

Municipality



¿Where to register?
In the Town Hall that belongs to the town where you are going to live.

Search yours among the 31 municipalities of Tenerife:

- | | |
|---|--|
| 1 Adeje
Calle Grande, 1
38670 Adeje
☎ 922 756 200 | 5 Buenavista del Norte
Calle La Ahóndiga, 5
38480 Buenavista del Norte
☎ 922 129 030 |
| 2 Arafo
Plaza José Antonio, 4
38530 Arafo
☎ 922 511 711 | 6 Candelaria
Avenida Constitución, 7
38530 Candelaria
☎ 922 500 800 |
| 3 Arico
Calle Meleque, 1
38580 Villa de Arico
☎ 922 129 030 | 7 Fasnia
Carretera Los Roques, 12
38570 Fasnia
☎ 922 530 028 |
| 4 Arona
Plaza del Cristo
38640 Arona
☎ 922 761 600 | 8 Garachico
Plaza La Libertad, 1
38450 Garachico
☎ 922 830 000 |

9 Granadilla de Abona
Plaza de González Mena
38600 Granadilla de Abona
☎ 922 771 164

10 La Guancha
Calle La Alhóndiga, 1
38440 La Guancha
☎ 922 828 002

11 Guía de Isora
Calle del Ayuntamiento, 4
38680 Guía de Isora
☎ 922 850 100

12 Güímar
Plaza del Ayuntamiento, 4
38500 Güímar
☎ 922 526 100

13 Icod de los Vinos
Plaza Luis de León Huertas, 1
38440 Icod de los Vinos
☎ 922 889 600

14 La Orotava
Plaza del Ayuntamiento
38300 La Orotava
☎ 922 324 444

15 La Matanza de Acentejo
Avenida Tinguaro, 20
38370 La Matanza de Acentejo
☎ 922 577 120

16 Puerto de la Cruz
Plaza de Europa, 1
38400 Puerto de la Cruz
☎ 922 378 400

17 Los Realejos
Avenida de Canarias, 6
38400 Los Realejos
☎ 922 346 234

18 El Rosarios
Calle Obispo Rey Redondo, 1
38290 El Rosario
☎ 922 010 160

19 San Cristóbal de La Laguna
Plaza del Ayuntamiento
38201 San Cristóbal de La Laguna
☎ 922 601 100

20 San Miguel de Abona
Carretera de Los Abrigos, 30
38620 San Miguel de Abona
☎ 922 700 000

21 San Juan de la Rambla
Calle 19 de Marzo, 31, San José
38420 San Juan de la Rambla
☎ 922 360 003

22 Santa Cruz de Tenerife
Calle Viera y Clavijo, 46
38004 Santa Cruz de Tenerife
☎ 922 606 000

23 Santa Úrsula
Carretera de España, 2
38390 Santa Úrsula
☎ 922 301 640

24 Santiago del Teide
Calle la Placeta, 10
38436 Santiago del Teide
☎ 922 863 127

25 El Sauzal
Calle La Constitución, 3
38360 El Sauzal
☎ 922 570 000

26 Los Silos
Plaza de la Luz, 9
38470 Los Silos
☎ 922 840 004

27 Tacoronte
Plaza del Cristo, 1
38350 Tacoronte
☎ 922 561 350

28 El Tanque
Avda. Príncipes de España, 24
38435 El Tanque
☎ 922 136 715

29 Tegueste
Plaza de San Marcos, 1
38280 Tegueste
☎ 922 316 100

30 La Victoria de Acentejo
Plaza de La Iglesia, s/n
38380 La Victoria de Acentejo
☎ 922 580 031

31 Vilaflor
Calle Doctor Pérez Cáceres, 1
38613 Vilaflor
☎ 922 709 002

Public hospitals

Nuestra Señora de La Candelaria University Hospital
Carretera del Rosario, 145
38010 Santa Cruz de Tenerife
Telephone switchboard: 922 602 000

Canarias University Hospital
Carretera Ofra, s/n, La Cuesta
38320 San Cristóbal de La Laguna
Telephone switchboard: 922 678 000
Patient attention telephone: 922 678 283

Tenerife Norte Hospital UTE
Calle La Pardela, s/n, Buen Paso
38434 Icod de los Vinos
Specialised attention telephone: 922 923 107



General information:

- For any consultation or medical emergency, you must visit the nearest health care centre.
- You will visit these hospitals only when your health care centre is closed and need to come for an emergency or in case of being referred by your family doctor.
- To schedule an appointment with your family doctor in your Health Care Centre, call **012** to contact Canary Islands Health Service.

Spanish health care card

In these offices you will get all the information about procedures and the required documents to process the health care card in the nearest health centre in your town.

Nº 1 Office
Calle Ruiz de Padrón, 8, 1.º
38002 Santa Cruz de Tenerife
☎ 922 278 870
Fax: 922 278 916

Nº 2 Office
Calle Bulevar Chajofe, 5
38650 Arona
☎ 922 777 800
Fax: 922 777 801

Nº 3 Office
Avda. José Campo Llanera, 3
38400 Puerto de la Cruz
☎ 922 368 804
Fax: 922 389 693

Nº 4 Office
Calle Quintín Benito, 2
38201 La Laguna
☎ 922 224 540
Fax: 922 223 547

On the other hand, there are non-profit associations, which advise and give support in punctual situations, such as:

Doctors of the World ONG
Calle del Castillo, 62
38003 Santa Cruz de Tenerife
☎ 922 248 936

Red Cross ONG
Calle San Lucas, 60
38002 Santa Cruz de Tenerife
☎ 922 282 924

Other public organisations

There are other public organisations that also can be of interest like La Laguna University, its General Foundation, the Tenerife Island Council and the Canary Islands Government.

University of La Laguna
Government Pavillion
Calle Padre Herrera, s/n
38200 San Cristóbal de La Laguna
☎ 922 319 000

La Laguna University General Foundation
Avenida de la Trinidad, 61, planta 0
La Laguna University Central Campus
38071 San Cristóbal de La Laguna
☎ 922 319 200

Island Council of Tenerife
Plaza de España, s/n,
38003 Santa Cruz de Tenerife
☎ Citizens advice: 922 239 500

Canary Islands Government Offices
Avenida José Manuel Guimerá, 1
38071 Santa Cruz de Tenerife
☎ 922 923 916

Some important telephones

012
Information and citizen telephone service, that belongs to the Canary Islands Government, where you can get general information about the Canary public services and certain administrative procedure processes. This service is available 24 hours a day, 365 days a year.

112
Free phone number used to call for any type of **EMERGENCY**: ask for an ambulance, report a fire, an accident, etc.

016
If you want to report any type of gender-based violence situation, the Ministry of Health, Social Services and Equality make this free and confidential telephone number available.

In case of other specific emergencies you can contact:

062 Civil Guard
091 National Police
915 620 420 Toxicological emergency
900 202 202 Coastal emergencies

Immigration Office and other public administrations



In this office you can find information about the documentation processing that is required to live in Tenerife.

IMMIGRATION OFFICE
Calle La Marina, 20
38071 Santa Cruz de Tenerife
☎ 922 999 316
Prior appointment (via email):
citaprevia.sctenerife@seap.minhap.es

Other public administrations that you will need to process your documentation:

IMMIGRATION AND BORDER OFFICES (NATIONAL POLICE) SANTA CRUZ DE TENERIFE (CUERPO NACIONAL DE POLICÍA):

• **Santa Cruz de Tenerife**
Calle Ramón Pérez de Ayala, 6
38007 Santa Cruz de Tenerife
☎ 922 235 634 / 922 235 632

• **San Cristóbal de La Laguna**
Calle Nava y Grimón, 66
38201 San Cristóbal de La Laguna
☎ 922 314 621 / 922 314 630 / 922 314 625

• **North part of the island**
Avenida del Campo y Llarena, 3
35400 Puerto de la Cruz
☎ 922 376 831 / 922 376 832

• **South part of the island**
Las Terrazas Building, s/n
Sector Cero, Parcela CNP, Adeje
☎ 922 789 123 / 922 789 114

IMMIGRATION AND SOCIAL POLITICS DIRECTORATE:
Calle Carlos J.R. Hamilton, 14
38001 Santa Cruz de Tenerife
☎ 922 922 500

Consulates in Tenerife



Argentina
Calle San Francisco, 5, 5º. Santander Building
38002 Santa Cruz de Tenerife
☎ 922 151 030/922 151 031
Fax: 922 299 219

Belgium
Calle Villalba Hervás, 4, 2º
38002 Santa Cruz de Tenerife
☎ 922 241 193
Fax: 922 241 194

United Kingdom
Plaza Weyler 8, 1º
38003 Santa Cruz de Tenerife
☎ 902 109 356
Fax: 922 289 903
Email: Info.Consulate@fco.gov.uk

Uruguay
Calle Viera y Clavijo, 66
38004 Santa Cruz de Tenerife
☎ 922 152 912
Fax: 922 152 914
Email: consuladodeluruguaytenerife@gmail.com

Venezuela
Calle Francisco La Roche, 21, 1º. Avenida de Anaga
38001 Santa Cruz de Tenerife
☎ 922 290 381/922 290 435
Fax: 922 290 757
Email: consulado@consulvene-canarias.org

There are honorary consuls and General Honorary consuls from many other countries in Tenerife. Enter the websites and you can find their contact information:
<https://bit.ly/2HyalwP>

Welcome Guide

¡HOLA!



Contact

Contact us, **Observatorio de la Inmigración de Tenerife OBITen** and **In the same direction strategy**, you can find us here:

Campus de Guaja ra
Facultad de Humanidades
Sección de Geografía e Historia
2.ª Planta, Aula A2-23B
38200 San Cristóbal de La Laguna

☎ **+34 922 317 762**
www.juntosenlamismadireccion.com
estrategia@juntosenlamismadireccion.com
Facebook: Juntos En la misma dirección



Appreciation

To all the groups and people that have participated and collaborated in diverse and creative ways in the elaboration of this Welcome Guide: Sincere thanks, always, to each and everyone of them.



We invite you to watch a making-of video of the Welcome Guide (QR Code):



Hello! Great!

In my house and in all towns all over the world, this word exists:



It is common to all languages and, although I do not know it in other languages, I understand it and people understand me.

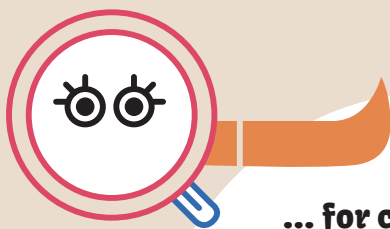
Hello!
You are already in Tenerife!

Tips...

... in education

Mark Thomas Méndez from Great Britain, gives you this advice:

- Get involved in the school life of your children participating in the activities organised by the school, attending meetings, being part of the PTA, and also sharing your culture (typical games, songs...) in your children's classroom.



... for children

Enmanuel Lucas Bruno, who is 22 years old and from Uruguay, arrived in Tenerife at the age of 6. He gives you this advice if you are a child:

- Don't be afraid. Never forget your roots and your culture just for the possible fear of being rejected. That is not going to happen.

... employment

To look for employment, María Esperanza Barrera, from Venezuela, gives you this advice:

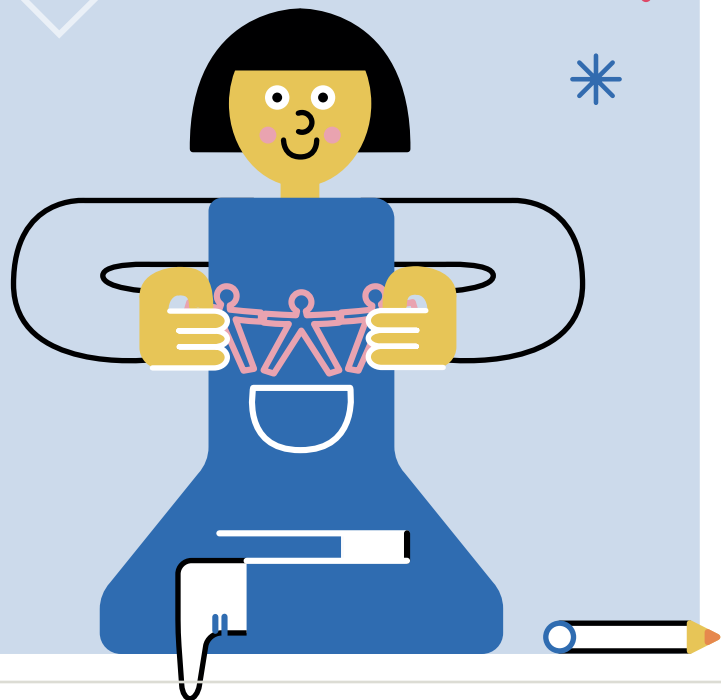
- Expand the job search to all possible fields, beyond your profession.
- Keep a personal agenda of job searching and contact as many people as possible. Word -of -mouth is the best formula.
- Have a positive mental attitude, perseverance and constancy.

... women

Esther Torrado Martin, from Madrid. Listen to her advice:

- Apply for information from public services and social organisations serving women and the migrant population.
- Join cultural networks, to promote the culture of your country and also interact with other cultures.

This Welcome Guide, has been driven by the strategy for the administration of cultural diversity Juntos En la misma dirección (Together In the same direction), an initiative that has been running since 2009 by the Employment, Trade, Industry and Socioeconomic Development Area of the Island Council of Tenerife and from the University of La Laguna, through its General Foundation.



... for elderly people

Roxana Resnikowski de Ortiz, from Bolivia, gives you this piece of advice:

- Do not isolate yourself, mix with all kinds of people, which will allow you to exchange life experiences, look for activities that you like, that fill your life and make your stay more pleasant.

... for people with diverse physical or mental abilities

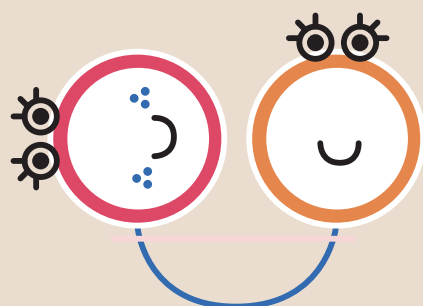
Diversely skilled, equally able

This is the advice that the men and women from Arcoiris and Daniel Burashi, from Italy give you...

- Enjoy the Sun. You are in Tenerife, and on this island you can get in a wheelchair to the seashore.
- Do not be surprised if you get lots of kisses and hugs. Here we are very affectionate
- If you need something, ask for it. We are a big family.
- If you want to feel at home participate in a "Romería".

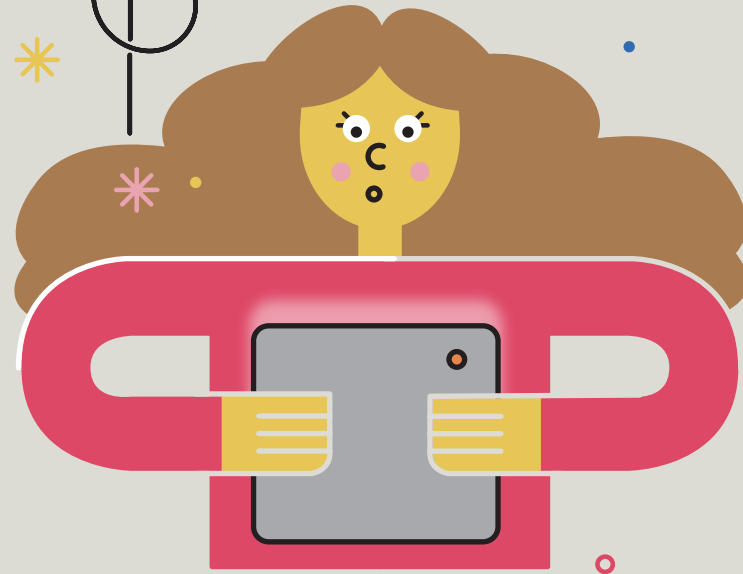


Download the video with performance by the men and women from Arcoiris.



We invite you...

... to visit the Guide website and to take a closer look at its contents.



These are the topics you can find:

- Who we are?
- How has this Guide been prepared?
- Thanks from the bottom of our heart
- We invite you
- What is the island of Tenerife like?
- Our language
- About the island of Tenerife, its geographical location, its climate, its population, its language
- Where and how to learn Spanish
- Registration of residency in a town
- Regulation and documentation for foreigners
- Housing
- Public and private transport
- Job Search
- Social Security contribution
- Tax System
- How to open a bank account?
- Sending shipment and packages
- Consulates
- Childhood
- Education system
- Health
- Social Services
- Family planning
- Women
- Functional diversity in adults
- Functional diversity in children
- Sexual diversity
- Elderly
- Social participation
- Religious entities in Tenerife
- Tourism
- Leisure and culture
- Driving license
- Emergency, Police forces
- OMIC (Municipal information office to the consumer)
- To obtain the Spanish nationality
- Canary Islands Government, Island Council, Town Hall and Citizens advice

And also, we invite you...

...To join this great family, be an active part of this **Welcome Guide** and feel free to participate in it, giving your opinion, sending us your suggestions, providing new information, contacting us with any doubts, concerns and contributions that you wish to offer for our improvement.

We are waiting for you! Here you have us!

Telephone: **922 317 762** Whatsapp: **649 227 747**

E-mail:
estrategia@juntosenlamismadireccion.com

Facebook:
Juntos En la misma dirección
Observatorio de la Inmigración de Tenerife OBITen

«Here we are»

*I want to be free as the wind
In order to wander the world
I am not from here, I am not from there
I'm from where they love me
I am black, I'm white, I'm yellow, red and more colours.*

*The world is big and extensive
We can't see beyond the horizon
If there are tears, not of pain.
Those that shed emotion.
With eyes that cry, memories of friendship and love*

*I want to be united to everything
And dance, the dances of the world
I am from here, I am from there
Palm trees, meadows, steppes, volcanoes and seas, snowy mountains and frozen lakes.*

*I want to be so strong like the water
To be able to reach all the thirsty
Play and jump, laugh, share
Without sorrow or borders
Flow without stopping, forever traveling
Happy to live*

Rap:
*Today we dance the countries
And we shout we're happy
Without borders, without walls
We are all humans
Little friends
We get together, we laugh
It's that together, we share
Energy, a lot of life
And the people gathered
Our hearts beat
One, two, three to the rhythm*

*I want to dream of a happy world
I want peace for the whole planet.
Friends, sisters, brothers,
Sunshine in the water
For you, for me and for those who come
Here they will always have us.*

Composer: Milena Perišić
Inspired by the Welcome Guide's artistic committee:
Danza en Comunidad - Gospel Shine Voices Kids - Colectivo Arco Iris Music
Orquesta Filarmónica Juvenil de Tenerife "Miguel Jaubert" - ACADIH (Asociación Canaria para la Difusión de la Música) - Niños y niñas de Aídeas Infantiles
Grupo de Participación Infantil Amiguitos y Amiguitas Gustavo Campos
Sandra Morales - Daniel Baute - Paula Pimentel - Yudeimis Acosta - Eladio Barreto.

Together In the same direction groups

Together In the same direction has as main objectives to build unified, participatory intercultural society and proud of its diversity. So it is organised around groups of work that deal with specific issues:

- Prevention of racism and xenophobia
- Fight against gender-based violence
- Education for development, social and citizen participation
- Child and youth participation
- Interreligious dialogue.

In addition, to achieve the positive management of cultural diversity, it proposes and carries out actions in the neighbourhoods and towns of the island that allow these objectives to be achieved. In these groups of work any person, organisation, action group or public administration may participate, so the objectives, contents and actions that are dealt with come from the society itself.

We invite you to participate so that you can make your contribution to our community, from the groups of work that interest you the most!

Get in touch:
Together In the same direction



Welcome Guide



Writing Commission:
Doctors of the World ONG
Cáritas Diocesana de Tenerife
Red Cross ONG
Asociación Mosaico Canarias
Colectivo Harimaguada
Colectivo Arco Iris
Centro Psicopedagógico Garoé Sur
Barrios por el Empleo: Juntos más Fuertes
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Universidad
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