depending on your particular needs:** Specific family intervention programmes, one-time single payment assistance for women victims of gender-based violence, access to non-contributory pensions, support for the promotion of personal autonomy, mortgage brokerage, etc.

## 01 For everyone:



### >> Information, guidance and counselling

We offer you information, guidance and counselling on the resources or benefits offered by the Basque Social Services System, so that you can apply for a needs assessment.

### >> Needs assessment and personalised care planning

A social worker will assess your needs and, if necessary, make a diagnosis of the situation. At the same time, he or she will design a personalised care plan that includes the objectives set and the resources needed to achieve them.

### >> Social support

It is a care relationship provided by your social worker and other professionals during the process that will help you to achieve an autonomous life.

### >> Financial assistance

Emergency assistance grants are non-recurrent subsidies for people who do not have sufficient resources to meet certain expenses (e.g. accommodation, household expenses, etc.).

Non-recurrent municipal grants are extraordinary financial aid intended to cover the specific needs of people who lack financial resources.

In order to be eligible for financial assistance, it is necessary to meet the specific requirements of each benefit programme, in accordance with the regulations in force.

To learn more, please contact us and we will give you an appointment.  
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## 02 For the elderly:

### >> Procedures for assessing dependency status

Information on how to apply for a dependency assessment.

### >> Home care service

This is a care and prevention service aimed at people with dependencies so that they can continue to live at home. For this purpose, we offer a range of home care services. Our workers help recipients to carry out their daily chores at home and to integrate into the community.

### >> Telecare

The telecare service consists of a tele-alarm communication device which, through the telephone line and specific computer equipment, allows users to contact a permanent care service immediately. It is provided 24/7 by specifically trained staff who, if necessary, will provide immediate access to the type of care required, helping to strengthen users' sense of autonomy and security.

### >> Support service for people with dependencies and their carers

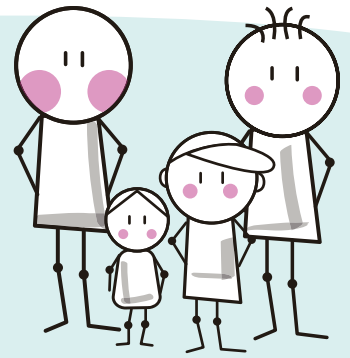
This service offers support to carers of people with dependencies, providing them with the necessary knowledge and skills so that they can also learn to care for themselves.

### >> Psycho-educational intervention service for people at risk of dependence

This service is aimed at senior citizens who need educational or psychosocial support to improve family coexistence and care skills. In this way, we give them the opportunity to conduct themselves autonomously in their daily lives.

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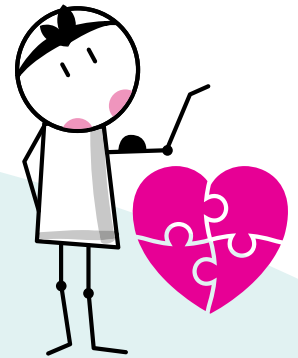
### 03 For children, teenagers and their families



#### >> Socio-educational and psychosocial intervention

The aim of this service is to initiate a process for recipients to acquire useful knowledge, attitudes, habits and skills to become autonomous and successfully integrate into the community.

### 04 For women victims of gender-based violence



In addition to assessing the needs derived from the vulnerability caused by gender-based violence, we offer social support to women throughout the whole process (also to their children or any person in their care). We work hand in hand with other professionals to provide these women with all the resources they need. **We also help them to claim all the benefits to which they are entitled.**

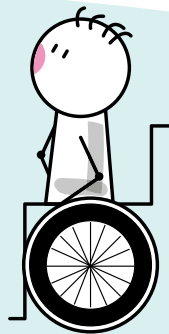
#### >> Sheltered housing

We have sheltered flats for women who need a short-term stay to overcome the consequences of gender-based violence.



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## 05 For people with disabilities:



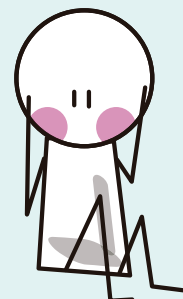
### >> Disability assessment

We explain how to process applications for disability assessment.

### >> Parking permits

Information on how to process disability assessment applications.

## 06 For people at risk of social exclusion



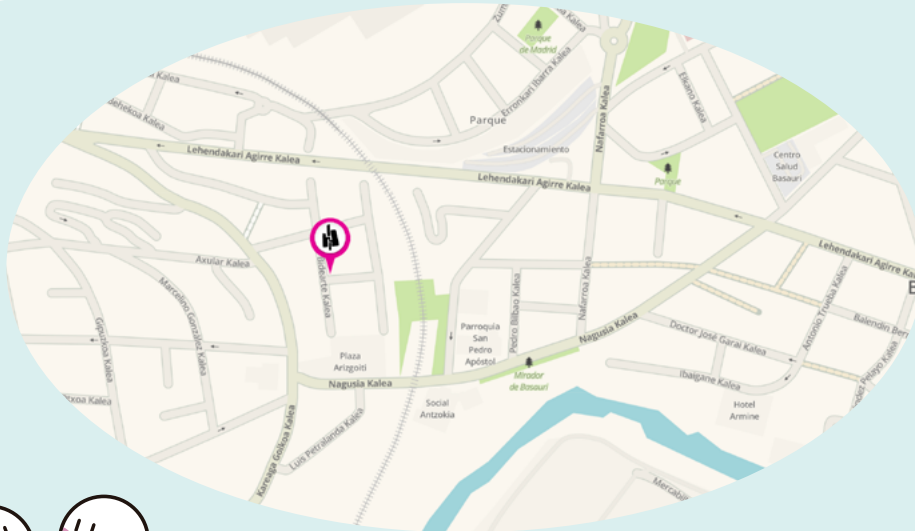
### >> Assessment of the risk of social exclusion and management of all the resources of the Basque Social Services System



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# Our premises

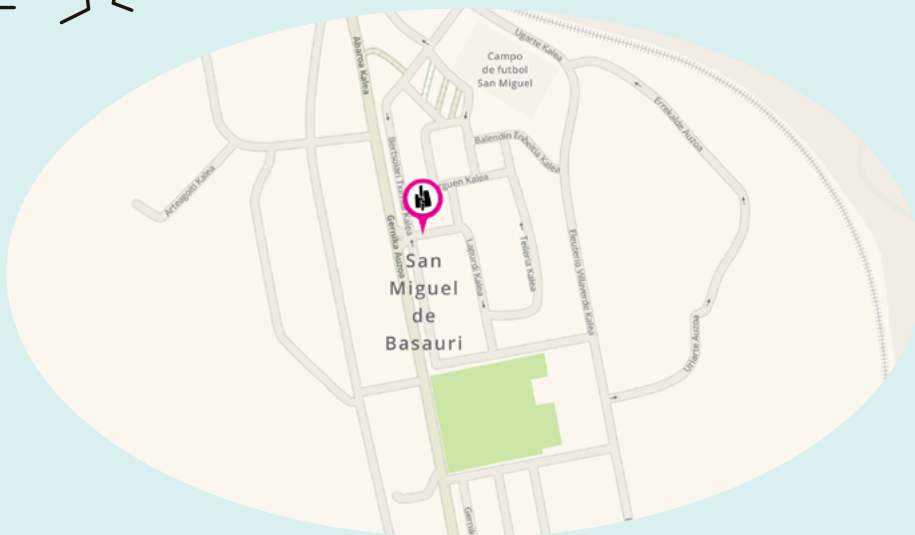
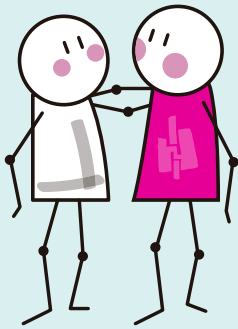
We have two offices: one in Bidearte Street and the other in Pagomakurre Street (aimed at all citizens registered in San Miguel neighbourhood).



## *Bidarte Street*

### **Opening hours:**

October to May: 9 am to 2 pm  
June to September: 9 am to 1 pm



## *C/ Pagasarri*

### **Opening hours:**

October to May: 9 am to 2 pm  
June to September: 9 am to 1 pm

\*If you have language difficulties, please request our simultaneous translation service.

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