
ABEGI

ARRETA ZERBITZUA

ABEGI is a public social care service for people experiencing social exclusion. It provides services during the day and at night.

This service is managed by Peñascal Kooperatiba S.L., in conjunction with and under the supervision and management of Tolosa Town Council's Department of Social Services.

DAY CARE SERVICES

Support tailored to their specific care needs; a day care facility to meet their basic food and hygiene needs. This is a low-demand service.

15 places in three categories:

Occasional

- Maximum 5 days.
- No waiting period between request and service.
- Requires a positive technical recommendation.

Continuous

- Long-term.
- Authorised through a positive technical opinion from the service team and basic social services unit.

Special

- Exceptional
- Shower, laundry and/or canteen facilities
- When necessary and with the agreement of the service's technical team and basic social services unit.

Services:

- Initial assessment of needs
- Follow-up assessment
- Information
- Mediation - intermediation
- Socio-educational and psychosocial support
- Subsistence
- Personal hygiene
- Laundry
- Locker
- Basic emergency clothing

Staff will assign services according to the work objectives set for each applicant. Every week the user's continuation in the service will be reviewed and assessed.

Opening hours:

Monday to Friday (excluding public holidays)

- **Entry: 09:30.**
- **Breakfast: 09:30**
- **Lunch: 13:30**
- **Exit: 15:30**

NIGHT SHELTER SERVICE

This service is aimed at people who are socially excluded and allows transient or homeless people to spend the night and cover their basic food and personal hygiene needs through immediate assistance.

Usually 8 places:

Ordinary. Short stay: maximum 7 nights

- At least 3 months between stays.
- Requires a positive technical recommendation from the work team.

Cold shelter programme

- Yellow warning by Euskalmet for low temperatures and/or temperatures forecast to drop below 5°.
- 3 additional places, and the possibility of extending ordinary stays, if places are available.
- Requires a positive technical recommendation from the work team.

Special

- Period can be extended to up to 30 nights on justified grounds (integration process or health).
- They will be authorised with the agreement of the service's technical team and basic social services unit.

****Exceptions:***

Vulnerability

Single women and wheelchair users

will not share a room, unless they specifically request to do so. In such cases, the staff will have to assess the possibility of moving the room's second place elsewhere, and if this option is not feasible, one fewer place will be offered.

Cold shelter programme

While this programme is in operation, three more places will be added, so a maximum of 11 places will be offered.

Services:

- Information
- Initial assessment of needs
- Follow-up assessment
- Socio-educational and psychosocial support
- Overnight stays
- Subsistence
- Personal hygiene
- Laundry
- Basic emergency clothing

Opening hours:

From Monday to Sunday

- **Entry:**
19:30-20:30 (anyone who does not arrive at the appointed time will lose their place).
- **Lights:**
At **22:00** the lights in the rooms are switched off.
- **Meals:**
Dinner at 20:30 and breakfast at 07:30.
- **Exit:**
before **09:00.**

REGISTRATION OR SIGN-UP

Opening hours:

- **10:00 - 10:30**

Monday to Friday (excluding public holidays)

- **19:00 - 19:30**

Monday to Sunday.

*Both the day and night care units will remain closed and will not offer services during the week when the carnivals are held, i.e. from Fat Thursday to Ash Wednesday.

- As regards accepting applications to access the service, the day and night care services are considered to be two separate units, and in principle, we will try to ensure that access is provided to one of the two services. This will ensure a basic level of minimum care is provided for all applicants.
- When the number of applications so permits, applicants will be able to access the day and night care services, if they wish to do so and if so recommended in the staff's technical recommendation.

Admission procedure

- Places are allocated on a first-come, first-served basis and subject to availability.
- No distinction is made on grounds of gender, race, religion, sexual orientation, etc. to prioritise any individual.
- It is compulsory to provide truthful information during the admission process.

Entry requirements

- It is necessary to bring an original identity document (ID card, passport, or other documents from the country of origin). Proof must be provided that the person appearing on the document is the applicant.
- At least three months must have elapsed since the last stay (except when the cold shelter programme is activated and there are free places).
- There must be no current record of permanent expulsion.

When leaving

- You will be asked to return the towel, blanket, pillow, sheets and other items provided by the service.
- If you choose to leave the service's facilities, you will lose your place and the possibility of re-entering within the following three months.
- If you break any of the rules, you will be expelled immediately, with the police authorities being called for assistance if necessary.

REGULATIONS

All users of this service must familiarise themselves with and abide by the rules established in the day and night care centre's regulations - which are published in the Official Gazette of Gipuzkoa on 11 August 2022 - and with the service's internal rules. Special guidance on these rules and individual processes will be provided to new arrivals to the service.

Arrangements to facilitate communal living

- Access to the shelter will be restricted to registered users, workers and volunteers.
- Users must demonstrate their personal commitment to cooperate in order to meet the goals agreed upon in their individual action plan.
- Users may use the communal areas and their own rooms. They must not enter other people's rooms under any circumstances.
- Each user will be assigned a locker for their own use.
- It is not advisable to keep valuables in the rooms. The service is not responsible for any theft or damage to personal belongings that are not in the safekeeping of their owners.
- During the night service, you will be allowed to go outside after dinner to smoke for no more than 10 minutes, always by the service's door.

- Users must maintain a respectful attitude towards the volunteers and the members of the service's staff, and support and contribute to the service's communal living.
- All staff members and volunteers must maintain the same respectful attitude towards the users of the service.

Hygiene and cleanliness

- Suitable levels of personal hygiene must be maintained, including regular bathing and changes of clothing.
- Your personal area must be kept tidy and clean.
- Users must use the communal facilities, such as toilets and the lounge, in a responsible and clean manner.
- Rubbish must be disposed of in the rubbish bins.
- No food can be brought into the rooms.

Violations

The following actions and/or attitudes will be penalised:

- Any form of harmful or disruptive behaviour that jeopardises the safety and comfort of others.
- Disrespect towards staff, volunteers and other users.
- Damage to property and the facilities.
- Illegal activities in or near the shelter.
- The use, possession or distribution of illegal substances and/or alcohol within or in the vicinity of the service.
- Unauthorised entry into the following areas of the service: kitchen, office, laundry room and storeroom.
- Discrimination, harassment and violence based on gender, race, religion, sexual orientation or ethnic origin.

- The use of tobacco or related products within the service.
- Unauthorised recording or taking unauthorised photos within the service.
- Handling or tampering with security devices, such as cameras.
- Entering other users' rooms.
- Circumventing or failing to abide by the service's rules.

Violations will be classified as minor, serious and/or very serious. The staff will classify violations according to their impact on people and/or service premises/property. In any event, violations that jeopardise the safety or physical and/or psychological well-being of third parties will be classified as very serious offences.

Penalties and disciplinary procedure

- Minor violations will receive a warning.
- A second minor warning will result in expulsion.
- The first serious or very serious warning will result in expulsion.
- Repeated minor warnings will be punished with expulsion for 3 months.
- Serious warnings will be punished with expulsion for 1 year.
- Very serious warnings will be punished with permanent expulsion.