



CÂMARA MUNICIPAL  
DE  
COIMBRA



DEPARTMENT OF SOCIAL ACTION AND HOUSING  
OFFICE FOR EQUALITY AND INCLUSION  
**WELCOME GUIDE FOR MIGRANTS**



**Coimbra, The Right Place For All**



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## INTRODUCING NOTE

In recent decades, migrations have increased in scale and complexity, becoming a central theme at the global level. Portugal stands out for its welcoming approach, based on participatory and inclusive public policies, and is internationally recognized as one of the countries with the best practices for the integration of migrants.

The Reception Guide for Migrants of the Municipality of Coimbra emerges as an essential tool to support those who work in the field and to facilitate the integration of foreign people in the municipality. It gathers, in a simple and accessible way, information on rights, duties, legal framework, language, culture and social organization.

It addresses topics such as nationality, family reunification, the labour market, access to public services and recognition of qualifications, providing practical answers for the daily lives of migrants. The document was coordinated by the Office for Equality and Inclusion, with contributions from the Social Network entities.

The Guide also articulates other initiatives related to the reception, integration of immigrants and refugees and the fight against trafficking in human beings, reinforcing the promotion of equality and inclusion. It aims to support both migrants, from the preparation process to full participation in society, and the public services and civil society organisations that accompany them.

Thus, it is a guided, reliable and validated instrument, designed to facilitate institutional work and improve the life experience of migrants who choose to reside in Coimbra.

The current context highlights migration as an unavoidable dynamic of Portuguese society and a significant resource for its future.

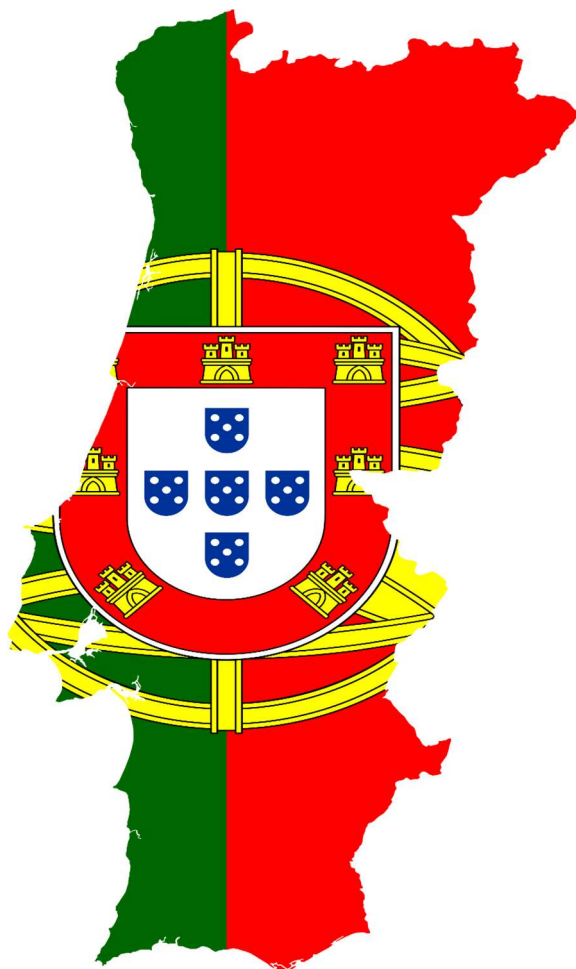
Coimbra has registered a continuous growth of the resident foreign population. In 2023, the municipality counted 13,702 foreign residents, an increase of 71% compared to 2021, consolidating Coimbra as a pole of attraction for the qualified migrant population of working age.

The most represented nationalities continue to be Brazilian citizens, followed by also significant communities from the United Kingdom, Cape Verde and India, reflecting an increasingly diverse migratory profile.

At the district level, the most recent data indicate that, in 2025, the district of Coimbra has 17,565 foreign residents, distributed among 8,538 men and 9,027 women, confirming the growth trend and the demographic relevance of immigration in the region.

The collaboration and commitment of all the services involved in the preparation of this Guide reflect the Municipality's commitment to a process of reception and support through appropriate responses, considering the needs of migrants and facilitating their integration.

**Office for Equality and Inclusion**



WHY PORTUGAL?  
WHY COIMBRA?



## WHY PORTUGAL? WHY COIMBRA?

Portugal is a country deeply marked by its connection to the Atlantic, with a coastline of 963 km and the autonomous regions of the Azores and Madeira. This relationship with the sea is reflected in the culture, economy and gastronomy, where fresh fish, olive oil and wine stand out, internationally recognized products. Although it is not bathed by the Mediterranean, the country feels its influence on the climate and eating habits. The Portuguese language, spoken by about 240 million people, is today one of the most relevant at a global level.

Recognized for its hospitality and inclusive policies, Portugal is among the best ranked countries in the Migrant Integration Policy Index (MIPEX), with 81 points out of 100, promoting equitable integration, based on equal rights and opportunities. The safety, mild climate, cost of living and historical richness make the country an increasingly sought-after destination for people from all over the world.

In the center of the national territory is Coimbra, a city located on the banks of the Mondego River and capital of the respective district. With 140,796 inhabitants (2021 data), it is made up of 18 parishes and stands out for its history, cultural heritage and the prestigious University of Coimbra, one of the oldest in Europe. With good accessibility between the north and south of the country, Coimbra combines tradition, vibrant academic life and a gastronomy marked by regional flavors and conventual sweets.

Since 2019, the Municipality has implemented Intercultural Mediation Teams, dedicated to the integration of migrant communities and gypsy communities, promoting family, school, institutional and socio-professional mediation, as well as training actions, awareness, support for associations and encouragement of volunteering.

The Municipality also promotes the Emigrant Support Office (GAE), a free structure that provides support to emigrants and their families, contributing to a closer relationship between citizens and the services of the territory.



LEGAL FRAMEWORK: ENTRY, STAY AND EXIT OF  
FOREIGN PERSONS FROM PORTUGAL





## LEGAL FRAMEWORK: ENTRY, STAY AND EXIT OF FOREIGN PERSONS FROM PORTUGAL

### REGULATORY DECREE OF THE FOREIGNERS LAW

The system that controls the entry, stay, exit and removal of foreign citizens in Portugal is stipulated by Law No. 23/2007, of 4 July, together with subsequent amendments. This legislation is regulated by Regulatory Decree No. 84/2007, of 5 November, also subject to subsequent revisions.

#### What are the entry requirements for Portugal?

To enter Portugal, foreign citizens must:

Be in possession of a valid travel document, recognized by the Portuguese State (e.g., passport), valid for at least three months longer than the duration of the intended stay, except in situations of re-entry of residents or in exceptional cases.

Hold a valid visa that is appropriate to the reason for travel. The visa allows you to present yourself at the border and apply for entry, and does not constitute, in itself, a guarantee of admission to Portuguese territory.

Have sufficient means of subsistence for the period of stay, in accordance with the Means of Subsistence Ordinance, or demonstrate conditions for legally obtaining these means.

Not be included in the AIMA Integrated Information System, nor in the Schengen Information System (SIS), for the purposes of refusing admission.

#### Proof of means of subsistence

The requirement can be waived when the foreign citizen demonstrates that he/she has guaranteed accommodation and food.

Alternatively, a declaration of responsibility **can be submitted**, signed by a national or foreign citizen with legal residence, which proves financial capacity and undertakes to guarantee accommodation, food and any repatriation costs.

#### What about citizens of European Union countries?

EU, EEA and Swiss citizens must **register their entry with AIMA within 3 working days**, unless:

1. are already residents,
2. stay in the country for a period of more than six months,
  1. settle in a hotel/similar accommodation,
  1. benefit from a European Union legal regime or equivalent.

#### Can I be refused entry into Portugal?





Yes. Entry may be refused when the foreign person who:

1. does not present a valid travel document;
2. does not have an appropriate visa (when applicable);
3. presents false or fraudulent documents;
4. does not have means of subsistence;
5. is indicated for non-admission to the SIS or the AIMA Integrated System;
6. constitutes a threat to public order, national security, public health or international relations;
7. is subject to an entry ban measure.

### **What types of visas are there?**

There are visas issued abroad and visas issued at border posts.

Portuguese consulates and consular sections may grant:

1. short-stay visas,
2. temporary stay visas,
3. residence visas,
4. **visa for the search for qualified work** (created with Law No. 61/2025).

Each visa has its own purpose and only authorizes temporary entry into the country for the purpose for which it was granted.

Visas are now valid only for Portuguese territory.

### **Who is considered a legal resident?**

The law considers a legal resident to be a foreign citizen holding a **residence permit (AR)** valid for **one year or more**.

The residence permit follows the uniform model of the EU and works as an official identification document in Portugal.

### **What is a residence permit?**

It is the document that allows foreign citizens to reside in Portugal for a fixed period (temporary AR) or for an indefinite period (permanent AR).

The title replaces the identification document of the foreign citizen in Portugal.

### **What are the types of residence permits that exist?**



Depending on the objective, there are authorisations for:

1. subordinate or independent professional activity;
2. entrepreneurial immigrants;
3. teaching, highly qualified or cultural activity;
4. investment;
5. research, study, internship or volunteering;
6. family reunification.

### **When should I apply for renewal of residence permit?**

Renewal must be requested **between 90 and 30 days** before the expiry date. The decision must be issued within **60 days**.

If there is no decision within the deadline for reasons not attributable to the applicant, the application is considered **tacitly granted** and the new residence permit is issued.

### **Is there payment for the granting of a residence permit?**

Yes. The granting of AR implies the payment of a fee provided for in **Ordinance No. 204/2020, of 24 August**.

### **How to obtain Portuguese nationality?**

Nationality can be:

1. **Attributed** (original, since birth);
2. **Acquired** (Derived or Reacquired)

It can be purchased by:

1. effect of will,
2. adoption,
3. naturalization.

Detailed information: **Institute of Registries and Notaries** – [www.irm.mj.pt](http://www.irm.mj.pt).

## **MOST RECENT AMENDMENTS TO THE FOREIGNERS ACT (2025)**

The changes introduced by the **Regulatory Decree and Law No. 61/2025** reinforce the modernization, simplification and rigor of migratory procedures, dispensing with face-to-face travel.

### **Main changes:**



## **1. Digitization of applications on the AIMA Portal**

It is now possible to:

1. submit AR requests online,
2. send and receive documents digitally,
3. make electronic payments,

The digital process is being progressively extended to different types of requests.

## **2. Expansion of the entities authorized to submit applications for RAs**

In addition to the applicant himself/herself, the following may now submit applications (with the authorization of the holder):

1. employers,
2. research centres,
3. higher education institutions,
4. public or private entities that host teaching, highly qualified or cultural activity.

## **3. Simplification and greater certainty in the testing of requirements**

The investigation of cases becomes less bureaucratic and may include:

1. digital documents signed with a Digital Mobile Key or Citizen Card,
2. use of the Professional Attributes Certification System (SCAP).

## **4. Revocation of Expression of Interest**

The regularization route through **Expression of Interest** was revoked.

The rule becomes entry with an **appropriate visa**, obtained before travel

## **5. Family reunification with stricter requirements**

The principle that family reunification can only be applied for after obtaining a valid RA is maintained, but with **strengthened requirements** regarding:

1. proof of legal residence for a defined period,
2. livelihoods,
3. accommodation,



4. integration.

## **6. New Visa for Skilled Work**

Designed for highly qualified professionals with their own rules and additional requirements, such as:

1. appointment at AIMA,
2. obligation to leave the country if there is no hiring during the validity period.

### **Governing Law**

Applicable legislation HERE: <https://aima.gov.pt/pt/decreto-regulamentar-da-lei-de-estrangeiros-alteracoes>



# COMO MORAR E TRABALHAR LEGALMENTE EM PORTUGAL



HOW TO ENTER PORTUGAL?



## REGULARIZATION OF YOUR STAY OR "LEGALIZATION"

If you are a foreigner and intend to come to Portugal, it is important to follow some legal steps to ensure your entry, stay and eventual residence in the country. The process may vary depending on your nationality, the purpose of your stay, and the length of your stay.

### 1. Check if you need a visa

#### Citizens of the European Union / Schengen Area

1. They do not need a visa to enter Portugal.
2. For stays longer than **3 months**, they must **register their residence** with the municipality of the area where they live. (Registration issued by city councils under free movement rules in the EU.)

#### Citizens of Third Countries

1. They should check if a visa is required to enter Portugal.
2. For stays of up to **90 days**, a short-stay Schengen visa **may be required**.
3. For stays longer than 90 days, it is mandatory to obtain a **residence visa**, valid only for Portuguese territory, according to the new law.

### 2. Apply for the proper visa

#### Temporary Stay Visa

Suitable for stays of up to **1 year**, such as:

1. Short courses,
2. Temporary or seasonal work,
3. Medical or other reasons provided for by law.

#### Residence Visa

Mandatory for stays longer than **1 year**, such as:

1. Subordinate or self-employed work,
  2. Studies,
  3. Family reunification,
  4. Entrepreneurship,
- Aposentação/Residência fixa.



After entering Portugal, this visa allows you to apply for a **Residence Permit (AR)**.

The new legislation strengthens conditions for granting and requires a return transport ticket for certain visas.

### **3. Entry into Portugal**

On arrival you must present:

1. Valid passport,
2. Appropriate visa (where applicable),
3. Documents that prove the reason for the stay (e.g., employment contract, letter from the educational institution, proof of accommodation).

Border authorities may refuse entry if documents or legal requirements are missing.

### **4. Registration after arrival**

#### **Citizens of the European Union**

If they stay longer than **90 days**, they must apply for the **EU Citizen Registration Certificate** at the City Hall of the area of residence, valid for up to 5 years.

#### **Citizens of Third Countries**

They must, within the first **120 days**, make an appointment at **AIMA** to apply for a **Residence Permit**.

#### **Documents such as:**

1. Passport,
2. Proof of accommodation,
3. Employment contract or proof of means of subsistence,
4. Health insurance (where applicable).

### **5. Obtain the NIF – Tax Identification Number**

Required for:

1. Work,
2. Open bank account,
3. Renting housing,
4. Carry out contracts and transactions.





The NIF is issued by the Tax Authority (AT).

## 6. Registration with Social Security

Mandatory for those who:

1. Go work in Portugal,
2. You want to obtain social protection (health, maternity, sickness, pensions, etc.).

## 7. Registration in the SNS – National Health Service

Registration at the health center is only possible **after obtaining the Residence Permit**.

It gives access to a family doctor, consultations and other NHS services.

## 8. Compliance with Residence Laws

It is essential:

1. Respect visa limits,
2. Renew the residence permit within the deadlines,
3. Maintain valid documentation,
4. Avoid irregularities that may prevent new visas or re-entry, according to the updated rules.

## Appointment and useful contacts

Appointments at AIMA can be made through:

1. **Landline telephone:** (+351) 217 115 000
2. **Mobile phone:** (+351) 965 903 700
3. **Email:** geral@aima.gov.pt
4. **Opening hours:** 08:00–20:00 (weekdays)

You can also get support in:

1. **CNAIM – National Support Centres for the Integration of Migrants**
2. **CLAIM – Local Support Centers for the Integration of Migrants**



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IV  
CONTACTOS ÚTEIS



## I - HOMECOMING SERVICES

### AIMA STORE

Central Avenue 16/20 | Citizen's Shop

3000-617 Coimbra | Service by appointment only

Weekdays: 09:00 am to 04:00 pm

217 115 000, on weekdays, from 08:00 to 20:00.

[geral@aima.pt](mailto:geral@aima.pt)

### Service Station University of Coimbra/Student HUB

Faculty of Medicine Building, Ground Floor - University of Coimbra

Opening hours to the public: 09:30-15:00

### Local Support Centre for the Integration of Migrants | CLAIM

John Paul II Reception Center – CBR

Rua dos Combatentes da Grande Guerra N.º 157, ground floor

3030-181 Coimbra

[claimcoimbra@gmail.com](mailto:claimcoimbra@gmail.com)

239 404 483

Mobile: 927 816 920

Opening hours: Monday to Friday: 9:00 am - 12:30 pm / 2:00 pm - 4:00 pm

Services: regularization, renewal of documents, family reunification, AIMA marking, Portuguese nationality, voluntary return program, social support.

See HERE: <https://eportugal.gov.pt/servicos/centros-locais-de-apoio-a-integracao-de-migrantes-claim-> the list and map of Local Migrant Support Centers (CLAIM) that can help in this process.



## SOCIAL SERVICES

### Social Security Institute | ISS

Rua Abel Dias Urbano nº 2 - r/c

300 502 502

[cdsscoimbra@seg-social.pt](mailto:cdsscoimbra@seg-social.pt)

Legal Support | Psychosocial Support | Refugees | allowances and allowances | Social benefits  
| Technical aids | Informal Caregiver | Among other matters...

## STRUCTURES OF THE MUNICIPALITY

### Social Action Division

Rua Olímpio Nicolau Rui Fernandes – Edif. PSP, 2nd

239854294

[social@cm-coimbra.pt](mailto:social@cm-coimbra.pt)

### Office for Equality and Inclusion

Rua Olímpio Nicolau Rui Fernandes – Edif. PSP, 1st

239854294

[gii@cm-coimbra.pt](mailto:gii@cm-coimbra.pt)

### Office of Gerontology and Active Aging

COMPIC | Municipal Commission for the Protection of the Elderly

Rua Olímpio Nicolau Rui Fernandes – Edif. PSP, 2nd

239854294

[ggea@cm-coimbra.pt](mailto:ggea@cm-coimbra.pt)

### CPCJ | Commission for the Protection of Children and Young People

It promotes the rights of children and young people and prevents or puts an end to situations that may affect their safety, health, training, education or integral development.

Operation – Rua Olímpio Nicolau Rui Fernandes, PSP Building, 2nd

Tel.: 239827710 | 239826471

Email: [cpcjcoimbra@gmail.com](mailto:cpcjcoimbra@gmail.com)



### **CRESC | Coimbra Solidarity Reinforcement Center**

Food reinforcement where hot meals are offered, from Monday to Sunday, with the collaboration of several NPISA/C institutions, in a space managed by the Municipality of Coimbra

Location: Kiosk D, next to Casa do Sal, from Monday to Friday, between 9:30 pm and 10:30 pm and, on weekends and holidays, between 7:00 pm and 8:30 pm.

### **Overnight Shelter Center | Protocol with ADFP (Foundation for Assistance, Development and Professional Training)**

Night Shelter Center for the Homeless that welcomes up to 35 homeless people in the municipality, flagged by NPISA/C and Emergency Service, flagged until 16.30h. This response guarantees the transport, to and from, of the people to be welcomed and provides facilities and conditions to provide personal hygiene and breakfast to the people welcomed. After 4.30 p.m., the National Social Support Line is available for service, whose number is 144

Social and Economic Support to Vulnerable Groups | Food Support | RSI – Social Insertion Income  
Medication Support | Referral to other services

### **SAAS | SOCIAL CARE AND MONITORING SERVICE**

With the purpose of providing social support, it promotes systematic and personalized monitoring of individuals and families residing in the Municipality and facing situations of vulnerability and social exclusion.

Geographical territories assumed by technicians of the municipality | UF Lamarosa and S. Martinho de Árvore; S. Silvestre; S. João do Campo; UF Santa Clara and Castelo Viegas; Mondego Towers; Ceira; Almalaguês; S. Martinho do Bispo and Ribeira de Frades UF, Taveiro, Ameal and Arzila UF; UF Assafarge and Antanhol; Cernache.

239854294 | 239857500

[social@cm-coimbra.pt](mailto:social@cm-coimbra.pt)

### **SAAS | Protocols Established for Localized Social Intervention:**

#### **Portuguese Red Cross Delegation of Coimbra**

Parish of Santo António dos Olivais

910203807

[social@cvp-coimbra.pt](mailto:social@cvp-coimbra.pt)

#### **Parish Assistance Center of Sta. Cruz**

Geographical area of Santa Cruz



Rua Saragoza, 101

239835682

[Capsc.social@gmail.com](mailto:Capsc.social@gmail.com)

**Cáritas Diocesana de Coimbra (Community Center of S. José)**

**UF Eiras and São Paulo de Frades**

Rua do Parque de Jogos Bloco IV Sub cave, Bairro da Rosa

239492284

[ccsjose@cariascoimbra.pt](mailto:ccsjose@cariascoimbra.pt)

Almedina, S. Bartolomeu e Sé Nova

Community Insertion Center

Rua Direita nº 101

239855840

[ccinsercao@caritascoimbra.pt](mailto:ccinsercao@caritascoimbra.pt)

**Souselas Social Support Center**

Antuzede and Vil de Matos UF; UF Trazmil and Torre de Vilela; UF Souselas and Button; Brasfemes

Rua 1º de Maio, nº 19

239911385

[Cas-souselas@hotmail.com](mailto:Cas-souselas@hotmail.com)

All entities registered with the Municipality of Coimbra carry out the implementation of measures that, like the structures of the Municipality, aim to support vulnerable and especially vulnerable groups:

Social and Economic Support to Vulnerable Groups | Food Support | RSI – Social Insertion Income  
Medication Support | Referral to other services

**SOCIAL EMERGENCY SERVICE (SES)**

For the entire Municipality

Parish Assistance Center of Sta. Cruz

Rua Olímpio Nicolau Rui Fernandes – Edif. PSP, 1st 239854294



O SES – Serviço de Emergência Social, tal como o nome indica, é um serviço de primeira linha que dá resposta a situações urgentes e emergentes, de assistência imediata e suporte a pessoas em situação de crise.

Este apoio pode traduzir-se no acolhimento imediato de pessoas em situação de especial vulnerabilidade | Apoio alimentar | Apoio em pagamento de título de transporte | Encaminhamento para outros Serviços

#### OTHER SOCIAL CARE SERVICES (SAAS) IN THE MUNICIPALITY

Geographical Area	Entity	Resources	Contacts
Saint Anthony of Olivais	João Paulo II Reception Center - CBR - Rua dos Combatentes da Grande Guerra S/N	Socio-economic support   food support   wardrobe   Job search support	239718001 / 962146365 <a href="mailto:geral@cajp2cbr.pt">geral@cajp2cbr.pt</a>
Municipality	AMI Foundation - Porta Amiga Coimbra Quintal do Prior, 21 Terreiro da Erva	Psychosocial support   Social cafeteria   wardrobe   Baths   Portuguese Language Courses	239842706 <a href="mailto:pa.coimbra@ami.org.pt">pa.coimbra@ami.org.pt</a> <a href="http://t">t</a>
Roman Catholic Diocese of Coimbra	Diocesan Caritas of Coimbra R. Dom Francisco de Almeida 14,	Socio-economic support   food support   medication   wardrobe   Job search support	239 792 430/ 966 825 595 <a href="mailto:caritas@caritas.pt">caritas@caritas.pt</a>
Roman Catholic Diocese of Coimbra	S. Paulo – Ceira Conferences Rua de Tomar n. 106	Socio-economic support   food support   medication   Social Store	239 098 708 <a href="mailto:conf.saopaulo.ceira@gmail.com">conf.saopaulo.ceira@gmail.com</a>
Municipality	ADAV - Coimbra (Association for the Defense and Support of Life). R.	Psychosocial support   1st Necessity Goods   childcare goods	239 820 000 913 109 066 911 891 767





	Lourenço Almeida Azevedo, nº27, R/Chão,	(porridge, fruit, diapers, clothes, strollers and car seats, ...)	<a href="mailto:adavcoimbra@gmail.com">adavcoimbra@gmail.com</a>
Municipality	Portuguese Red Cross – Coimbra Delegation. Av. Fernão de Magalhães n.º 676 piso, 1º	Socio-economic support   food support   medication   Social Store   Portuguese language courses for foreigners   employment and training	239 825 395 <a href="mailto:social@cvp-coimbra.pt">social@cvp-coimbra.pt</a>
Municipality	Integrar Association Rua do Teodoro, nº 1	Socio-economic support   food support   Social Shop     employment and training	239 705 697 <a href="mailto:integrar@integrar.org">integrar@integrar.org</a>
Municipality	Associação Cozinhas Económicas Rainha Sta. Isabel Terreiro do Mendonça, 7	Psychosocial support   Social Cafeteria	239 826 294 239 821 129 <a href="mailto:asso.coz.eco@acersi.pt">asso.coz.eco@acersi.pt</a> <a href="mailto:direcao@acersi.pt">direcao@acersi.pt</a>
National	AKTO   Human Rights and Democracy Casa da Esquina Rua Aires de Campos nº6 <a href="mailto:geral@akto.org">geral@akto.org</a> 910 061 663	- Casa Femina - Emergency Reception Center for women and girls victims of Gender Violence - Reception and Protection Center for Children and Young People Victims of Human Trafficking	<a href="mailto:femina@akto.org">femina@akto.org</a> 910 126 120. <a href="mailto:cap@akto.org">cap@akto.org</a> , 925 854 000

For more information about the equipment and social responses, click [HERE](#):

<https://www.cartasocial.pt/inicio>

## HEALTH



### THE RIGHT TO HEALTH IN PORTUGAL

In Portugal, health is a fundamental right. However, **the rules for access to the National Health Service (SNS) for foreign citizens were significantly changed between 2024 and 2025**, mainly affecting people without a valid residence permit.

These changes stem from **Orders No. 14830/2024 and 40/2025**, which reorganize the National Registry of Users (RNU) and the rules for enrollment in Primary Health Care, as well as legislative changes approved on December 19, 2024 that **restrict access to the NHS to non-resident foreigners**

#### **1. Registration in the SNS and National User Number (NNU)**

Registration in the SNS requires registration in the **National Registry of Users (RNU)**, which assigns the **National User Number (NNU)**.

For foreign citizens, since 2024/2025, registration implies presenting:

1. Identification document;
  - Número de Identificação Fiscal (NIF);



1. Address;
2. **Valid residence permit** (general rule);
3. Additional data provided for in the official regulations.

These requirements are defined in **Order No. 40/2025** and complemented by **Order No. 14830/2024**, which regulates data management in the RNU

## **2. Who can access the NHS?**

### **2.1. Foreign citizens with a valid residence permit**

They have access to the NHS **on an equal footing with national citizens**, including primary, hospital, emergency and maternal and child health care.

### **2.2. Foreign citizens without a valid residence permit**

According to laws passed in December 2024, people without valid or proven residence will be:

1. **Losing the right to non-urgent care;**
2. Only being able to access **urgent/emergency situations;**
3. Have to **pay** the full cost of care or user fees, except for vital emergencies.

These measures were approved with the stated objective of limiting the "misuse" of the NHS by non-residents.

### **2.3. Foreign minors**

Foreign children continue to have access to essential care such as vaccination and maternal and child health, regardless of their documentary status — a principle always safeguarded in Portugal.

## **3. Access to Primary Health Care (Health Centres)**

To register at a health centre, the new rules require, as a rule:

1. ID
2. NIF
3. Proof of address
4. **Valid residence permit**

Organizações como a ERS e a **Humans Before Borders (HuBB)** alertam que estas regras podem excluir migrantes em processo de regularização, trabalhadores sazonais e pessoas cuja autorização de residência tenha caducado, devido à falta de orientações claras e uniformes.



#### 4. Migrants "in process" (awaiting residence permit)

The 2024/2025 changes eliminated facilitated access for those who were only "in process", as was previously the case with:

1. Certificate from the Parish Council;
2. Document proving a pending case;
3. Proof of appointment at AIMA.

Now, **without a valid residence permit**, access is only possible for emergencies, with payment in other cases.

#### 5. Access in emergency situations

Access to **urgent and lifesaving** care remains guaranteed to all people. However:

1. Non-resident aliens may have to pay the full cost of care;
2. This includes situations such as childbirth, if there is no active legal residence.

The changes were approved in bills relating to non-resident foreigners on 19/12/2024.

#### 6. Maternal and Child Health

New rules determine that:

1. **Pregnant women with legal residence** continue to be exempt from fees;
2. **Pregnant women without a valid residence** may have to pay for all care, including childbirth;
3. Children continue to have universal access and free vaccination.

Source: Exemption rules for residents and collection for non-residents.

#### 7. User Fees

1. Legal residents follow the general regime (tending to be free).
2. Non-resident or irregular foreigners must pay user fees or the full cost of the services.

Source: Approved legislation on non-resident and irregular fees.

#### 8. Administrative barriers and identified risks

ERS and HuBB experienced problems such as:

- Aplicação desigual das novas normas nos centros de saúde;



1. Risk of exclusion of migrants with expired RA;
2. Lack of clarification of the concept of "urgent and vital";
3. Fear of sharing personal data with migration control entities.

Sources: ERS recommendations and HuBB statement.

## 9. Where to complain?

If there is an unjustified refusal:

1. Request explanation or written statement from the health unit;
2. Contact AIMA;
3. Submit a complaint to the ERS ([www.ers.pt](http://www.ers.pt));
4. Request support from a CLAIM, migrants' association or social entity.

The ERS reinforces the need for uniformity and clarity in procedures.

## FREQUENTLY ASKED QUESTIONS (FAQ) – ACCESS TO HEALTHCARE FOR MIGRANTS (2024–2026)

### 1. Who can register with the NHS?

Registration is made at the RNU and requires a valid residence permit for foreigners.

### 2. Can I access the SNS if I do not yet have a residence permit?

In most cases, **no**. The laws of December 2024 limit access to urgent/emergency care for non-resident foreigners, with payment in other services.

### 3. What has changed for those who are "awaiting renewal"?

People without a valid residence permit may be excluded from the RNU registration and lose access to a family doctor.

### 4. Can foreigners without residence access it for free?

No. Only in emergencies, and even then they may have to pay.

### 5. Do foreign pregnant women have free access?

Only if they have **legal residence**. Pregnant women without valid RA may have to pay for childbirth.

### 6. Os menores têm acesso ao SNS?



Yes. Children maintain universal access, including vaccination.

#### **7. What is NNU?**

It is the National User Number needed for consultations, exams and prescriptions.

#### **8. If I lose my residence permit, do I lose access to the NHS?**

Yes, regular access to primary care can be denied.

#### **9. Where can I complain or ask for help?**

ERS, AIMA, CLAIM, migrant associations and local social services

This information is translated into several languages that correspond to the communities of migrants in Portugal and can be consulted on the website of the Directorate-General for Health [www.dgs.pt](http://www.dgs.pt)

### **PRIMARY CARE UNITS/HEALTH CENTERS AND HOSPITAL UNITS.**

#### **Local Health Unit of Coimbra, Epe**

Off. Bissaya Barreto - Praceta Prof. Mota Pinto

239 400 400

#### **UNITS | PUBLIC HOSPITALS**

**1. University of Coimbra Hospitals**

Praceta Professor Mota Pinto

239 400 400

[casec@chuc.min-saude.pt](mailto:casec@chuc.min-saude.pt)

**2. General Hospital**

Quinta dos Vales

239 800 100

[correio@chuc.min-saude.pt](mailto:correio@chuc.min-saude.pt)

**3. Coimbra Pediatric Hospital**

Afonso Romão Avenue

239 488 700

[correio.hpc@chuc.min-saude.pt](mailto:correio.hpc@chuc.min-saude.pt)

**4. Hospital Sobral Cid**



Quinta da Conraria

239 796 400

[expediente.scid@chuc.min-saude.pt](mailto:expediente.scid@chuc.min-saude.pt)

1. **Bissaya Barreto Maternity**

Rua Augusta

239 800 100 / 239488700

[adm.mbb@chuc.min-saude.pt](mailto:adm.mbb@chuc.min-saude.pt)

2. **Dr. Daniel de Matos Maternity**

Miguel Torga Street

239 403 060

[secobstetricia@chuc.min-saude.pt](mailto:secobstetricia@chuc.min-saude.pt)

3. **Portuguese Oncology Institute of Coimbra Francisco Gentil (IPO)**

Avenida Bissaya Barreto, 98

239 400 200

[secad@ipocoimbra.min-saude.pt](mailto:secad@ipocoimbra.min-saude.pt)

**HEALTH CENTRES IN COIMBRA**

1. **Celas Health Center**

Rua Augusto Rocha, 6 – 8

239 488 610

[ucsp.celas@arscentro.min-saude.pt](mailto:ucsp.celas@arscentro.min-saude.pt)

2. **Eiras Health Center**

Rua Doutor João Pinheiro - Eiras

239 499 500

[usf.coimbranorte@arscentro.min-saude.pt](mailto:usf.coimbranorte@arscentro.min-saude.pt)

3. **Fernão Magalhães Health Center**

Avenida Fernão de Magalhães, 620

239 856 110

[ucsp.fernaomagalhaes@arscentro.min-saude.pt](mailto:ucsp.fernaomagalhaes@arscentro.min-saude.pt)

4. **Norton de Matos Health Center**

Mendes Silva Avenue

239 794 110

[usf.nortonmatos@arscentro.min-saude.pt](mailto:usf.nortonmatos@arscentro.min-saude.pt)

5. **Santa Clara Health Center**

Rua Salgueiro Maia - North Top

239 802 110

[usf.coimbrasul@arscentro.min-saude.pt](mailto:usf.coimbrasul@arscentro.min-saude.pt)





1. **São Martinho do Bispo Health Center**  
Estrada do Espírito Santo das Touregas - Quinta dos Vales  
239 802 900  
[usf.coimbrasul@arscentro.min-saude.pt](mailto:usf.coimbrasul@arscentro.min-saude.pt)
2. **Baixo Mondego Public Health Unit**  
Rua Salgueiro Maia- Topo Norte  
239802112  
[usp.bm@arscentro.min-saude.pt](mailto:usp.bm@arscentro.min-saude.pt)

#### PRIVATE HOSPITALS

3. Hospital CUF Coimbra  
R. Camilo Pessanha 1  
239 700 720
4. **Hospital da Luz Coimbra**  
Praceta Professor Robalo Cordeiro  
217 104 400
5. **SANFIL Medicine**  
Avenida Emídio Navarro  
239 851 650  
[Emergency call: 112 – Volunteer Firefighters](#)

#### EMERGENCY LINES HEALTH

INEM (Número Europeu de Emergência): 112

Saúde 24: 808 24 24 24

Saúde Pública: 808 211 311





II EMPLOYMENT | EDUCATION | TRAINING  
EMPLOYMENT AND VOCATIONAL TRAINING

II  
EMPLOYMENT, EDUCATION  
AND VOCATIONAL  
TRAINING





## THE IMPORTANCE OF A JOB



Em Portugal não é legal trabalhar para uma entidade sem que exista um contrato de trabalho e/ou sejam emitidos recibos verdes. Tenha atenção a contratações informais que não serão válidas para o seu processo de legalização.

Not only is getting a job crucial for improving the quality of life, but it also plays a significant role in the legalization process that can favorably influence by expediting the obtaining of the residence permit and eventually making it easier to obtain nationality, if that is the goal.

To get a job in Portugal, you can choose from several strategies:

- Register at the nearest Employment Centre: IEFP - Institute of Employment and Vocational Training;
- Register with a recruitment or temporary work company;
- Search online on various websites;

Alternatively, you can create your job through your own business, generating income through your skills and knowledge. To do this, you can seek help from the services of the IEFP - Institute of Employment and Vocational Training.

### IEFP - Institute of Employment and Vocational Training of Coimbra | Coimbra Employment Service

Phone: 239 158 820

Program opens enrollment in professional courses in the region.

Email: [se.coimbra@iefp.pt](mailto:se.coimbra@iefp.pt)



INSTITUTO DO EMPREGO  
E FORMAÇÃO PROFISSIONAL

## TRAINING CENTERS

### IEFP

Address: Rua António Sérgio, n.º 19 - Pedrulha, Coimbra

Phone 239 158 860

Email: [sfp.coimbra@iefp.pt](mailto:sfp.coimbra@iefp.pt)





### **INOVINTER – Coimbra Delegation**

Address: Urbanização Panorama, Lote 2 - Loja 4 Monte Formoso

Phone: 239 822 253

Email: [coimbra@inovinter.pt](mailto:coimbra@inovinter.pt)

### **CECOA Coimbra**

Address: Av. Ferdinand Magellan, 676- 4th | 3000-174 Coimbra

Phone: 239 851 360

Email: [coimbra@cecoa.pt](mailto:coimbra@cecoa.pt)

### **Minerva Schools Association**

André Gouveia Coimbra Street

Phone: 239 488 096 / 961 656 510

Email: [cfae.minerva.geral@gmail.com](mailto:cfae.minerva.geral@gmail.com)

### **CEARTE**

Address: Rua da Zona Industrial da Pedrulha

Phone: 239 497 200

Email: [geral@cearte.pt](mailto:geral@cearte.pt)

### **Turisforma - Formação e Consultadoria, Lda. – Coimbra**

Address: Rua da Liberdade, n.º 63 Coimbra

Phone: 239853082

Email: [geral@turisforma.pt](mailto:geral@turisforma.pt)

### **Turismo de Portugal, IP - Coimbra School of Hospitality and Tourism**

Address: Rua Teófilo Braga, Quinta da Boavista

Phone: 239007003

Email: [ehtcoimbra@turismodeportugal.pt](mailto:ehtcoimbra@turismodeportugal.pt)



### **GIP - Professional Insertion Office**

#### **FBB's GIP - Bissaya Barreto Foundation**

Address: Campus of Knowledge and Citizenship, Bencanta

Phone: 239 800 450

Email: [gipfbb@fbb.pt](mailto:gipfbb@fbb.pt)



#### **GIP of the Union of Textile, Wool, Clothing, Footwear, Upholstery and Rope Workers**

Address: Rua Dr. Dias Ferreira, n.º 64 Coimbra

Phone: 239 820 446 | 966 003 935

Email: [gip.stexteis@gmail.com](mailto:gip.stexteis@gmail.com)

#### **GIP CBR | John Paul II Reception Center**

Address: Rua dos Combatentes da Grande Guerra, n.º 157 R/C Dto, Coimbra

Phone: 239 404 483

Email: [gipcoimbra@cajp2cbr.pt](mailto:gipcoimbra@cajp2cbr.pt)

#### **GIP | Centro Social Cultural e Recreativo de Quimbres**

Address: Rua Principal, n.º 5, Quimbres- São Silvestre

Phone: 239 952 130

Email: [gipcentroquimbres@hotmail.com](mailto:gipcentroquimbres@hotmail.com)

#### **GIP Immigrant of Casa Lusófona NGDO**

Address: Golden Building, Avenida Sá da bandeira 115, 4th floor, Shop 37/38 Coimbra

Phone: 239 825 189 | 919 908 225

Email: [gipcasalusofona@gmail.com](mailto:gipcasalusofona@gmail.com)

### **Qualification Center invests in professional qualification**

#### **APCC - Cerebral Palsy Association of Coimbra**

Address: Rua Garcia de Orta, Vale das Flores Coimbra

Phone: 239402544





Email: [apcc@centroqualifica.gov.pt](mailto:apcc@centroqualifica.gov.pt)

**Coimbra Center School Group**

Address: Rua Olímpio Nicolau Rui Fernandes Coimbra

Phone: 239855338

Email: [aecoimbracentro@centroqualifica.gov.pt](mailto:aecoimbracentro@centroqualifica.gov.pt)

**CCDR Centro - Centro de Coordenação e Desenvolvimento Regional do Centro, I.P.**

Address: Rua Bernardim Ribeiro, 80 Coimbra

Phone: 964386167

Email: [ccdrcentro.ap@centroqualifica.gov.pt](mailto:ccdrcentro.ap@centroqualifica.gov.pt)

**CEARTE - Professional Training Centre for Handicrafts of Coimbra**

Address: Rua António Sérgio, 36 Coimbra

Phone: 239497200

Email: [cearte@centroqualifica.gov.p](mailto:cearte@centroqualifica.gov.p)

**Coimbra Employment and Vocational Training Centre**

Address: Rua António Sérgio, nº19 - Apartado 8125 - Pedrulha Coimbra

Phone: 239158860

Email: [cefpcoimbra@centroqualifica.gov.pt](mailto:cefpcoimbra@centroqualifica.gov.pt)

**FEFAL - Foundation for Studies and Training in Local Authorities**

Address: Rua do Brasil nº 131 Coimbra

Phone: 239796500

**PROFIFORMA, Consultancy and Professional Training Office, Lda. Coimbra**

Address: Rua Filipe Simões, n.º 20 Coimbra

Email: [profiforma@centroqualifica.gov.pt](mailto:profiforma@centroqualifica.gov.pt)

**Turisforma - Formação e Consultadoria, Lda. – Coimbra**

Morada: Rua da Liberdade, n.º 63 Coimbra

Telefone: 239853082



Email: [turiformacoimbra@centroqualifica.gov.pt](mailto:turiformacoimbra@centroqualifica.gov.pt)

**Turismo de Portugal, IP - Escola de Hotelaria e Turismo de Coimbra**

Morada: Rua Teófilo Braga, Quinta da Boavista

Telefone: 239007003 Email: [ehtcoimbra@centroqualifica.gov.pt](mailto:ehtcoimbra@centroqualifica.gov.pt)





## EDUCATION



## SERVICES

In Portugal, education is compulsory for all students from the year they turn 6 years old, and compulsory schooling lasts until the age of 18 (12th year of schooling). Compulsory education comprises three distinct phases: primary education, basic education and secondary education. Higher education is optional and aimed at those who wish to pursue their studies at more advanced levels.

### **DIRECTORATE-GENERAL FOR SCHOOLS**

#### **Directorate of Services of the Central Region**

Address: Rua General Humberto Delgado, 319 Coimbra

Phone: 239 798 800

Email: [atendimento.dsrg@dgeste.mec.pt](mailto:atendimento.dsrg@dgeste.mec.pt)



## **COIMBRA CITY COUNCIL | EDUCATION DIVISION**

Address: Rua Olímpio Nicolau Rui Fernandes, Edif. PSP Coimbra

Phone: 239 857 500 | 239 854 290

Email: [educacao@cm-coimbra.pt](mailto:educacao@cm-coimbra.pt) | [geral@cm-coimbra.pt](mailto:geral@cm-coimbra.pt)

### **CPCJ | Commission for the Protection of Children and Young People**

Official non-judicial body with functional autonomy that aims to promote the rights of children and young people and prevent or put an end to situations that may affect their safety, health, training, education or integral development.

Operation – Rua Olímpio Nicolau Rui Fernandes, PSP Building, 2nd

Tel.: 239827710 | 239826471

Email: [cpcjcoimbra@gmail.com](mailto:cpcjcoimbra@gmail.com)

## **SCHOOL GROUPINGS AND NON-GROUPED SCHOOLS**

### **Coimbra Center School Group**

Address: Rua Olímpio Nicolau Rui Fernandes, Coimbra

Phone: 239 855 330

Fax: 239 855 333

E-mail: [direcao@aecoimbracentro.pt](mailto:direcao@aecoimbracentro.pt)

### **Coimbra South School Group**

The address: Rua D. Ernesto Sena de Oliveira Coimbra

Phone: 239 792 770

E-mail: [direcao@coimbrasul.pt](mailto:direcao@coimbrasul.pt)

### **Coimbra West School Group**

Address: Rua António Augusto Gonçalves, 3040-241 Coimbra

Phone: 239 802 310

Email: [aecoimbraoeste@aecoimbraoeste.pt](mailto:aecoimbraoeste@aecoimbraoeste.pt)

### **Eugénio de Castro School Group**

Rua Almirante Gago Coutinho, 26 Coimbra



Phone: 239 792 910

Email: [direcao@aeugeniodecastro.pt](mailto:direcao@aeugeniodecastro.pt) | [secretaria@aeugeniodecastro.pt](mailto:secretaria@aeugeniodecastro.pt)

Martim de Freitas School Group

André Gouveia Coimbra Street

Phone: 239 488 090

Email: [direcao@aemartimdefreitas.com](mailto:direcao@aemartimdefreitas.com) | [secretaria@aemartimdefreitas.com](mailto:secretaria@aemartimdefreitas.com)

Rainha Santa Isabel School Group

Address: Estrada Eiras Coimbra

Phone: 239 433 700

Email: [geral@aersi.net](mailto:geral@aersi.net)

Quinta das Flores Primary and Secondary School

Address: Rua Pedro Nunes Coimbra

Phone: 239 791 230

Email: [esc.sec.qflores@mail.telepac.pt](mailto:esc.sec.qflores@mail.telepac.pt)

Secondary School with 3rd Cycle D. Dinis

Address: Rua Adriano Lucas - Coimbra

Phone: 239 497 570

Email: [direcao@esdomdinis.pt](mailto:direcao@esdomdinis.pt) | [secretaria@esdomdinis.pt](mailto:secretaria@esdomdinis.pt)

Avelar Brotero Secondary School

Address: Rua Dom Manuel, Coimbra

Phone: 239 701 564 / 239 701 792 | 96 202 45 32 / 91 234 24 66

Email: [secretaria@esab.pt](mailto:secretaria@esab.pt)

Infanta D. Maria Secondary School

Address: R. Infanta D. Maria

Phone: 239701838



Email: [direcao@esidm.pt](mailto:direcao@esidm.pt) | [esidm.secretaria@gmail.com](mailto:esidm.secretaria@gmail.com)

José Falcão Secondary School

Morada: Ouch. Dom Afonso Henriques, Coimbra

Phone: 239 487 170

Email: Secretaria: [secretaria@esjf.edu.pt](mailto:secretaria@esjf.edu.pt) | [direcao@esjf.edu.pt](mailto:direcao@esjf.edu.pt)

Coimbra Conservatory of Music

Address: Rua Pedro Nunes

Phone: 239 701 680

Email: [info@eacmcoimbra.com](mailto:info@eacmcoimbra.com)

## NURSERY AND PRESCHOOL

### SOLIDARITY NETWORK

Reply	Entity	Address	Contacts
Nursery and Preschool	Parish Centre for Social Welfare of Almalaguês	R. do Vale nº 1 Almalaguês	239931182 <a href="mailto:direcao@cpbesa.com">direcao@cpbesa.com</a>
Daycare	Celium - Private Institution of Social Solidarity	R. das Lavadeiras 3030-857 Ceira	239923494 <a href="mailto:celium@sapo.pt">celium@sapo.pt</a>
Nursery and Preschool	Our Lady of Miracles Social Center	R. Álvaro Anes, nº 8 3040-757 Cernache	239947244 <a href="mailto:caritas@caritascoimbra.pt">caritas@caritascoimbra.pt</a>
Nursery and Preschool	The Portuguese Social Security	R. Fonte do Castanheiro - Arregaça 3030-246 Coimbra	239713397 <a href="mailto:geral@aprevidenciaportuguesa.pt">geral@aprevidenciaportuguesa.pt</a>
Preschool Education	Association. Jardins-Esc. John of God - Establishment 2	R. D. João III - Solum 3030-329 Coimbra	239716473 <a href="mailto:associacao@escolasjoaodeus.pt">associacao@escolasjoaodeus.pt</a>



Daycare	Nursery and Kindergarten "O Caracol"	Av. Bissaya Barreto - Praceta Prof. Dr. Mota Pinto 3001-301 Coimbra	239835165 <a href="mailto:casapessoal@huc.min-saude.pt">casapessoal@huc.min-saude.pt</a>
Nursery and Preschool	Child Welfare Center Movimento Casais de Santa Maria	R. Ernesto Sena de Oliveira - Casal das Nogueiras 3030-371 Coimbra	239724487 <a href="mailto:casaisantamaria@sapo.pt">casaisantamaria@sapo.pt</a>
Nursery and Preschool	APPACDM-Dandélio Nursery and Kindergarten	R. Vicente Pindela, nº 18 3030-030 Coimbra	239708370 <a href="mailto:geral_secretariado@appacdmcoimbra.pt">geral_secretariado@appacdmcoimbra.pt</a>
Daycare	Santa Casa da Misericórdia - Margarida Brandão Nursery	R. Brigadeiro Correia Cardoso, nº 398 3000-086 Coimbra	239704413 <a href="mailto:secretariageral@misericordiacoimbra.pt">secretariageral@misericordiacoimbra.pt</a>
Nursery and Preschool	Mondego - Association for Social Intervention	R. D. Luís da Cunha, Lote 23, Cave 3030-302 Coimbra	239705705 <a href="mailto:geral@crechemondego.pt">geral@crechemondego.pt</a>
Nursery and Kindergarten	Social, Cultural and Recreational Center of Quimbres	Beco do Centro Cultural, nº 1 Quimbres - S. Silvestre 3020-692 Coimbra	239952252 <a href="mailto:centroquimbres@hotmail.com">centroquimbres@hotmail.com</a>
Nursery and Preschool	Torres do Mondego Social Centre	R. do Centro Social, 22 3030-339 Coimbra	239718968 <a href="mailto:c.s.t.m@sapo.pt">c.s.t.m@sapo.pt</a>
Nursery and Preschool	Centro Social Nossa Senhora da Alegria	R. da Escola, 37 3040-563 Coimbra	239811411 <a href="mailto:csnsalegria@gmail.com">csnsalegria@gmail.com</a>
Nursery and Preschool	Centro Social Nossa Senhora da Conceição	Largo da Igreja, 3 3040-657 Assafarge	239438191 <a href="mailto:csnscassafarge@sapo.pt">csnscassafarge@sapo.pt</a>
Nursery and Preschool	Palheira Multipurpose Social Center	R. Nova, 2 - Palheira 3040-692 Assafarge	239437876 <a href="mailto:cspp@sapo.pt">cspp@sapo.pt</a>



Daycare	Creche MBB/ANIP	R. Augusta (Maternidade Bissaya Barreto) - 3000-61 Coimbra	239480479 <a href="mailto:sede@anip.net">sede@anip.net</a>
Nursery and Preschool	Sagrada Familia Social Welfare Center	R. Padre Melo, 15 3000-324 Coimbra	239826307 <a href="mailto:sagradafamilia.coimbra@gmail.com">sagradafamilia.coimbra@gmail.com</a>
Preschool	25 de Abril Social and Cultural Centre	R. da Sofia, 96, 2º 3000-389 Coimbra	239833838 <a href="mailto:jardim25abril@sapo.pt">jardim25abril@sapo.pt</a>
Nursery and Preschool	Social Solidarity Center "O Pátio"	Travessa de Montarroio, nº 23 3000-220 Coimbra	239833895 <a href="mailto:opatio@sapo.pt">opatio@sapo.pt</a>
Nursery and Preschool	Our Lady of Fatima Nursery	Bairro Nossa Senhora de Fátima - Pedrulha 3025-009 Coimbra	239431554 <a href="mailto:caritas@caritascoimbra.pt">caritas@caritascoimbra.pt</a>
Daycare	Nursery and Kindergarten of the Old Cathedral	Largo da Sé Velha nº 30 and Beco da Carqueja nº 3	239 827 666 <a href="mailto:geral@opsdc.pt">geral@opsdc.pt</a>
Nursery and Preschool	FBB   Maria Granado Children's Home	Quinta dos Plátanos - Bencanta 3040-039 Coimbra	239801175 <a href="mailto:fbb@fbb.pt">fbb@fbb.pt</a>
Nursery and Preschool	ADFP   S. Martinho do Bispo Team	Quinta da Cruz - Bencanta 3045-037 Coimbra	239443125 <a href="mailto:geral@adfp.pt">geral@adfp.pt</a>
Nursery and Preschool	S. João Social Center	R. das Festas de S. João - Pé de Cão 3045-061 Coimbra	239441230 <a href="mailto:Cssjoao.coimbra@simplesnet.pt">Cssjoao.coimbra@simplesnet.pt</a>
Daycare	Multipurpose Socio-Cultural Center of S. Martinho	Rua do Progresso, n.º 30A, 3045-049, Coimbra	239109961/63 <a href="mailto:cpssmb@sapo.pt">cpssmb@sapo.pt</a>
Daycare	São Teotónio Social Centre	R. do Brasil, 49 3030-175 Coimbra	239701467 <a href="mailto:centro.social@steotonio.pt">centro.social@steotonio.pt</a>



Nursery and Preschool	Castelo Viegas Social Centre	R. da Fonte Castelo Viegas 3040-713 Coimbra	<a href="mailto:centrocasteloviegas@sapo.pt">centrocasteloviegas@sapo.pt</a>
Nursery and Preschool	Cultural and Children's Center "The Children's Paradise"	R. Alfredo Freitas 3020-157 Coimbra	239431412 <a href="mailto:geral@opsdc.pt">geral@opsdc.pt</a>
Nursery and Preschool	S. Pedro Social Center	Bairro do Ingote - FFH Bloco 11 - C/V 3020-208 Coimbra	239492030 <a href="mailto:caritas@caritascoimbra.pt">caritas@caritascoimbra.pt</a>
Nursery and Preschool	Nursery and Kindergarten of S. Miguel	Bairro de São Miguel - Estrada de Eiras 3020-112 Coimbra	239493410 <a href="mailto:capsc.social@gmail.com">capsc.social@gmail.com</a>
Daycare	Associação Social, Cultural e Recreativa de S. Paulo de Frades	R. da Junta - S. Paulo de Frades 3020-384 Coimbra	239491545 <a href="mailto:ASCRSPF@sapo.pt">ASCRSPF@sapo.pt</a>
Preschool	Assoc. Jardins-Esc. John of God - Estab. 1	Alameda Júlio Henriques 3000- 457 Coimbra	239716984 <a href="mailto:associacao@escolasjoaodeus.pt">associacao@escolasjoaodeus.pt</a>
Nursery and Preschool	Beatriz Santos Foundation	Lordemão 3020-228 Coimbra	239497080 <a href="mailto:fundacaobeatrizsantos@gmail.com">fundacaobeatrizsantos@gmail.com</a>
Nursery and Preschool	House of Our Lady of the Annunciation	R. do Teodoro, 112 3030-213 Coimbra	239711874 <a href="mailto:caritas@caritascoimbra.pt">caritas@caritascoimbra.pt</a>
Nursery and Preschool	Coimbra Children's Centre	Off. Marnoco e Sousa, 43 3000- 271 Coimbra	239718424 <a href="mailto:associacao@escolasjoaodeus.pt">associacao@escolasjoaodeus.pt</a>
Nursery and Preschool	Nossa Senhora de Lourdes Socio-Cultural Center	R. Trindade Coelho, 22 3000- 403 Coimbra	239821322 <a href="mailto:geral@casacorderosa.pt">geral@casacorderosa.pt</a>
Preschool	Rainha Santa Isabel Children's Home	"Portugal dos Pequenitos" Feitoria Linhos 3040-256 Coimbra	239441122 <a href="mailto:fbb@fbb.pt">fbb@fbb.pt</a>





Nursery and Preschool	Nursery and Kindergarten "Step by Step" - Cruz de Morouços	Cabeça Gorda - Senhor dos Aflitos Cruz dos Morouços 3040-121 Coimbra	239445233 <a href="mailto:geral@opsdc.pt">geral@opsdc.pt</a>
Nursery and Preschool	Parish Center of Social Solidarity of Ribeira de Frades	R. 15 de Agosto, nº 9 3045-423 Ribeira de Frades	239984352 <a href="mailto:cpssfrfrades@mail.telepac.pt">cpssfrfrades@mail.telepac.pt</a>
Nursery and Preschool	Souselas Social Support Center	R. 1º de Maio, 19 3020-876 Souselas	239911385 <a href="mailto:geral@cass.pt">geral@cass.pt</a>
Nursery and Preschool	Adémia Social Solidarity Center	Urbanização Colina do Sol - Adémia 3020-260 Coimbra	239432185 <a href="mailto:solidariedadeademia@sapo.pt">solidariedadeademia@sapo.pt</a>
Nursery and Preschool	Parish Social Center of Trazmil	Trazmil 3025- Coimbra	239914261 <a href="mailto:csp.trouxemil@gmail.com">csp.trouxemil@gmail.com</a>

## PROFITABLE NETWORK

Reply	Entity	Address	Contacts
Daycare	Bom Jesus College	Largo de Cernache, 13 3040- 278 Cernache	239946104 <a href="mailto:colegiobomjesus@sapo.pt">colegiobomjesus@sapo.pt</a>
Daycare	Aquarium Project	Quinta São Salvador nº 185 3030-367 Coimbra	239161039 <a href="mailto:geral@aquariumproject.net">geral@aquariumproject.net</a>
Daycare	Diapers and Diapers	Av. Dias da Silva, nº 98-100 3000-135 Coimbra	<a href="mailto:fraldasfraldinhas03@hotmail.com">fraldasfraldinhas03@hotmail.com</a>
Nursery and Preschool	Enchanted School - Kindergarten Lda.	Travessa Sanches da Gama nº 50 Lote 14 - Lomba da Arregaça 3030-022 Coimbra	916136110 <a href="mailto:escolinhaencantada@hotmail.com">escolinhaencantada@hotmail.com</a>
Daycare	Imaginary Universe	R. Câmara Pestana, nº 33, Loja 1,2,3 3030-163 Coimbra	962364182 <a href="mailto:creche@universoimaginario.pt">creche@universoimaginario.pt</a>





Daycare	Baixinha's Cradle	R. da Moeda, 42, 1º 3000-282 Coimbra	919871809
Daycare	Little Red Riding Hood	R. Central, 38, Cave e R/C - Póvoa de S. Martinho 3040-215 Coimbra	239443163 <a href="mailto:geral@capuchinhoovermelho.pt">geral@capuchinhoovermelho.pt</a>
Daycare	Os Pimentinhas, Lda.	R. do Progresso - Cimo de Fala 3045-113 Coimbra	239095135 <a href="mailto:info@ospimentinhas.com">info@ospimentinhas.com</a>
Daycare	Xica Larica Lda.	R. D. Pedro, nº 14 - São Martinho do Bispo 3045-055 Coimbra	911500093 <a href="mailto:Xicalarica.coimbra@gmail.com">Xicalarica.coimbra@gmail.com</a>
Nursery and Preschool	The Grandmother's House	R. Manuel Silva Gaio - Arregaça 3030-318 Coimbra	239704739
Daycare	Beija Flor School	R. da Cruz Nova, Lote 17 - Urbanização da Quinta do Prado 3020-170 Eiras	239439252
Daycare	Rainbow	R. Eça de Queirós, nº 21, R/C 3000-147 Coimbra	239823770
Daycare	Creche Morangos Coimbra	R. Augusta, nº 33 3000-061 Coimbra	239483793 <a href="mailto:jp.branco@gmail.com">jp.branco@gmail.com</a>
Daycare	Planet of Geniuses	R. da Cerâmica Ceres, 24 3020-928 Vilela	914389112 <a href="mailto:planeta.de.genios@gmail.com">planeta.de.genios@gmail.com</a>

Relativamente ao Pré-escolar da Rede Pública Municipal, as inscrições/candidaturas são sempre efetuadas na sede dos respetivos Agrupamentos de Escolas



## SECURITY AND JUSTICE



### **PSP | Public Security Police**

Proximity and Support Team for Victims of Domestic Violence

Avenida Elísio de Moura, nº 155

Contact: 239 073 500

[cpcoimbra@psp.pt](mailto:cpcoimbra@psp.pt)

### **National Republican Guard**

**NIAVE | Center for Investigation and Support for Specific Victims**

Avenida Dias da Silva nº 122

239 794 300

[niave.ptg.soiirp@gnr.pt](mailto:niave.ptg.soiirp@gnr.pt) e [ct.ptg.niave@gnr.pt](mailto:ct.ptg.niave@gnr.pt)

### **Judiciary Police – Board of Directors of the Center**

Rua Venâncio Rodrigues, 16/18, 3000-409 Coimbra

Phone: 239 863 000 | 239 828 130

[direcao.coimbra@pj.pt](mailto:direcao.coimbra@pj.pt) | [chefiaspiqueteco@pj.pt](mailto:chefiaspiqueteco@pj.pt)

### **Department of Investigation and Criminal Action of Coimbra | DIAP**

Rua da Sofia, 175-2º Coimbra

239852260

[coimbra.diap@tribunais.org.pt](mailto:coimbra.diap@tribunais.org.pt)



## LEARNING PORTUGUESE LANGUAGE



### STRATEGIC PLAN FOR LEARNING PORTUGUESE AS A FOREIGN LANGUAGE

The acquisition of the Portuguese language and the knowledge of Portuguese culture are fundamental elements for the full social, professional and civic integration of migrants in society.

The objective of the Strategic Plan for the Teaching of Portuguese as a Foreign Language is to ensure that language learning is accessible to all migrants, whether children, young people or adults, and that this learning is effective and transformative, being a determining factor for the promotion of their integration.

Access the Plan HERE: <https://aima.gov.pt/media/pages/documents/5080088730-1711376788/plano-estrategico-aprendizagem-de-portugues-como-lingua-estrangeira-marco-2024.pdf>

### Portuguese Host Language (PLA) Courses

The Portuguese as a Host Language (PLA) Courses, formerly known as Portuguese for Speakers of Other Languages (PFOL) or Portuguese for All (PPT), aim to meet the learning needs of the Portuguese language by migrants in Portugal and are aimed at citizens, aged 16 or over, whose mother tongue is not Portuguese and/or who do not have basic skills, intermediate or advanced in Portuguese and who hold a residence permit, under the terms of the national legislation applicable to foreign citizens, or present one of the following documents:

- a) Proof that the procedure for the extension of the stay in national territory or for the granting or renewal of a residence permit has been initiated;





## EQUIVALENCE AND RECOGNITION OF FOREIGN QUALIFICATIONS

### Primary and Secondary Education

#### Who can ask?

Any Portuguese or foreign citizen holding foreign school qualifications.

#### Where to order?

1. In public primary and secondary education establishments or
2. In private and cooperative education establishments with pedagogical autonomy.

Citizens **who are not resident in Portugal** must send the request to the Directorate-General for Education (DGE) by post.

#### When to ask?

At any time of the year. To continue studies, it must be requested **at the time of enrollment**

#### Does it have costs?

No. Certification of equivalence is free of **charge**.

#### Required documents

1. **Official application** (model Annex I of Decree-Law No. 227/2005).
2. **Certificate/diploma** of successful qualifications, authenticated by:
  1. Embassies or consulates of Portugal;
  2. Foreign embassies or consulates in Portugal;
  3. Or with **Hague Apostille**.
3. **Official translation** into Portuguese, when applicable.
4. The documents must indicate:
  1. Years of schooling completed
  2. Completed course/cycle
  3. Final or average grades
  - o Escala classificativa utilizada e nota mínima de aprovação



## Important notes and updates

The general regime continues to be regulated by **DL no. 227/2005**, but in 2025 **Decree-Law no. 7/2025** came into force, which simplifies the placement of compulsory education students with incomplete or difficult to legalize documents, speeding up their integration into Portuguese schools.

## Higher Education – Recognition of Degrees and Diplomas

### Legal regime in force

The recognition of foreign degrees/diplomas is regulated by **Decree-Law No. 66/2018**, which remains fully in force and was subsequently **amended by Decree-Law No. 86/2023**, which clarifies and expands recognition modalities.

### What to do to validate a foreign diploma?

It is necessary to apply for a **Recognition** in Portugal.

### Types of Recognition (all with identical legal validity)

1. **Automatic Recognition**
  1. For degrees/diplomas included in the official list of automatic recognitions.
  2. Fast and without deep curriculum analysis.
2. **Level Recognition**
  1. It equates the foreign degree to the Portuguese level (bachelor's, master's, doctor).
  2. It involves individual analysis, but follows precedence that speeds up decisions.
3. **Specific Recognition**
  1. It analyzes level, duration and syllabus.
  2. Mandatory when you want to validate **a scientific area** (e.g., "Degree in Biology").
  3. Decision by jury of a public higher education institution

### Who reviews the requests?

1. **Automatic:** DGES and public institutions of higher education.
2. **Level and Specific:** Only public institutions of higher education.
3. Mandatory request via online platform.

### How much does it cost?

The amount depends on:





1. of the **recognition type**
2. of the **selected institution**

Is it necessary to translate documents?

1. **No**, if issued in **English, French or Spanish**, unless specifically decided by the evaluating institution.
2. **Yes**, if issued in other languages (certified translation).

For additional information access **HERE**:

<https://www.dges.gov.pt/pt/pagina/reconhecimento>

<https://www.dae.mec.pt/fac-equivalencias-de-habilitacoes-estrangeiras>



### III ACCESS TO HOUSING

### III ACCESS TO HOUSING



#### HOUSING PROGRAMS

The Resolution of the Council of Ministers no. 50-A/2018, dated May 2nd, outlined the strategic direction, objectives and means of implementation for a New Generation of Housing Policies (NGPH) whose primary mission is to ensure that all people have access to adequate housing, aiming to reach the largest possible number of beneficiaries and expanding, Thus, the range of housing options available with the support of public resources. [www.portaldahabitacao.pt](http://www.portaldahabitacao.pt)

Where can I find more information about the supported rental scheme?

<https://www.portaldahabitacao.pt/web/guest/arrendamento-apoiado>





## 1st Right - Support Program for Access to Housing

The 1st Right - Support Program for Access to Housing, aims to support the promotion of housing solutions for people living in **living conditions**, and who do not have the financial capacity to bear the cost of access to adequate housing.



How to apply to the 1st Right Programme?

1. Families submit applications for housing support to the municipality;
2. The municipality evaluates the requests for support from families within the framework of its local housing strategy, and may choose to allocate municipal housing, to integrate the requests in the application, or to follow the requests as autonomous applications;
3. The municipality sends its application to the IHRU, as well as those that deserve a favourable opinion from other entities or families;
4. The IHRU analyses the applications, and may request additional information, or advise changes to clarify or improve them;
5. Beneficiaries of the approved applications and the IHRU enter into a financing or collaboration agreement within the framework of the 1st Law Programme.

**For more information on the 1st Right, consult the Housing Portal at**

<https://www.portaldahabitacao.pt/1.%C2%BA-direito>

## Affordable Rental Program | PAA

The Affordable Rental Program (PAA) is a housing policy program that aims to promote a wide supply of housing for rent below market values, adjusted to the income of families who, although having average incomes, have difficulty renting adequate housing, given the prices charged no mercado.





## Supported Lease Regime

The supported lease regime is applicable to dwellings held, in any capacity, by entities of the direct and indirect administrations of the State, the autonomous regions, local authorities, the public business sector and the regional, intermunicipal and municipal business sectors, which are rented or sublet by them with rents calculated according to the income of the households for which they are intended.



All national and/or foreign citizens are beneficiaries, provided that they hold valid residence permits in the national territory, who meet the conditions established in the legislation.

## Porta 65 Youth Program

The Porta 65 Youth Program is a financial support system for renting by young people, isolated, constituted in households or in cohabitation.

### Who can benefit from Porta 65 Jovem?

Young people aged 18 or over and under or equal to 35 years old (in the case of a young couple, one of the members can be up to 37 years old) and who meet the following conditions:

1. Do not benefit, cumulatively, from any subsidies or other form of public support for housing;
2. None of the young members of the household is the owner or tenant for housing purposes of another building or housing unit;
3. None of the young members of the household can be related to the landlord.

### How is the application for Porta 65 Jovem presented?

The application is made electronically, on the Housing Portal in [www.portaldahabitacao.pt/porta65j/](http://www.portaldahabitacao.pt/porta65j/) by accessing the option "Submit Application" with the NIF (tax identification number) and the password to access the Tax Authority. All candidates in the youth household must access the platform with their NIF and password and each fill in their personal data.

There are four application periods per year: two consecutive periods in April, one period in September and one period in December, with a minimum of 15 days each. Each application approved with a grant has a duration of 12 months. The support can last for a maximum of 5 years.

**For more information, you can consult the Housing Portal, at**

**<https://www.portaldahabitacao.pt/web/guest/porta-65-jovem>**



## Urgent Housing Support Programme

The Gateway applies to situations of urgent need for accommodation of people who are deprived, temporarily or permanently, of the housing or place where they maintained their permanent residence or who are at imminent risk of being in that situation, as a result of an unforeseeable or exceptional event.

### Who can benefit from support under Porta de Entrada?

The person or household that cumulatively fulfils the following requirements:

1. Is in one of the situations of urgent housing needs;
2. Does not have an adequate housing alternative; and
3. Is in a situation of immediate financial unavailability, considering as such the situation of the person or household that, at the date of the unforeseeable or exceptional event, holds movable assets of a value below the limit established by law.



For more information about the Gateway, see the Housing Portal, at

<https://www.portaldahabitacao.pt/web/guest/porta-de-entrada>



## IV – CITIZENSHIP

### EQUALITY AND NON-DISCRIMINATION

Any distinction, exclusion, restriction or preference based on racial and ethnic origin, colour, nationality, ancestry and territory of origin, with the purpose or effect of nullifying or restricting the recognition, enjoyment or exercise, on equal terms, of rights, freedoms and guarantees, as well as of economic, social and cultural rights, constitutes discrimination.

#### Can racial discrimination be a crime?

It is a crime and is punishable by imprisonment. Whenever the CICDR receives a complaint, or is aware of these situations, it refers them to the Public Prosecutor's Office.



#### Is discrimination in tenancy prohibited?

Yes. Law No. 93/2017, of 23 August, punishes with a fine, the refusal or conditioning of leasing, subletting or sale of real estate based on racial and ethnic origin, colour, nationality, ancestry or territory of origin.

#### Discrimination in access to health care is prohibited?

Yes. The refusal or limitation of access to health care provided in public or private health establishments is punishable by a fine when it is motivated by nationality, ancestry, territory of origin, color or racial and ethnic origin.

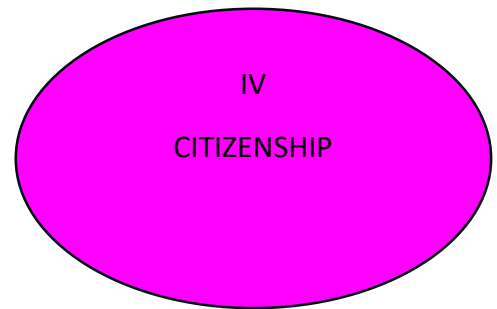
#### Is discrimination in access to a place open to the public prohibited?

Yes. Refusal or limitation of access to a public place or a place open to the public on grounds of colour, nationality, racial and ethnic origin, ancestry and territory of origin is punishable by a fine.

#### How to make a complaint?

Anyone who knows or has been a victim of discriminatory practices on the grounds of racial or ethnic origin, colour, nationality, ancestry and/or territory of origin may file a complaint in one of the following ways:

- Electronic form, available at <https://www.cicdr.pt/queixa>, or by email to be sent: [cicdr.secretariado@acm.gov.pt](mailto:cicdr.secretariado@acm.gov.pt)





## IMMIGRANT ASSOCIATIONS

### What are the Immigrant Associations and what do they do?

Immigrant Associations are privileged spaces for the organization of cultural and community belongings and participation, in which people are not mere recipients, but actors involved in the defense of their rights and in the promotion of conditions of social well-being.

There are more than a hundred Immigrant Associations, currently recognized by AIMA, and representing different countries of origin: Brazil, Angola, Mozambique, Guinea-Bissau, Guinea-Conakry, Cape Verde, São Tomé and Príncipe, Ukraine, Moldova, Romania, Russia, China, among others.



**You can consult the contact details of nationally recognized Associations at:**

<https://www.acm.gov.pt/documents/10181/0/Listagem+AI%C2%B4s+Dezembro+2019.pdf/b0f158b7-2433-4d20-b24b-5b6595d328ef>

In the municipality of Coimbra the following immigrant associations are registered:

#### **Lusophone #Casa**

Email: [casalusofonaongd@hotmail.com](mailto:casalusofonaongd@hotmail.com)

Address: Avenida Sá da Bandeira, 115, Centro Comercial Golden, 4º Piso, 3004-515 Coimbra

#### **#Casa of Angola in Coimbra**

Email: [casadeangolaemcoimbraongd@hotmail.com](mailto:casadeangolaemcoimbraongd@hotmail.com)

Address: Avenida Sá da Bandeira, 115, Centro Comercial Golden, 4º Piso, 3000-329 Coimbra

#### **#Casa of Guinea-Bissau**

Email: [casadaguinemcoimbra@gmail.com](mailto:casadaguinemcoimbra@gmail.com)

Address: Rua Simões de Castro, 138 - Sala 7 3000-387 Coimbra

#### **#Casa of Brazil**

Email: [diretodecoimbra@gmail.com](mailto:diretodecoimbra@gmail.com)

**You can find more information here:**

<https://www.acm.gov.pt/viver/cidadania/associativismo>

## FAMILY REUNIFICATION

### Can a foreign citizen residing in Portugal reunite his family?

Yes. Portuguese legislation continues to guarantee the right to family reunification to holders of valid residence permits, allowing family members who are abroad to reunite in Portugal. The principle of the protection of family unity remains fully in force.



However, **since October 2025**, new rules have been introduced, reinforcing residency criteria, proof of ties and document analysis.

### How long do I need to have residency to apply for reunification?

The rule has changed.

1. **Before:** no minimum time was required — it was enough to have a valid residence permit.
2. **Agora (Law No. 61/2025):** it is necessary to prove **2 years of legal and continuous residence** in Portugal before submitting the application.

**Exceptions** (do not require 2 years):

1. Minor children
2. Dependent family members (e.g., dependent parents)
3. Highly qualified professionals

### Who is considered a family member?

AIMA continues to accept the reunification of the following family members, although with stricter documentary requirements:

1. **Spouse or partner** (proven de facto union). ]
2. **Minor children** who are biological, adopted or spouse's.
3. **Adult children who are dependent** due to proven incapacity or economic dependence.
4. **Adult children are students**, when dependent.
5. **Financially dependent parents/in-laws of** the resident.
6. In some cases, other family members, upon evaluation by AIMA.



## How to apply for family reunification?

### Updated process (AIMA, 2024–2026)

1. **Registration of the request on the AIMA platform** No telephone contact is required; Scheduling is automatic in the order of registration.
2. **Appointment for biometric data collection** The family member must appear in person at the AIMA Store.
3. **Delivery of documentation** It can be submitted by the applicant on the platform or delivered in person, according to AIMA's instructions.
4. **Decision deadlines** The new law eliminated tacit approval. AIMA must issue a formal response **within 9 months**, extendable only in complex cases

### Required Documents (Updated Version)

The following documents are required by AIMA (2024/2025):

#### From the resident in Portugal:

1. Valid residence permit.
2. Proof of address (detailed declaration + contract/deed or land certificate).
3. Proof of means of subsistence (more strictly than before).
4. Updated term of responsibility (Model 4), with notarized signature.

#### From the family member to be regrouped:

1. Valid passport.
2. Authenticated proof of family ties (apostilled birth/marriage certificate).
3. Certificate of criminal record from the country of origin and residence for the last 12 months (not applicable to children under 16 years of age).
4. Proof of legal entry into Portugal (when applicable).

### New requirements for 2025 (Law No. 61/2025):

1. Lease contract with a minimum validity of **12 months**.
2. Demonstration of income compatible with the number of family members (IRS, Social Security, statements).
  - Comprovação reforçada do vínculo (contas conjuntas, histórico de comunicação, fotografias, etc.).

### Exception cases



Under the terms of the new law, certain requirements may be waived for:

1. Children in vulnerable situations
2. People with serious illnesses
3. Holders of international protection
4. Humanitarian situations
- 5.

## VOLUNTARY RETURN PROGRAM



### Who ensures the Program in Portugal?

Voluntary Return and Reintegration assistance is provided by **the International Organization for Migration (IOM)**, through the **ARVoRe programme** (including the current ARVoRe IX phase, 2024–2026), co-financed by the **Asylum, Migration and Integration Fund (AMIF)** and the **Agency for Integration, Migration and Asylum (AIMA)**.

### Who can benefit from the Program?

Third-country nationals **who wish to return voluntarily to their country of origin but do not have the financial means to do so** can benefit from the programme.

### Situations in which you can NOT benefit from the Program

The following are excluded from the support:

1. **Citizens of European Union countries** and their immediate family members.
2. People with **legal problems in Portugal** that prevent them from returning to their country of origin (direct contact with IOM is recommended for case-by-case assessment).





1. Who has benefited from the program before.
2. Situations in which false declarations have been made.

Failure to comply with these or other requirements may result in exclusion from the Program.

### How to register for the Voluntary Return?

Registration can be made:

1. **Directly to IOM**, by phone or email.
2. Through **partners of the Information and Advice Network**→ Network available at:  
[www.retornovoluntario.pt](http://www.retornovoluntario.pt)

### Does the support have costs for the migrant?

No.

All costs related to **travel and return and reintegration support** are covered by the Programme, **at no expense to the beneficiary**.

### What support can be granted in addition to the trip?

#### a) Pre-return psychosocial support

IOM offers referral to **psychosocial support**, promoting emotional well-being and adequate preparation for return.

#### b) Pocket money

1. **70 EUR per person** for expenses necessary during the trip.

#### (c) Support for reintegration in the country of origin

For eligible cases and after individual review, IOM may provide up to **EUR 2 000** to support sustainable reintegration, based on:

1. Individual reintegration plan
2. Follow-up for **6 months**

#### d) Specific support for Brazil

On returns to Brazil, the program can provide:

1. Post-arrival psychosocial support
2. Referral to local services, upon needs assessment



### Updated contacts for more information

International Organization for Migration (IOM) – Portugal

1. Mobile / WhatsApp: +351 915 030 860
2. Additional mobile phone: +351 912 123 200
3. Email: [arvore-portugal@iom.int](mailto:arvore-portugal@iom.int)

More information and list of partners available at:

[www.retornovoluntario.pt](http://www.retornovoluntario.pt)



## V – USEFUL CONTACTS

### USEFUL LINKS AND SERVICES

**AIMA | Agency for Migration, Integration and Asylum**

<https://aima.gov.pt/pt>

### AIMA STORES

Cultural, organisational and legislative differences, along with the number of different services that migrants have to resort to, led the then High Commission for Migration (ACM, I.P.) to create places that would bring together in the same space, different services, institutions and support offices for migrants. These spaces are currently called AIMA Stores.

There are AIMA Stores in Lisbon, in the North (Porto), in the Alentejo (Beja) and in the Algarve (Faro), located in the Citizen's Shop in Faro as a service station. These stores include the following offices:

Reception and Screening Office (GAT)

Legal Support Office (GAJ)

Office of Social Affairs and Inclusion (GASI)

Support Office for Professional Insertion, Higher Education and Qualification (GAIPESQ)

Migrant Entrepreneur Support Office (GAEM)

Victim Support Office (GAV)

#### **AIMA North Store**

Tel. 22 207 38 10

Email: [cnaim.norte@aima.gov.pt](mailto:cnaim.norte@aima.gov.pt)

#### **AIMA Lisbon Store**

Tel. 21 810 61 00

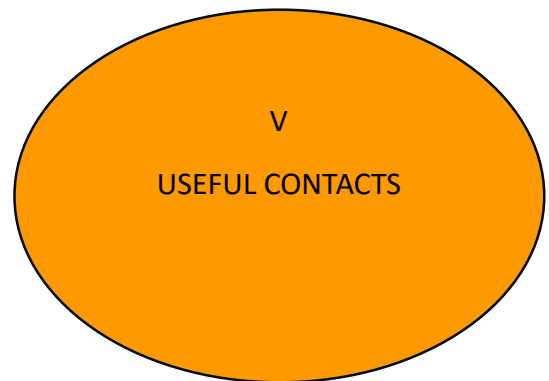
Email: [cnaim.lisboa@aima.gov.pt](mailto:cnaim.lisboa@aima.gov.pt)

#### **AIMA Algarve Store**

Email: [cnaim.algarve@aima.gov.pt](mailto:cnaim.algarve@aima.gov.pt)

#### **AIMA Beja Store**

Tel. 967 071 313





E-mail: [cnaim.beja@aima.gov.pt](mailto:cnaim.beja@aima.gov.pt)

## Migrant Helpline

Tel. 808 257 257 / 218 106 191 - is a telephone answering service under the responsibility of AIMA | Agency for Integration, Migration and Asylum in partnership with civil society.

## Telephone Translation Service (STT)

It currently has a pool of 104 translators who master 68 different languages, putting the entity that requested the service, the migrant or refugee citizen and the translator in a telephone conference format, with the aim of overcoming the language barrier, one of the greatest difficulties experienced by immigrants in their integration process.

Tel. 218 106 191 and 808 257 257.

## Migrant Information Portal in the European Union (EU)

[https://immigration-portal.ec.europa.eu/index\\_en](https://immigration-portal.ec.europa.eu/index_en)

## Citizen's Shop | Coimbra

Physical space that brings together the provision of services from various public and private entities, whose objective is to facilitate the relationship between citizens and companies with the Public Administration.

## Citizen Spaces | Coimbra

### Citizen Spot of the Coimbra Citizen's Shop

Central Avenue, 16/18/20, 3000-607 Coimbra

HOURS: Weekdays from 8:30 am to 7:30 pm. Saturdays from 9:30 am to 3 pm.



#### Morada

Avenida Central, 16/18/20  
3000-607 Coimbra  
[Ir para o Mapa de Cidadão](#)



#### Horário

Dias úteis das 8h30 às  
19h30.  
Sábado das 9h30 às 15h.

### Citizen Space of the Union of Parishes of São Martinho do Bispo and Ribeira de Frades

Rua de Bencanta s/n, 3045-382 Coimbra

HOURS: Weekdays from 9 am to 12:30 pm and from 2 pm to 6 pm.

### Citizen Space of São Martinho de Árvore and Lamarosa

Rua do Barreiro, n.º 3, 3025- 483 São Martinho de Árvore

HOURS: Weekdays from 9:30 a.m. to 12:30 p.m. and from 2:30 p.m. to 6:30 p.m.

**ePortugal** is the central portal for public services that allows access to information and the provision of services, eliminating the need to travel to shops, spaces and service points.



<https://eportugal.gov.pt/>

To clarify doubts about the information and services available on the ePortugal portal, you can call the Citizen Contact Centre (300 003 990 / 210 489 010) or the Business Contact Centre (300 003 980 / 210 489 011), on weekdays between 9:00 am and 6:00 pm.

**112** | [National Emergency Number](#)

**808 24 24 24** | Health 24

**808 250 123** | Poisoning Emergency Line

**117** | SOS Fires

**800 202 148** | Women Victims of Violence

**213 433 333** | Abused Child

**217 931 617** | SOS Child

**213 952 143** | SOS Pregnant

**800 202 669** | SOS Center, Friendly Voice

**800 203 531** | Senior Citizen Line

**808 200 204** | SOS Line, student

**118** | Information Service

**116 006** | Victim Helpline





## ACRONYM INDEX

### A

**AIC** — Associação Inclusão Contacto

**AIMA** — Agency for Integration, Migration and Asylum

**AKTO** — Human Rights and Democracy (AKTO Association)

**AMIM** — Medical Certificate of Multipurpose Disability

**AMURT** — Universal Movement Association for a Transcultural Race

**APAV** — Portuguese Association for Victim Support

**APBC** — Agency for the Promotion of Downtown Coimbra

**APPACDM** — Portuguese Association of Parents and Friends of Citizens with Mental Disabilities

**ASBIHP** — Spina Bifida and Hydrocephalus Association of Portugal

**AT / ACT** — Authority for Working Conditions

### B

**BLVC** — Local Volunteer Bank of Coimbra

### C

**CAJP2 / CAJP II** — John Paul II Reception Center

**CAPA / CLAS/C** — Local Council for Social Action of Coimbra (Social Network)

**CASS** — Souselas Social Support Center

**CES (UC)** — Centre for Social Studies of the University of Coimbra

**CERV** — Citizens, Equality, Rights and Values Programme (UE)

**CIG** - Commission for Citizenship and Gender Equality

**CLAIM** — Local Support Centre for the Integration of Migrants

**CLDS 5G** – Local Social Development Contract – 5th Generation

**CMC** — Municipality of Coimbra

**CNJS** — National Commission for Deaf Youth

**CSSP** — Centro Social São Pedro

### D

**DAHS** — Department of Social Action and Housing

**DIAP** — Department of Investigation and Criminal Action

**D.** — Designation of schools (e.g., ES D. Dinis)

### And

**EB / EB1 / EB 2/3** — Basic School (1st cycle / 2nd and 3rd cycle)



**EIVL** - Team for Equality in Local Life

**EAPN** — European Anti-Poverty Network (Portugal)

**ES** - High School

**ESEC** — School of Education of Coimbra

**ESF / Safe School** — Safe School Program (PSP)

**F**

**FPAS** — Portuguese Federation of Deaf Associations

**G**

**GCI or GCM** — Communication and Marketing Office

**GII** – Office for Equality and Inclusion

**GNR / NIAVE** — GNR Specific Victims Investigation and Support Center

**Migrants Working Group** – Working Group on Migrants

**I**

**IEFP** — Institute of Employment and Vocational Training

**IG / IGUAL(ARTE)** — Gender Equality

**IGUAL(ARTE)** — municipal event on equality

**ITAP** — Artistic and Professional Technical Institute

**L**

**LABJogos** — FPCE–UC Games Laboratory

**LGBTI+ / LGBTQ+** — Lesbian, Gay, Bisexual, Trans, Intersex, and Other Diversities

**LGP** — Portuguese Sign Language

**M**

**MDM** — Women's Democratic Movement

**MIPEX** — Migrant Integration Policy Index

**Or**

**OIEC** — Sexual Orientation, Gender Identity and Expression, and Sex Characteristics

**IOM** — International Organization for Migration

**P**

**PSI** — Social Benefit for Inclusion

**RRP / Digital Business Districts** — Recovery and Resilience Plan

**PSP** - Public Security Police



## **R**

**RRCAPVTSH** — Regional Network of the Support and Protection Center for Victims of Human Trafficking

**ROMED** — European Mediation Programme for Roma Communities

## **S**

**SAAS** — Social Care and Monitoring Service

**SES / ULS Coimbra** — Local Health Unit of Coimbra

**SEF** — Foreigners and Borders Service (extinct; powers transferred to AIMA)

## **T**

**TSH** — Trafficking in Human Beings

**TUMO Coimbra** — TUMO Creative Learning Center

## **U**

**UC** — University of Coimbra

**UF** — Union of Parishes

**ULS** — Local Health Unit





## Coimbra, The Right Place For All

GII | Office for Equality and Inclusion

January, 2026