



WELCOME GUIDE

Portugal Incoming

COUNCIL OF EUROPE


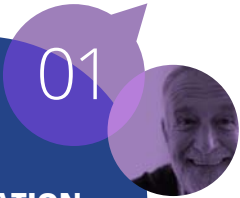
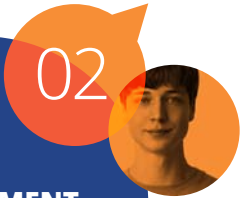


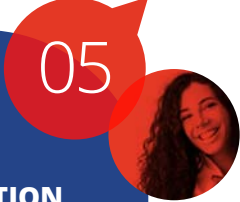








CONSEIL DE L'EUROPE



**PORTUGUESE NETWORK
OF INTERCULTURAL CITIES**

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Bine
ati venit

ласкаво
просимо

Bem-vindo/a!

Welcome

欢迎

Bienvenue

Benvenuto



INTRODUCTION

First of all, we would like to welcome you!

When arriving in Portugal with the intention of settling down, sometimes it can be hard to access all the information you need to become part of the Portuguese society.

Portugal is a country with laws and institutions that are open and favourable to immigration, as well as a country with a high number of emigrants. The cultural and religious diversity is protected by the law on religious freedom and the [anti-discrimination law](#), and assisted by the existing support from the Portuguese State to the migrant and minority associations.

600.000
people
with foreign
origin

Currently in Portugal, with a residence permit there are, according to official statistics, around 600,000 people with foreign origin (between 4 to 5% of the population), mainly from Brazil (22%), Cape Verde (7%), Romania (6%), Ukraine (6%), United Kingdom (5.5%), China (5.3%), France (4%), Italy (3.9%), Angola (3.8%), and Guinea-Bissau (3.4%) (in numerical order). It is estimated that there are more people of foreign origin living in Portugal who have not yet obtained the resident status or have informed the official authorities of the intention to extend their stay. All over Portugal, there are also important Roma communities (around 25,000 people) and a high percentage of descendants of migrants (2nd and 3rd generations) - data from the [Migration Monitoring Centre 2019](#) and the [Monitoring Centre of Roma Communities](#).

However, we know that more than progressive legislation is necessary to make a place truly welcoming and ensure the inclusion of everyone.

INTRODUCTION

PORTUGUESE NETWORK OF INTERCULTURAL CITIES

The **Portuguese Network of Intercultural Cities** is a [network comprised of 13 cities](#) (Albufeira, Amadora, Beja, Braga, Cascais, Coimbra, Lisbon, Loures, Oeiras, Portimão, Santa Maria da Feira, Setúbal and Viseu), which is part of an [international network](#) of 141 municipalities all over the world, committed to the creation of more inclusive cities. In these municipalities, executives and their employees are committed to the active promotion of local diversity, welcoming newcomer families and ensuring that everyone feels included.



These cities have been working together in order to develop the essential activities and resources to make inclusion a reality and not only an intention. Among these resources, it is possible to find this guide and the “Portugal Incoming” app, which is translated into 5 languages. In these resources you will find relevant information, which we expect will be useful to navigate the Portuguese society in a more fluid and accessible way.

The current guide compiles, in writing, the same information available on the app. This is an additional resource in downloadable PDF format, which can be printed to facilitate consultation and sharing with those who may have less ease with or access to digital media. It aims to be used as a support to those arriving in Portugal, as well as by the technical staff of the support and welcoming services that are helpful to everyone living here.

The “Portugal Incoming” app can be found here:

<https://incoming.bsb.pt/#/login/>

INTRODUCTION

RPCI MUNICIPALITIES

**ALBUFEIRA**

Albufeira (Algarve – southern Portugal) is a seaside city, with beautiful beaches, with a strong tourism-based economy, that gathers a large variety of nationalities. It aims to ensure equal opportunities and promote the autonomy of the population through its inclusion policies. In its great majority, these are social policies (housing, health, employment, education and family), which aim to respond to the psychosocial needs, through the promotion of fairness and well-being of the different population groups (children, young people, adults, elderly people, disabled people and migrants). It fosters inclusive activities, that value these different cultures (Portuguese classes, Multicultural events and gastronomy exchanges and information sessions), as well as local intervention projects with different communities.

**AMADORA**

The city of Amadora (Great Lisbon area) has a strong multicultural basis, which arises from the high presence of foreign communities in its territory and, according to the 2016 Immigration and Borders Service (SEF) data, represents approximately 9% of the total population divided by 99 different nationalities. In 2019, 104 different nationalities were registered as living in the city. However, if we considered both the nationality and the place of birth of the residents, this percentage increases to approximately 18%, which reinforces the position of Amadora as one of the Portuguese cities with higher cultural diversity. Given this reality and the importance the city and its institutions attribute to diversity, the Municipal Plan for the Integration of Migrants was built in 2015, which is already in its second edition (until 2020), and whose general objectives are to continue to work in partnership, foster synergies between existing resources, implement measures on subsidiary logic, and seek to set shared goals and responsibilities to enhance the opportunities that migration and diversity represent. The city prepared its own welcoming guide, which can be found [here](#).

**BEJA**

The Municipality of Beja (Alentejo - southern Portugal) works for inclusion so that of everyone feels part of the Municipality, and advocates the appreciation of diversity and interculturality, offering the necessary solution for empathic and positive coexistence. To this end, launched in 2019 a team of mediators to intervene with the Roma and migrant community in the Municipality. This service aims to develop intercultural mediation as an intervention of third parties in social situations of significant diversity, in order to improve communication and peaceful coexistence, favoring the participation of the mediated in solving their problems. Under the Municipal Plan for the Integration of Migrants, in the design phase, this municipality intends to develop integration processes, encouraging more effective reception policies, through joint and properly articulated work between the different entities that operate in this area and the population itself, as a fundamental strategy for a more adequate management of migration flows and contribution to local development.

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**BRAGA**

[Braga](#) (northern Portugal) promotes several practices to enhance equality in all contexts of community life, considering inclusion as fundamental for the development of the territory. It has recently been recognised as a good city for migrants, the elderly and families by the Eurobarometer, and is committed to creating conditions and quality of everyone. Annually it promotes the Municipal Week for Equality, where knowledge sharing on the theme of gender equality takes place. It also promotes a photo contest on equality, Intercultural Cafes and Human Libraries, where dialogue and interaction between different groups of people is privileged. As part of its annual migrant integration plans it promotes interculturality days, with debates and activities, and has a team of local intercultural mediators. In 2018 the city created an application ([Braga Incoming](#)) to enhance the integration of those who arrive in the county to visit or live.

**CASCAIS**

In [Cascais](#) (Greater Lisbon) reside people of 132 nationalities (12% of the population), mostly from Brazil, United Kingdom, Italy, France, China, Romania, Spain and Cape Verde. The municipality looks at this diversity of people residing in Cascais as an asset. The Municipality of Cascais has been innovating within the framework of migrant integration policies, trying to ensure conditions for all people to feel equally members of the community. Promoted in the various areas – health, cultural, social, educational, labor – this integration often translates into the support of the resolution of bureaucratic or linguistic-cultural issues. To ensure this support, in 2012 it joined the Intercultural Mediation Project in Public Services (MISP) and in 2015 the Municipal Plan for the Integration of Migrants (PMIM). In 2018 created the Intercultural Municipal Mediation Service (MMI) that ensures rights, responsibilities and increases the participation of foreign residents, facilitating their access to services and promoting a positive interaction between different communities. In 2019, it launched the Service for Foreign Residents in the Cascais Store and in 2020 also created a Municipal Reception Network for Migrants in Cascais. Currently, through the Cascais Integration and Multiculturalism Platform, it implements 14 measures of the Strategic Plan for Social Development of the Cascais Social Network together with local partners.

**COIMBRA**

[Coimbra](#) (central Portugal) is a traditionally students city, with the University of Coimbra being the oldest in the country. Since 2019, it has facilitated intercultural mediation teams for the integration of migrant and Roma communities. This project is expected to have an impact on the recipients by carrying out the following activities: Family and School Mediation; Institutional Mediation - Thematic workshops and actions of training / sensibilization; Mediation for socio-professional integration; Support to Associativism and volunteering. The Migrant Support Office (GAE) is a support structure for emigrants in Coimbra, which provides a free service to emigrants and their families.

INTRODUCTION**LISBON**

The city of [Lisbon](#) (Capital - South-Central) is now assumed, as it has always been, an intercultural city. The geostrategic positioning of the city dictates the condition of crossroads between Europe, the Mediterranean and the Atlantic, point of arrivals and departures, place of exchanges and meetings of cultures, space of tolerance and diversity. About 14% (55,000 people) of the entire migrant population live in the city, mostly from Brazil, China, Nepal, Cape Verde, France, Spain, Italy, India, Romania, Bangladesh, Angola and Ukraine. The city created several local centers to support migrants since 2005 in partnership with the ACM and since 1993 it has promoted the Municipal Council for Interculturality and Citizenship. Over the years, the Municipality of Lisbon has developed a set of policies aimed at combating social exclusions, affirming human rights as an engine of citizenship and building an open, diverse and intercultural city. Non-discrimination and solidarity are fundamental pillars of these policies, from a perspective of welcoming all people, national and foreign, in order to enhance intercultural coexistence, multilingualism and ethnic and religious diversity. Among its initiatives, the investment in the “DiverCidade” roadmap, which annually celebrates some of the cultural expressions representing the diversity of people residing in Lisbon, such as the Municipal Interculturality Forum and the Diversity Festival; the promotion of Portuguese language training programmes for the better integration of immigrant and refugee people; the development of initiatives among the general population against racism and xenophobia and in order to raise public awareness of the importance of cultural diversity and interculturality. The current integration plan for migrants was carried out in a participatory manner, and the active engagement and involvement of the entire population and the groups and minorities in the city was enhanced.

**LOURES**

The history of the city of [Loures](#) (Greater Lisbon - Center), has been marked by interculturality. Currently in this county, live and coexist a great diversity of people, practices and customs. For many centuries, the territory has been a space for welcoming and mixing cultures and creating relations between people who come from different places. This interculturality is seen and valued as a wealth, part of the local heritage and vehicle of development of the territory. The Municipality of Loures, taking into account the cultural diversity, multiculturalism and heterogeneity of the population, has excelled to guide its policies of reception, integration and inclusion, promoting interculturality, on the assumption of achieving a healthy social coexistence. The management of cultural diversity and social cohesion are based on a set of good practices carried out by the municipality. The concern with the creation, on the ground, of multidisciplinary and institutional work networks and collaboration, has enabled citizens to find a set of answers, in areas as diverse as housing, social welfare, immigration, education, health, employment and community strengthening.

INTRODUCTION

In 2020 an exhibition continues, where this heritage is revealed and celebrated, and a new Municipal Plan for the Integration of Migrants started. The Gallery of Public Art (GAP) is already a reference at the national and European level, for valuing the most stigmatized areas through collaborative artistic creation and showcasing local talents.

It is the purpose of the municipality to continue and reinforce the commitment to the principles, values and cultural codes of indigenous peoples and migrants, with the purpose of minimizing conflicts, contributing to intercultural interaction, promoting active citizenship and improving the quality of life, so that everyone feels that they are part of the Municipality of Loures. In Loures everyone belongs.



OEIRAS

[Oeiras](#) (Greater Lisbon), a municipality with more than 106 nationalities, has been investing on neighborhood relations as a means of promoting inclusion. With 23 neighborhoods, inhabited, in large part, by people of various ethnic and cultural groups, Oeiras also develops a variety of events and intercultural activities, which promote interaction between the citizens of these various groups, coming from the various areas of the municipality. The municipality also invests significantly in education, as a way to enhance the talents of young people in the Municipality. Its policies aim to promote the dignity and well-being of all citizens, regardless of their origin. The Municipal Day for Interculturality aims to recognize the diversity and richness of the municipality at the level of the population that integrates it.



PORTIMÃO

[Portimão](#) (Algarve – southern Portugal) has been increasingly assuming itself as a municipality for everyone. It is characterised as an intercultural municipality with an eclectic and diverse population, which lives in its 182.06 km², advocating an inclusion policy and developing projects and/or activities for migrants of different nationalities who live and work here. In a perspective of promoting the consolidation policies of resident immigrants in Portimão, the executive presented its Municipal Plan for the Integration of the Immigrant (2015-2017), consisting of measures that aimed to achieve full integration, namely in the areas of activity and services provided, solidarity and social responses, health, housing, education and language, culture, citizenship and civic participation. After the conclusion of the Plan, the municipality assumed the continuity of all projects.



SANTA MARIA DA FEIRA

[Santa Maria da Feira](#) (Greater Porto region – northern Portugal) is a municipality open to all cultures and identities, advocating an implementation policy of proximity services, which aim for the welcoming, the integration of the immigrant community and the support of the emigrant community, through the promotion of citizenship rights, equal opportunities and valuation of the human, cultural and entrepreneurial potential of the migrant community.

INTRODUCTION**SETÚBAL**

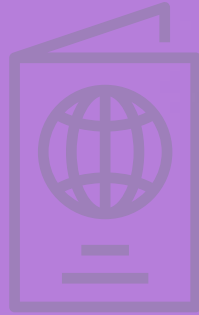
The [Municipality of Setúbal](#) (Alentejo - southern Portugal) promotes the project “Our neighbourhood, our city”, in which the actions to be carried out are led by the residents, promoting the participation of people in the decisions that concern them and their community, with the aim of promoting autonomy, responsibility and collective growth. People, organized in groups, participate in decisions and in the tasks inherent to the execution of actions, in a logic of local leadership and popular mobilization. Part of the Movement of Municipalities for Peace, the executive advocates the valorization of diversity and interculturality, as well as what unites us, as essential to create conditions for all to live peacefully in community. Inclusion is achieved in cities that respect all people and fight for social justice, equality and access to rights for everyone. The city believes that, by investing on sustainable urbanism, a quality cultural and sports offer, and the creation of safe and respectful environments, can the rights of all citizens be ensured.

**VISEU**

For [Viseu](#) (Center), the plan is to develop the “Viseu Educating City”: an attractive city to live, invest, work, get educated, study and visit. High standards of quality of life, sustainability, inclusion and local cohesion, and a competitive and internationalized model of economic development, gives the spheres of education and training of children and young people a special relevance and centrality.

Knowing “how to”, the education of values and the practices of democratic citizenship, cultural formation, employability, lifelong adaptation, solidarity and support to families are, moreover, the most solid bases and indispensable conditions for building a sustainable, inclusive, supportive, participatory and economic and culturally relevant community.

The “Viseu Educa” Program covers about 15,000 children and young people, being implemented in collaboration with various local actors, aiming at building a community that is more qualified, more inclusive, greener, more entrepreneurial, culturally, more prepared for new challenges, with an attitude of developing a co-learning and, consequently, truly co-educational, able to share not only responsibilities, but also the construction of solutions, anticipating a future. The “Viseu + Intercultural” project aims at excellence in valuing interculturality, through mediation between the Roma community and public institutions, as well as by promoting active participation and mutual sharing. In 2020 Viseu launched its Plan for the integration of migrants, with support from ACM.



**REGULARISATION
OF YOUR STAY**

LEGALISATION

01

01. REGULARISATION OF YOUR STAY (OR “LEGALISATION”)

The first step to be taken care of should be your documentation

If you wish to stay in Portugal, the first step to be taken care of should be your documentation, in order to obtain a temporary authorisation for legal residence (or a residence permit). After obtaining this permit, the same can be renewed for an equal period, be converted into a permanent permit and be used to obtain a Portuguese Citizen's Card, if this is your goal. Information on how to start this process can be found below.



Refer to the legislation we suggest in this section and contact the services below for more information regarding your specific situation and necessary documents.

01.
**REGULARISATION
OF YOUR STAY (OR
"LEGALISATION")**

STEP 1

Declare your entry in Portugal

In order for the Portuguese authorities to know that you are in Portugal for more than a tourist trip, you should schedule an appointment at SEF to declare your entry up to 3 business days after arriving in the country, through the [SEF's portal](#).

If you are staying in a hotel/hostel and you have an accommodation form, this information has already been communicated. If you do not declare your entry, you may have to pay a fine that ranges from 60 to 160 euros. This is the first step to legalise your extended stay in Portugal.

The appointments are made directly through the SEF contact centre:

Telephone (land line): (+351) 808 202 653

Telephone (mobile network): (+351) 808 962 690

E-Mail: griocrp.cc@sef.pt

Opening hours: 8h à 20h (dias úteis)

Or at a support service for migrants:

National Support Centres for the Integration of Migrants (CNAIM)

or [Local Support Centres for the Integration of Migrants \(CLAIM\)](#)

STEP 2

Obtain your Taxpayer Number or Tax Identification Number (NIF)

The next step is to obtain a taxpayer number or NIF (tax identification number). The non-residents will need a Portuguese citizen to sign a register, undertaking responsibility for that individual. This process is conducted by the Tax and Customs Authority.

STEP 3

Look for a job (or create one!)

With your NIF ready and in your hands, it's now time to look for a job. An employment contract or starting your own company are key factors for your regularisation. However, it may be hard to get an employment contract if you are not regularised. Some employers are already sensitive to this question, and there are websites where you can find them (see the "employment" section).

Temporary stay visas and permits can also be assigned to those who wish to study or are studying in Portugal. [Learn more here.](#)

01.
**REGULARISATION
OF YOUR STAY (OR
"LEGALISATION")**

STEP 4

Obtain a Social Security Number (NISS)

Following the procedure for obtaining a NIF and a job, you will need a social security number or NISS. In order for you to obtain a Social Security Number, an employment contract, a promised employment contract or green receipts will be necessary. Green receipts are a way of issuing receipts if you are providing services as a self-employed worker (i.e., without a contract or because you have created your own business). If you have a contract with a company/employer, they will handle the process of registering you with social security. If you have a promised employment contract or you are a self-employed worker, you will have to take care of that process directly at the Social Security offices. It is possible to obtain a NISS instantly in some offices and, when that is not possible, it will be issued within a period of one month.

STEP 5

Request a residence permit

After a few months of employment, you can start the process of requesting your residence permit for work under the Law no. 23/2007, of 4 July, at SEF, through [here](#).

For this purpose, you will have to fill out an Expression of Interest, which can be done when you have an employment contract, a promised employment contract or a declaration of the commencement of activity (for self-employed workers).

Click [here](#) to access the list and map of the Local Support Centres for the Integration of Migrants (CLAIM) that can help you with this process.

You should also refer to the Portuguese Legislation regarding the regularisation of migrants [here](#).



02

EMPLOYMENT



02. EMPLOYMENT

The importance of a job

To have a job is not only essential for your quality of life, but also a factor that will be taken into account during the legalisation process, which may positively influence and accelerate the residence permit and even for obtaining nationality, if that is your goal.

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

- Register at the closest employment centre:
IEFP - Institute of Employment and Vocational Training
- Register with a recruitment company or a temporary work agency
- Search several websites online: you will find some links below

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Prepare a resumé of your experience and skills at different levels (not only those acquired in the professional context).

.....
Contact people you know and mention that you are looking for a job. People who have lived in the country for a long time should have plenty of contacts and may be aware of opportunities that are not always published.

.....
Enrolling in a training course, frequenting local businesses, becoming a member of a local association or volunteering at a social project, may help you to expand your network of contacts.

In an early stage, and in order for you to obtain the necessary documents and learn the language (if applicable), you may need to look for a job outside your professional area.

.....
As an alternative, you can create a job through your own business, generating revenue through your skills and knowledge. To do so, you may seek help at the IEFP - Institute of Employment and Vocational Training services.



In Portugal, it is not legal to work for an entity without an employment contract and/or without issuing green receipts. Be careful with informal recruitment, which will not be valid for your legalisation process.

02.
EMPLOYMENT

Working Conditions Authority (ACT)

The Working Conditions Authority (ACT) is a State service that aims to promote the improvement of the working conditions in Portugal, through the control of compliance with labour laws within private labour relations and the promotion of occupational health and safety in all public or private business sectors.

[Site link](#)

Contact details: **300 069 300**

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Work regime

Access the [SEF](#) website to learn more regarding the work regime for foreigners and the [Portuguese Labour Code](#) for more information on employment contracts, promised employment contracts, workers' rights and duties in Portugal, namely: Article 5 of the Portuguese Labour Code (Law no. 7/2009, of 12/02, current wording), and Article 103 of the Portuguese Labour Code (Regime of the promised employment contract).

.....
Being an entrepreneur

If you are an entrepreneur, you may also be covered by special regimes. For that purpose, please access [here](#).

.....
To know more

In this [link](#), you may access a **short course aimed at migrants and refugees** regarding several themes, including employment:

- lexicon related to different kinds of jobs
- preparing a CV (explaining the sections and keywords of a CV/job ad; presenting people's rights at the work place)
- where to go to find a job (job centres/agencies)
- how to use public transportation/cars to go to work
- lexicon/communicative expression to ask for directions
- validation of or obtaining a driving licence

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The Portuguese Refugee Council (CPR) also created an [e-learning course](#) regarding the theme **"Job search and personal skills"**.
.....

02.
EMPLOYMENT

LinkedIn

We recommend the creation of a profile on the [LinkedIn](#) platform, where many employers recruit nowadays. This platform is essential to searching for a qualified job (secondary and higher qualifications).

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Job search platforms

You can search for a job at the following links:

- [Netempregos](#) (online jobs platform)
 - [IEFP](#) (state employment services)
 - [Refujobs](#) (platform jobs for refugees and migrants)
-

Ready to Work

On the “Ready to Work” website, you can also find [employment support guides](#) for Portugal.

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03

HEALTH



03. HEALTH

How to access health in Portugal?

The ACCESS to health care is a right of every person living in Portugal, regardless of his/her legal status, race, nationality or economic condition.

1. If you hold a valid residence permit:

You should register at the health centre of your area of residence or at Loja do Cidadão (citizen’s bureau), where you will receive a Beneficiary Number for the National Health Service. Access to the National Health Service will occur in the same conditions as any national citizen.

.....

2. If you hold the form of agreement between Portugal and your country of origin (temporary stay situation):

You should register at the health centre of your area of residence, where a temporary registration will be completed. Access to the National Health Service will occur in the same conditions as any national citizen, with exemption from user fees.

.....

3. If you do not hold the form of agreement between Portugal and your country of origin (temporary stay situation) and if you have been in Portugal less than ninety days...

you should register at the health centre of your area of residence, where a temporary registration will be completed. Access to the National Health Service will occur through the payment of the total amount of health care services that are provided to you.

.....

4. If you are in an irregular situation regarding immigration legislation and if you have been in Portugal for more than ninety days...

a) you should request a document from the Parish Council of your area of residence that confirms that you have been living in Portugal for more than ninety days. Access to the National Health Service will occur in the same conditions as any national citizen.

b) you should register at the health centre of your area of residence, where a temporary registration will be completed. Access to the National Health Service will occur through the payment of the total amount of health care services that are provided to you.

03.
HEALTH

5. If you are an asylum seeker or have refugee status...

you should register at the health centre of your area of residence, where a temporary registration will be completed (asylum seeker) or a Beneficiary Number will be issued to you (refugee status).

Access to the National Health Service will occur in the same conditions as any national citizen, with exemption from user fees.

Every migrant, regardless of his/her condition regarding the immigration legislation, has access to the following health care services in the same terms as the general population:

1. If you need emergency health care
2. If you are planning a pregnancy, you should schedule a family planning appointment
3. If you are pregnant, you should schedule a woman's follow-up and monitoring appointment during pregnancy, childbirth and puerperium
4. If you have a newborn, you should schedule a newborn health care appointment
5. If you are a minor, you should schedule a child and young people health care appointment
6. If you live in Portugal, you should be vaccinated according to the National Vaccination Programme

Here you can search the health care service network at a national level: select "Cuidados de Saúde Primários" (basic health care), "Tipo" (type) - "Centro de Saúde" (health centre), "Distrito" (district) and "Concelho" (municipality) to find the closest service).

In this [link](#) you may access a short course aimed at migrants and refugees regarding several themes, including health:

- What is health care?
- Staying healthy
- Getting help in the country of residence
- Mental health
- Diet
- Activities
- Social welfare

[Welcome guide](#) regarding the access to the health care system by foreigners.

[Guide to Accessing Health Care in Portugal](#) (City Council of Oeiras)

Access leaflets related to **health care in Portugal**, in several languages, [here](#).

[Leaflets](#) on COVID-19 in several languages.



04

**SOCIAL
SECURITY**



04. SOCIAL SECURITY

Contribute to protect

In Portugal, every worker makes a monthly contribution to Social Security, through a percentage of his/her salary. This contribution is essential to ensure that everyone is protected in situations of unemployment, retirement, long-term illness or parenting support.

Employee

The employer is responsible for registering its workers with Social Security, who will later receive a card with a Social Security Number (which may take a few months), as well as to deliver to Social Security the contributions made by their employees. Each individual should [inform](#) him/herself regarding his/her rights and duties, and ensure that the respective contributions are being made. It is possible to confirm if the employer is making these payments directly with Social Security.

Self-employed worker

If you are a [self-employed worker or you have your own business](#), you are responsible for registering with and making the contributions to Social Security. Every 3 months you must report your income to Social Security and that entity will issue indications regarding procedures and amounts for the payment of contributions.

Social Security is a system that aims to ensure the citizens' basic rights and equal opportunities, as well as, to promote social welfare and cohesion for every Portuguese or foreign citizen who works or lives in Portuguese territory.

04. SOCIAL SECURITY

The law of general foundations of the Social Security system (Law no. 4/2007, of 16 January) establishes the general foundations in which the system is based on, as well as its private initiatives.

It is the entity responsible for the allocation of [unemployment benefits](#), [social benefits](#) (Social Integration Income, [Child benefit and other children and young people obligations](#), [Funeral allowances, widow's/er's and orphan's pensions](#), solidarity supplements for the elderly, among others) for people living in poverty, [retirement](#) and [invalidity pensions](#), [long-term illness allowances](#) and [parenting support](#) (parental benefits after a child is born or adopted, and parental leave when the dependents require emergency care), allowances and [support for disabled people](#), as well as [allowances for informal carers](#) of sick family members or [dependents](#).

For more information,
access the Social Security website:
www.seg-social.pt

To know more

In this [link](#), you may access a short course aimed at migrants and refugees regarding several themes, including Social Security:

- **Refugees, migrants and asylum seekers, and the right to international protection**
- **What is Social Security?**
- **Social security and welfare in Portugal for refugees, migrants and asylum seekers**

05

EDUCATION



05. EDUCATION

Education system and equivalencies in Portugal

The Directorate-General for Education (DGE) of the Ministry of Education (ME), abbreviated as DGE, is a central service of the direct State administration endowed with administrative autonomy.

This public body is responsible for the pedagogical and didactic components of pre-school, basic and secondary, and out-of-school education. It must also provide technical support, mainly in the areas of curricular development, teaching and evaluation tools and educational supports and complements.

In Portugal, the concession scheme of the equivalence of qualifications of foreign education systems to the qualifications of the Portuguese education system regarding basic and secondary education, is established in the [Decree-law no. 227/2005](#), of 28/12, which can be accessed at the official website of the [Directorate-General for Education](#).

Education in Portugal is compulsory and free up to 18 years of age or until the 12th grade of schooling (secondary education), so every child or young person of foreign origin within this age group, even if they only hold a passport, may enrol in the school that is closest to their residence.

To ensure all rights, you must register in the national registration foreign minors who are in an irregular situation in the country - Decree no. 995/2004 - [here](#).

You may complete this registration at the National Support Centres for the Integration of Migrants (CNAIM) or the [Local Support Centres for the Integration of Migrants \(CLAIM\)](#), and at some health centres.

05. EDUCATION

Educational services

Between birth and the 3 years of age, the State does not offer any educational services. So, each person must resort directly to private organisations (children's nurseries) and enrol children starting at 4 months of age. Some of these organisations are private non-profit institutions that receive financial support from the State and practice prices according to the family income. You may also benefit from the Nanny service (family nursery), which takes care of children starting at 4 months until the 4 years of age in their own home.

You may learn more about the existing facilities in the Social Charter per city and type of service [here](#).

Children and young people up to 18 years of age - where and how to enrol?

You must go to the secretariat of the school group of your area of residence and request the documents for enrolment. List of school groups per municipality in the country [here](#).

ADULT EDUCATION

University Education

Regarding university education, this type of education is managed by the Directorate-General for Higher Education, and there are [special access conditions for students of foreign origin](#) and/or over 23 years of age. Each University or Higher Education Institute has its own procedure for enrolment, so you should research where the courses you are interested in exist and go to those institutions to request the information and documents required.

See the list of the existing Universities [here](#).

Training courses

Regarding adult education, there is also a broad range of training courses for all education levels, provided by the State or by private organisations. These training courses can be free or funded by the State (which means, lower costs). You should research the courses you are interested in and to which you may have access, and go to the training centre where those courses exist for more information.

Vocational Training

Vocational Training is generally defined, within the scope of the [National System of Qualifications \(SNQ\)](#) ([Decree-law no. 396/2007, of 31 December](#), amended and republished by the [Decree-law no. 14/2017, of 26 January](#)), as training that aims to provide individuals with competences (capacities to mobilise knowledge, skills and attitudes) for the exercise of one or more professional activities.

05.
EDUCATION**QUALIFICA CENTRES**

You may also have the competences acquired throughout your life in informal contexts recognised through the [Qualifica Centres](#). The Qualifica Centres ([Decree no. 232/2016, of 29 August](#)) are open doors for all those who are seeking a qualification, in order to continue their studies, in a lifelong learning perspective, and/or the transition/reconversion to the labour market.

The direct beneficiaries of the Qualifica Centres are:

- Young people who are not enrolled in any type of education or training and are not integrated in the labour market ([Garantia Jovem](#)).
- Adults aged 18 or over, with the need to acquire and reinforce knowledge and the recognition of skills.

You should research the courses you are interested in and go to or contact the closest training centre where those courses exist for more information.

To learn more about the available adult training centres, access the following links:

[IEFP](#)

[Training offer](#) at a national level.

To know more

In this [link](#), you may access a short course aimed at migrants and refugees regarding several themes, including education.

- **Language learning for social inclusion**
- **Access to education and training**
- **Social participation and learning activities**

More information regarding the integration of refugees in school, including the school system equivalencies [here](#).



JUSTICE

06



06. JUSTICE, DUTIES AND RIGHTS

Civil Jurisdiction and Administrative Jurisdiction

In Portugal, there are two different constitutionally consecrated jurisdictions (art. 209 and following of the Constitution of the Portuguese Republic): **civil and administrative**. The jurisdiction of the Constitutional Court and the Court of Auditors is also foreseen, as well as the arbitration tribunals and justices of the peace.

CIVIL JURISDICTION

In civil jurisdiction, the general courts in civil and criminal matters are the courts of law, organised in three instances, from the hierarchically higher and territorially more comprehensive to the hierarchically lower and territorially more limited: the **Supreme Court of Justice** (national competence), the **Courts of Appeal** (one per judicial district and two in the judicial district of Porto) and the **district courts** (1st instance).

In the 1st instance, the courts of law undertake one of three categories, according to the matter and legal proceedings: courts of **generic competence**, of **specialised competence** (criminal procedure, family, children, labour, trade, maritime and execution of sentences) or of **specific competence** (civil, criminal or mixed divisions; civil or criminal courts; local civil or criminal courts).

ADMINISTRATIVE JURISDICTION

The administrative jurisdiction includes the administrative and tax courts (1st instance), the central administrative courts (North and South), and the Supreme Administrative Court (national scope).

The conflicts of jurisdiction between courts are solved by a **Conflict-resolution Tribunal**, ruled by the law.

06.
**JUSTICE, DUTIES
AND RIGHTS****CONTACTS AND INSTITUTIONS****Ministry of Justice**[Official website](#)**Ombudsman**[Official website](#)

The Ombudsman is an independent State body that defends people whose fundamental rights were disrespected or who feel harmed by unfair or unlawful acts of the administration or other public authorities. Inspired by a Swedish Institution – the Ombudsman – the Portuguese Ombudsman was established in 1975 and acts as a link between people and power. Thus, it is a defender of Citizens and, at the same time, it is a promoter of a fair and effective public administration. Therefore, it is an important element for the strengthening of Democracy and the Rule of Law, as it was also reiterated in 2019 by the Venice Commission for Democracy, entity that advises the Council of Europe in constitutional matters.

In Portugal, the Ombudsman is also the National Human Rights Institution, and has the responsibility to promote and defend human rights and to guarantee that the Portuguese State complies with the international conventions that are binding, having successively obtained maximum classification according to the Paris Principles, which are international standards that ensure impartiality and pluralism of national human rights institutions.

The Ombudsman is also a National Prevention Mechanism, and must ensure that Portugal complies with the UN Convention and Protocols against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. It does so essentially through regular visits, without prior notice, to prisons and detention centres.

To know more

In this [link](#), you may access a short course aimed at migrants and refugees regarding several themes, including justice:

- **Justice and human rights**
- **Rights of refugees and migrants**
- **Citizenship in the European Union and in Portugal**

07

LANGUAGE



07. LANGUAGE

Learn the language means inclusion

Learning the language is an essential step for inclusion and access to services in the Portuguese society. There are many free courses and even apps where you can learn the language.

SPEAK

For example, the SPEAK project offers the possibility of conducting exchanges, where you teach the languages you master and, in exchange, learn others of your interest. Learn more [here](#).

WHERE TO LEARN PORTUGUESE (CHILDREN AND YOUNG PEOPLE)?

- [Directorate-General for Education](#)
- [Ciberescola](#)
- [Home Study](#)

WHERE TO LEARN PORTUGUESE (ADULTS)?

- [Camões Institute](#)
- **IEFP: [PPT \(Portuguese for All\) courses](#)**
- **Português para estrangeiros: [Cursos FCSH](#)**
- [Article](#) about Portuguese language courses for foreigners
- [Escola de línguas das sardinhas](#)
- [University of Lisbon](#)

Apps to learn languages (including Portuguese):

- [Duolingo](#)
- [Busuu](#)

07.
LANGUAGE**Online Platform for Portuguese**

The Online Platform for Portuguese, available [here](#), presents content for the acquisition of the European Portuguese language by adult natives of other languages. This platform is a tool that allows the user to practice a language in linguistic activities regarding listening comprehension, reading comprehension and writing, as well as learning and expanding the vocabulary and grammar knowledge, which are useful for daily life. The content, which is organised in two levels – level A and level B –, is described in two reference guides: “Portuguese for Natives of Other Languages – The elementary user in the hosting country” and “Portuguese for Natives of Other Languages – The independent user in the hosting country”. These two documents interpret the descriptions of the levels presented in the Common European Framework of Reference for Languages (CEFR) produced by the Language Policy Division of the Council of Europe. The platform is organised in 24 functional thematic modules, presented in text, audio, video or image formats, and available in Portuguese, English, Arabic and Spanish.

If you prefer to communicate with images, you can use [this app](#).





08

**HERITAGE,
RELIGION
AND HISTORY**

08. HERITAGE, RELIGION AND HISTORY

To know is to belong

HERITAGE AND HISTORY OF PORTUGAL

Until the Middle Ages, the **history of Portugal** was inseparable from that of Spain. What we now know as Portugal became part of the Roman province of Lusitania in the second century A.C. In the 5th century the control of the region became of the Visigoths and in the 8th century it was occupied by the Muslims. In 997, the territory between the Douro and Minho rivers (present-day northern Portugal) was reconquered from the Arabs by Bermudo II, king of León and, in 1064, Ferdinand I, king of Castile and León, led to the reconquest of what we now know as Coimbra. The reconquered districts were organized as feudal counties submitted to the kingdom of Castile and León. The name Portugal derives from the northernmost fiefdom, the *comitatus Portaculenis*, which was teeming around the ancient Roman port of Portus Cale, present-day Porto.

In 1103, Henrique of Burgundy (died 1112) helped Castela with his work of reconquest. Afonso VI of Castila appointed Henrique conde of Portugal. When Afonso VI died (in 1109), Count Henrique (and later his widow, Teresa) denied maintaining their dependence on Castela and Leon. He invaded Leon and so it began a series of peninsular wars. In 1128, his son, Afonso Henriques (future Afonso I, king of Portugal), rebelled against his mother. The Portuguese knights accepted Afonso I as king of Portugal in 1143. In 1179, the pope recognized the **independence of Portugal**.

At the beginning of the 15th century, under the pretext of evangelizing, Portugal began to send a series of expeditions to Africa and America (São Tomé and Príncipe, Cape Verde, Angola, Brazil, etc.), establishing colonies. The Portuguese Empire was the first and most enduring of the colonial empires (1415–2002).

On December 1, 1807, Napoleon invaded Portugal, forcing the Portuguese royal family to flee to Brazil.

After a revolution in Lisbon, the monarchy was replaced by a parliamentary republic, which lasted from 1910 until 1926. Republicans were an urban minority in a rural country, and restricted the right to vote only to literate men. It was a period of great political instability. In sixteen years, there were 45 governments and 9 presidents. In 1926, a military coup imposed the dictatorship, which lasted until 1933.

08.
**HERITAGE,
RELIGION
AND HISTORY**

In 1933, the Estado Novo started a period that lasted until 1974, when the “carnation revolution” takes place (name of the military revolution of April 25, 1974, which caused the fall of the Salazarist regime led by António Oliveira Salazar). The end of the regime known as the Estado Novo allowed the last Portuguese colonies to become independent, and for Portugal to become a democratic state of law.

In Portugal you can also find many traces and heritages of the Roman, Jewish, Spanish and Arabic presence at the level of both historical material heritage and other places of interest, but also at the level of architecture, art, gastronomy and cultural traditions.

3.000
hours of
sunshine
per year

CLIMATE

The mild climate, 3000 hours of sunshine per year and 850 km of splendid beaches bathed by the Atlantic Ocean make Portugal a perfect destination for all seasons, just hours away from any European capital.

In this country that has the oldest borders in Europe, there is a great diversity of landscapes within walking distance, many leisure activities and a unique cultural heritage.

GEOGRAPHY

Portugal is situated in the extreme southwest of Europe and includes the archipelagos of Madeira and the Azores in the Atlantic Ocean. On the European continent, the Portuguese territory occupies an area of 88,889 km² (with 218 km wide, 561 km long, 832 km of Atlantic coast and 1,215 km of land border with Spain).

Situated in the Atlantic Ocean, between the European and North American continent, the Azores archipelago has an area of 2,355 km² and consists of nine Islands - São Miguel and Santa Maria in the Eastern Group, Terceira, Graciosa, São Jorge, Pico and Faial in the Central Group, and Flores and Corvo in the Western Group. Connections with mainland Portugal are ensured by air in about 2 hours of flight time.

The Madeira Archipelago with an area of 741 km², is situated in the Atlantic Ocean about 500 kms from the African coast and 1000 kms from the European continent (1h30 flight to Lisbon). It consists of the Islands of Madeira and Porto Santo, and the uninhabited islands of Desertas and Selvagens (Areas of Natural Reserve).

08.
**HERITAGE,
RELIGION
AND HISTORY****GASTRONOMY**

In Portugal, traditional gastronomy follows the Mediterranean diet and most restaurants will have options of meat, fresh fish, lettuce and tomato salad, vegetable soup and deserts. In many you can also find vegetarian dishes (at least “omolete” - fried eggs), more rarely you can find totally vegan options (apart from soup).

**Some typical dishes you can find
in many restaurants:**

- Portuguese feijoada (beans, potatoes, beef and pork sausages)
- Cod – Bacalhau (they say there are 365 ways to cook cod, and you can find many variants) : pataniscas de bacalhau, bacalhau à brás, bacalhau à Zé do Pipo, bacalhau à minhota (in the north), bacalhau com natas (with cream) being the most frequent. Dry cod is usually used for most
- Bitoque (beef or pork steak with fried egg, french fries and tomato and lettuce salad)
- Febras or Secretos (pork, with french fries and salad)
- Bifana (pork steak, usually served on bread with sauces)
- Prego (beef steak, usually served on bread with sauces)
- Arroz de pato: Duck Rice
- Bife de Peru ou Frango (Turkey or chicken steaks with french fries and salad)

The various wine regions make good wines, white, red, sparkling and rosé. Vinho Verde (green wine), a specialty difficult to find outside Portugal, is recognized worldwide.

In most cities you can also find restaurants with typical cuisine from several other countries, mostly: Italy (pizza and pasta); China, Japan (sushi and others); India and Nepal, Mexico, USA (burgers) and Brazil (grilled/picanha).

There are also many supermarkets that already sell vegetarian and vegan options, various Halal butchers and other options.

POPULATION

Portugal has a population of 10,562,178 inhabitants (according to the 2011 Census). The highest rates of population density are recorded in Lisbon, the capital of the country, and its surroundings, where about 1.9 million people live. The second largest city in Portugal is Porto, located in the north of the country. In general, the localities along the coast have a greater human occupation than the interior of the country.

10.562.178
inhabitants

08.
**HERITAGE,
RELIGION
AND HISTORY****RELIGIONS IN PORTUGAL**

In Portugal, religious practices are protected by the [Law on Religious Freedom](#), which means that people can practice their religion freely and cannot be discriminated based on their beliefs. The religions with more followers are the Catholic, the Evangelical and Jehovah's Witnesses. According to the 2011 Census, the beliefs of the Portuguese are divided as follows:

- **Catholics: 79.5%**
- **No religion: 14.2%**
- **Protestants/Evangelicals: 2.8%**
- **Other Christians: 1.6%**
- **Jehovah's Witnesses: 1.5%**
- **Non-Christian religions: 0.8%**

Places of worship

You can find the places of worship for different professions and faiths across the country:

[Muslim](#) places of worship

[Catholic](#) places of worship

[Jewish](#) places of worship

[Protestant](#) and [Evangelical](#) places of worship

[Jehovah's Witnesses](#) places of worship

[Hindu](#) places of worship

[Buddhist](#) places of worship

To know more

To learn more about the different religions and faiths, see the "[Cosmovisões](#)" (Cosmovation) guide, released by the High Commission for Migration (ACM).

INTERESTING PLACES

In this [link](#) you can access information regarding the most interesting places in Portugal, tourist directions, monuments and historical facts.



**USEFUL
SERVICES**

09



09. USEFUL LINKS AND SERVICE

SEF (Immigration and Borders Service)

www.sef.pt

ACM (High Commission for Migration)

www.acm.gov.pt

Migrant Support Line

The Migrant Support Line - **808 257 257 / 218 106 191** - is a telephone support service run by the High Commission for Migration (ACM) in partnership with the civil society.

Centros Locais de apoio integração de migrantes (CLAIM)

www.acm.gov.pt/contactos

Voluntary Return – International Organization for Migration (IOM)

www.retornovoluntario.pt/en/

Information Portal for Immigrants

imigrante.sef.pt/en/

European Union Immigration Portal (EU)

ec.europa.eu/immigration/node_en



Emergency contact details

112	National Emergency Number
808 24 24 24	Saúde 24 (24-hour health line)
808 250 123	Poisoning Emergency Line
117	SOS Fire
800 202 148	Victims of Domestic Violence
808 222 002	Sexuality Line
800 266 666	AIDS Line
213 433 333	Child Abuse
217 931 617	SOS Child
1414	SOS Drugs
213 952 143	SOS Pregnant
800 202 669	SOS Friendly Voice (Depression, Suicide)
800 203 531	Elderly Helpline
808 200 204	SOS Student Line
800 202 013	Drug Addicts Anonymous
217 162 969	Alcoholics Anonymous
214 401 919	Sea Search and Rescue
118	Information Services
116 006	Victim Support Helpline



10

**FACILITATOR'S
GUIDE FOR
WELCOMING
SESSIONS**



10. FACILITATORS GUIDE FOR WELCOMING SESSIONS

To enhance inclusion and a truly intercultural city, we recommend each city to promote welcoming sessions.

These sessions, in addition to demonstrating initiative and real willingness to integrate newcomers into city life, enhance positive interaction between different groups and people, promoting the creation of bonds and support networks among them.

These sessions can also be accompanied by a public welcoming ceremony, attended by the executive, which can, for example, be held annually. You can distribute this welcome guide at these ceremonies.

They should also be consistent with the rest of the services and executive official positions, being an integral part of broader reception and inclusion plans that follow people's journey over time, involve various partners and communities, enhance interaction between groups and promote the voice and participation of people from minority groups. The executive's discourses should also show that the city follows the values of interculturalism and aims to foster the potential of a diverse and inclusive society. **This is a good opportunity to distribute this welcoming guide.**

It may also be useful to write a specific guide about the city, as you can see in the examples from the city of Santa Maria da Feira (annex), Amadora ([see here](#)), Oeiras ([Ebook migrant integration guide](#)) and Braga ([Incoming App](#)).

10.
**FACILITATORS GUIDE
FOR WELCOMING
SESSIONS**

HOW TO IMPLEMENT THESE SESSIONS?

The sessions are held in groups and can be held online, if it is impossible to perform in person, but we always recommend the in-room, in order to promote positive interaction between group members.

They can be short moments over a period of time or be part of an integration course that includes, for example, Portuguese lessons.

If you want to hold these sessions and at the same time enhance the learning of Portuguese, we estimate that it takes in total about 75 hours to finalize all content.

At the beginning of each session, you can include an icebreaker in order to progressively increase the deepening of the relationship between the members of the group. There are several dynamics that can be done without resorting to speech or with simple instructions that can further enhance language learning.

Don't forget that some people may not master the written language in your or your main languages. You should have this factor in mind before preparing the sessions, and you may have to use icons and other supports for the development of orality. An interesting feature may be that developed by the [lcoon](#) project.

In each session, information on the functioning of services and daily life in Portugal is shared. To do so, you can consult and use the contents of this Welcoming Guide (available in Portuguese and English). To this end we always recommend the active involvement of the group in these moments, sharing their experiences and questions, but also in deciding on what moments will be relevant (or more sensitive) and actively supporting in the preparation of these moments.

10. FACILITATORS GUIDE FOR WELCOMING SESSIONS

PRACTICAL IDEAS

- According to the theme chosen for each day, introduce information on the operation of services, spaces and activities. Practical classes with field visits can be included. For example, if the topic is transport can organise a public transport trip together (where people will be invited to experience the whole process, from consultation of timetable, search for stops, purchase of tickets, etc.), a trip to the local bank, finance services or supermarket. These activities will have to be prepared in advance, requiring active involvement and partnership by the entities to visit.
- Ask each person to choose a topic where they feel most comfortable to share their experience (e.g., tell a story about how they learned how to resolve their affairs at school, or social security).
- Propose the celebration of the important cultural and national celebrations of countries of origin of the group, asking if, when and how they would like to celebrate it with the group (you can make use of the calendar provided), it is always important that this comes with an explanation of the meaning of the celebration. These moments should be proposed according to the degree of trust that the group is establishing, investing in mutual understanding and avoiding creating moments of great discomfort. To this end, you should always consult the group and assess its readiness for such a moment (for example, if the celebration involves a religious practice can be complex for believers of other faiths, it will be necessary to avoid the most religious part and stick to the cultural aspects, offering only an explanation of the meaning for believers of that religion).
- Propose the celebration of the most common/ official celebrations in Portugal, always asking the group if they feel comfortable with such a celebration and how they could celebrate it, it is always important that this comes with an explanation of the meaning of the celebration.
- Take the opportunity to listen throughout the sessions to people's opinions: how does the welcoming in the city is working for them? And in the different services? What can be improved and how? What do you feel in need of to feel welcomed? How could they help with that improvement?

10.
**FACILITATORS GUIDE
FOR WELCOMING
SESSIONS**

Furthermore, it is recommended to promote the knowledge each person brings. Do not forget that people, although they may not master the language, have very relevant skills, knowledges, and experiences.

PRACTICAL IDEAS:

- On the first day, promote a presentation game that evidences the talents and skills of each person.
- Take time in the first sessions to listen to each person, motivating them to share about who they are, what they expect from these sessions and what they hope to bring to the group. It is possible to ask them to do so through drawings, images, in writing or verbally as each person feels more comfortable. It may be necessary to ensure simultaneous translation on this day, through other local persons who speak the languages, through the support of local associations, etc.
- Book a few sessions or part of each session for talent sharing (e.g. each person presents what they know how to do, teaches the rest of the group what they know or develops a hands-on workshop, etc.) – many things are possible to teach without sharing the same languages!
- Promote the learning of the languages of the people in the group through activities included in each session and make a glossary of the terms that the group deems most important in its main languages, which can then be distributed for future use of the group and to local public organizations and services.
- Invite other actors: local partners working in the field of inclusion, who develop activities that meet the interest of the people of the group, to present their organization; people from associations and formal groups related to the different places of origin, religions and cultural belongings of the members of the group, but also of others who are not represented in the group and who are expressive in the city.
- Also, in order to expand the network of contacts and support of people, invite native and non-native people who live in the city longer to support the sessions, teach some content, share their experience of integration and adaptation, disseminate social organisations and existing local migrants associations, etc.
- Associating these types of sessions with [mentoria](#) or sponsoring projects that promote interaction between native people, long-time residents and newcomers can be an asset to enhance the intercultural aspect of the project.
- We also recommend that non-formal and specific education methodologies for adult education be privileged.

10.
**FACILITATORS GUIDE
FOR WELCOMING
SESSIONS**

WHO SHOULD IMPLEMENT IT?

We suggest that people with sensitivity to the theme of inclusion should be involved, to whom we recommend that some basic training be provided before starting.

We also recommend that the people involved can obtain prior information about the interaction with specific groups that may bring some sensitive issues in terms of interaction, through meetings with associations and members of these communities, etc.

Mastery of English can be key, as well as the presence of local mediators, to translate and support sensitive issues that may arise.

If language learning is given, you may need to develop your language teaching skills.

It may happen that a certain group of people cannot be in the same room as another (at least in an early stage), or that it is necessary to negotiate with leaders and have a community member present to legitimize the sessions. At certain initial moments of establishing a relationship with communities it may be necessary to negotiate with sensitivity their presence in these moments, which may mean changing some part of the project (for example, changing the order of the contents, making sessions for separate groups at a first stage, adapting the contents, etc.) or even preparing the sessions together with someone in the community, and it can often mean asking other people to deliver the most sensitive content. This does not mean you should give up on promoting relations between different groups, or taking out certain important contents altogether, but it will help you to have more time to gain their trust and understand better the reasons why being in the same room or talking about certain issues is sensitive for them. In the end, you might need to reconsider the way these contents are being presented and the way you establish groups for the welcoming sessions to insure they are being presented in a respectful manner.

Some content may be sensitive to address, or people may be afraid about what it will be and how it will be addressed (e.g. in the area of health, religion, etc.).

Listen to community representatives often - it can be that many people are not participating in the activities for reasons of this kind. Put yourself in the place of co-learner: take these sessions as moments of mutual learning: **for those who are invited to the session and to those who deliver it.**

10.
**FACILITATORS GUIDE
FOR WELCOMING
SESSIONS**

Think that many cultural issues may not be easy to understand for you, but it is important to get more information in advance, listen to people, and show respect for their cultural practices. Also be careful about assumptions you may be making about a group based on your own traditions, values, cultures and experiences, for example about gender roles, daily habits and routines, clothing, food, etc. Always avoid making value judgments and issuing agreement/disagreement and your opinion. **The role of those who promote the sessions is to listen and transmit information, promoting the establishment of intercultural relationships based on respect and acceptance. If people do not feel comfortable in the sessions this goal will not be achieved.**

**Remember:
we don't
have to agree
in order
to respect!**

11

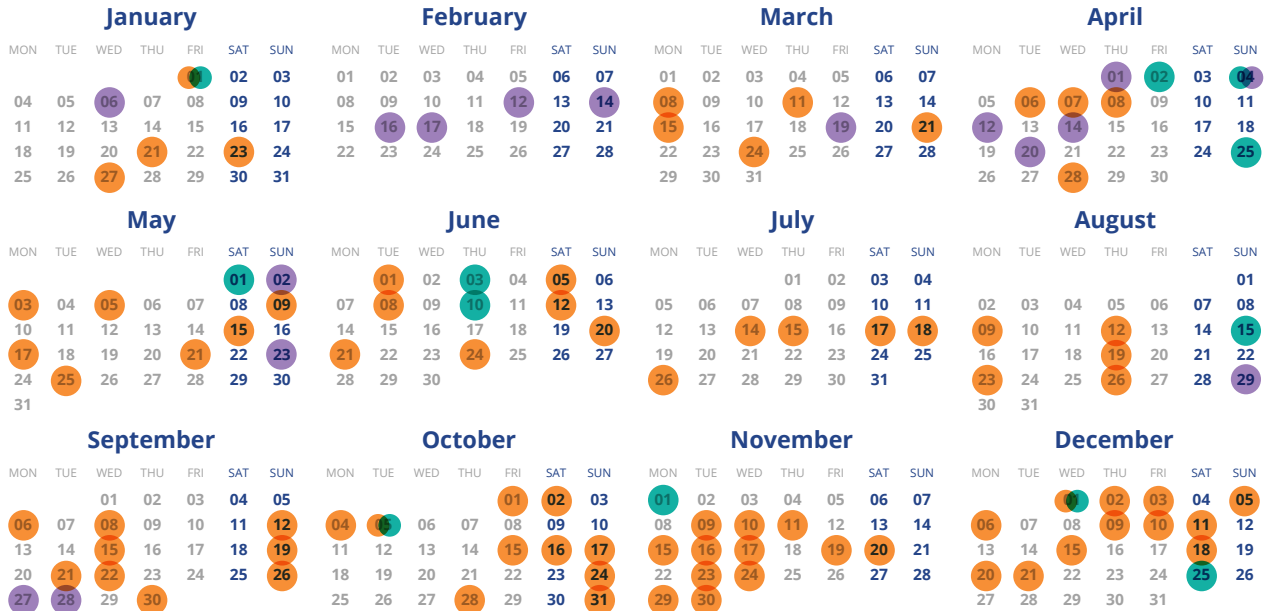


ATTACHMENTS



11.
ATTACHEMENTS

CALENDAR



- International days
- National Holidays
- Religious and Cultural Festivities

International days (continuation)

- | | | |
|---|---|---|
| <p>01 October International Music Day and World Vegetarian Day</p> <p>02 October International Day of Non-Violence</p> <p>04 October World Animal Day</p> <p>05 de October World Teachers' Day</p> <p>15 October Conflict Resolution Day</p> <p>16 October World Food Day</p> <p>17 October International Day for the Eradication of Poverty</p> <p>24 October United Nations Day</p> <p>28 October International Day of Older Persons and World Judo Day</p> <p>31 October Halloween, Our Daily Bread Day and World Savings Day</p> <p>09 November International Day Against Fascism and Antisemitism</p> <p>10 November World Science Day for Peace and Development</p> <p>11 November World Origami Day</p> | <p>15 November National Day of Sign Languages</p> <p>16 November International Day for Tolerance</p> <p>17 November World Creativity Day and International Student Day</p> <p>19 November International Humanity Day</p> <p>20 November International Transgender Day of Remembrance and Children's Rights Day</p> <p>23 November International Day to End Impunity</p> <p>24 November National Day of Scientific Culture</p> <p>29 November International Day of Solidarity with the Palestinian People</p> <p>30 November Cities for Life Day</p> <p>01 December World AIDS Day</p> | <p>02 December International Day for the Abolition of Slavery</p> <p>03 December International Day of Persons with Disabilities</p> <p>05 December International Volunteer Day</p> <p>06 December Saint Nicholas Day</p> <p>09 December International Day of Commemoration and Dignity of the Victims of the Crime of Genocide</p> <p>10 December Human Rights Day</p> <p>11 December International Tango Day and UNICEF Day</p> <p>15 December International Tea Day</p> <p>18 December International Migrants Day and World Arabic Language Day</p> <p>20 December International Human Solidarity Day</p> <p>21 December Winter solstice</p> |
|---|---|---|

11.
ATTACHEMENTS**National Holidays**
Fixed annual holidays**01 January – New Year**

In Portugal, New Year's Eve celebrates the turning of the calendar year, between 31 December and 1 January. New Year's Eve is celebrated on 31 December and it is one of the main festive days of the year. This is the last day of the year, prior to New Year's Day, which is a holiday. It is also a day to call your friends and family to wish them a happy new year. On this day, preparations for New Year's Eve dinner and for the celebration of the New Year are made, which is also known as Reveillon.

New Year Traditions

- At midnight, toast with champagne and eat raisins
- Eat one raisin for each stroke of the clock and ask for a wish at each one, which means, make 12 wishes
- Wear at least one new and blue undergarment
- Start the year off with the right foot (it is believed that it brings good luck)

25 April – Freedom Day

This date celebrates the Portuguese military uprising that on 25 April 1974 carried out a military state coup, ending the dictatorial regime of Estado Novo. That dictatorship was led by António de Oliveira Salazar, who governed Portugal from 1933 to 1968. The Movimento das Forças Armadas (Armed Forces Movement), comprised of soldiers and university students, was supported by the Portuguese population. The army deposed President Marcello Caetano without violence and he went into exile in Brazil, where he passed away in 1980. The victorious revolutionaries were able to peacefully implement a democratic regime and establish a new Portuguese Constitution, on 25 April 1976. The symbol of 25 April is a carnation, the flower that the population placed inside the military guns on that day. The entire country will be involved in celebrations, events, marches and other ways to mark the day.

1 May – Labour Day

This event dates back to 1 May 1886, in the USA, where more than 500,000 workers took the streets of Chicago in a peaceful demonstration, demanding the work day be reduced to eight hours. The police tried to disperse the demonstration, injuring and killing dozens of labourers. On 5 May 1886, the labourers returned to the streets. Some were once again injured and others imprisoned. The public opinion repudiated the police and the Government action, as well as the employers' action and, in 1889, the Second International gathered in Paris, where it declared 1 May as International Workers' Day. In 1890, American workers had their daily work day reduced to eight hours. In the United States, Labour Day is celebrated on the first Monday of September. In Portugal, the celebration of 1 May began in May 1974, after the 25 April Revolution. Labour Day is celebrated in the entire country, with demonstrations, marches, celebrations and rallies, in order to present the Government and employers with the workers' needs and rights. Since this is a public holiday, it is also an opportunity for workers to rest.

11. ATTACHEMENTS

10 June – Day of Portugal, Camões, and the Portuguese Communities

As a national holiday, this date pays tribute to the Portuguese poet Luís Vaz de Camões, author of *Os Lusíadas* (The Lusiads), a Portuguese epic work, who passed away on 10 June 1580. The Day of Portugal programme includes many activities, such as parades, military demonstrations and the awarding of medals of merit, for example. It is also considered Portuguese Language Day and National Citizen Day.

15 August – Assumption of Mary (Catholic holiday)

The Catholic tradition affirms that when the Virgin Mary died, she was taken up body and soul into heaven to participate in her son's glory, Jesus Christ. According to theologians, Mary had died and immediately resuscitated, as if she was only asleep and, therefore, the Church also attributes to this event the name "Dormition of the Mother of God".

5 October – Establishment of the Republic

The Establishment of the Republic is celebrated annually on 5 October, the day when the monarchy was deposed, in 1910, in Lisbon. Republic Day is a national holiday.

1 November – All Saints' Day (Catholic holiday)

Is celebrated annually in honour of the known and unknown saints, Christian martyrs and heroes commemorated during the year. On this day, All Souls' Day is also celebrated (in advance), with its official day being on 2 November. The origin of this celebration dates back to the 2nd century, when Christians started to honour those persecuted and martyred due to their faith. The custom on this day is to visit the graves of deceased relatives, paying tribute to them.

1 December – The Restoration of Independence in Portugal

This date remembers the action of the Portuguese nobles who, on 1 December 1640, invaded the Royal palace and killed Miguel de Vasconcelos, the representative of Spain in Lisbon, proclaiming D. João I, Duke of Bragança, as the king of Portugal. The Restoration of Independence was the culmination of a period of great discontent among the Portuguese population, who was unsatisfied with the Iberian Union between Portugal and Spain, which lasted 60 years (from 1580 to 1640).

8 December – Immaculate Conception Day (national Catholic holiday)

This day invokes the life and virtue of the Virgin Mary, mother of Jesus, without stain, which means, without the original sin, which received the title of Catholic dogma on 8 December 1854. Therefore, this is the origin of the commemoration, which is a date of great meaning to the Catholic Church.

25 December – Christmas Day (Catholic holiday)

This is one of the most important holidays in the Portuguese Catholic calendar and the most anticipated day of the year for children. Christmas is celebrated every year on 25 December. The nativity of Jesus, son of the Virgin Mary and Saint Joseph, is celebrated on this day. In the evening of 24 December, families gather for Christmas dinner. Christmas delicacies are tasted at the table, such as cod, rabanadas (French toasts), Portuguese sponge cake, bolo-rei (traditional Christmas cake) and sonhos (fried cakes), among many other dishes, traditional of this season. On 25 December, at midnight, the traditional Missa do Galo (Rooster's Mass) is celebrated in several places in the country. Some families attend the mass, which celebrates the nativity of Jesus, in Bethlehem. At home, it is common to kiss the Baby Jesus in the Nativity Scene at midnight. Children may open the gifts placed near the Christmas tree, only after midnight. Some wait until the morning of 25 December to open them. On that day, families gather for lunch, once again, to celebrate Christmas.



Each city also has their own municipality day and that day is a local holiday for that city.

11. ATTACHEMENTS

National Holidays Movable annual holidays

March/April:

Good Friday (Catholic)

This is a religious holiday, which is celebrated on the Friday before Easter Sunday. On this date Christians remember the judgment, crucifixion, death and burial of Jesus Christ, with several religious rituals. It is also known as Passion Friday and this is a movable holiday. It is celebrated between 22 March and 25 April, and it serves as reference to other dates, since this is the first Friday of full moon after the spring equinox in the Northern Hemisphere, or the autumn equinox, in the Southern Hemisphere, which is celebrated on 21 March.

Easter Sunday (Catholic)

This is a movable holiday, always celebrated on Sunday. This is a religious celebration that commemorates the Resurrection of Jesus Christ. Christians celebrate the Resurrection of Jesus Christ and this date is known as Easter Sunday. According to the Bible, after the crucifixion of Christ, celebrated on Good Friday, Jesus resurrected on the third day after His death. The date is a moment of reflection, in honour of the life and death of Christ, and the acknowledgment and glorification of His suffering. Easter is also celebrated with family gatherings, as a moment of joy and celebration. Seven days before Easter, Palm Sunday is celebrated, which is a day dedicated to godfathers and godmothers. The godchildren offer flowers or plants to their godfathers and godmothers, and, in return, receive a foliar, i.e., a gift on Easter day. The Portuguese sponge cake, papos de anjo (egg cakes in syrup), Easter bread, Easter eggs and almonds are some of the traditional delicacies of this festivity.

May/June:

Feast of Corpus Christi (Catholic holiday)

The Feast of Corpus Christi is a national religious holiday, which is always celebrated on a Thursday. The celebration takes place on the second Thursday, following Pentecost Sunday, and it is commemorated between 21 May and 24 June. While Pentecost is celebrated 50 days after Easter, Corpus Christi is celebrated 60 days later.

11.
ATTACHEMENTS**Religious and Cultural Festivities****Fixed annual festivities****6 January – Three Kings Day (Catholic celebration)**

This Catholic celebration is associated with the Christmas tradition, which recounts that Three Kings from the East visited Baby Jesus on the night of 5 to 6 January, after being guided by a star. Tradition dictates that, on that day, the family gathers together to celebrate the end of the Christmas festivities. The delicacies of Three Kings Eve include: cod with boiled potatoes, *bolo-rei* (traditional Christmas cake), *rabanadas* (French toasts), *sonhos* (fried cakes), among other Christmas delicacies.

14 February – Valentine’s Day and Love Day

The story of Valentine’s Day dates back to the 3rd century AD. The Roman Emperor Claudius II had forbidden marriages, in order to attract more soldiers for his troops. A priest of that time, named Valentine, disrespected the imperial decree by celebrating marriages. The secret was revealed and Valentine was arrested, tortured and put to death. Executed on 14 February 269, the date originated Valentine’s Day.

19 March – Father’s Day

Tradition dictates that a gift is given to each father to honour him. Children usually offer symbolic gifts, such as crafts, songs and poems that are prepared at school. The family gathers, bringing together parents, uncles/aunts and grandparents, in order to honour the fathers of the family. This day is usually spent with family.

1 April – April Fools’ Day

Tradition dictates that, on this day, people tell lies and surprise others with unexpected facts or actions. The media, namely newspapers, televisions and radios also tell “fictional stories” on 1 April. These fake stories are revealed the next day.

11.
ATTACHEMENTS**Religious and Cultural Festivities**
With movable date**Carnival**

Carnival, also known as *Entrudo*, is a Pagan festival that is always celebrated on a Tuesday, 47 days before Easter Sunday. In Portugal, Carnival is an optional holiday, i.e., it is not an official holiday, being decreed by the municipalities (for public employees) and the companies (for private employees).

Chinese New Year

After the first new moon, the Chinese New Year starts. This way, the year starts between 21 January and 20 February. Although the Gregorian calendar is followed by the majority of countries, which is based on the translation movement of the Earth, the Chinese calendar is organised by the moon phases and sun position. The Chinese zodiac is comprised of 12 signs and each animal is influenced by the 5 essential elements of the Universe: metal, water, wood, fire and earth. In 2020, a new cycle began with the Metal Rat, and it will end in 2031, with the Metal Pig. Starting in 2032, the 12 zodiac animals will be influenced by the water element, thus beginning a new 12-year cycle. In total, 60 years must pass until the rotation of the 12 signs under the five lunar cycles is completed.

Mother's Day (1st Sunday of May)

In Portugal, Mother's Day used to be celebrated on 8 December, but it started to be celebrated on the 1st Sunday of May, in honour of the Virgin Mary, mother of Christ, which is commemorated during May. The date honours every mother and serves to reinforce and demonstrate the love sons/daughters have for their mothers. On Mother's Day, sons/daughters usually offer gifts and prepare surprises for their mothers, in order to demonstrate how much they love them, thanking them for all their commitment and dedication.

Confucius Day

Confucius Day is traditionally celebrated on 28 September. The birthday of Confucius is on the 27th day of the eighth lunar month of the Chinese calendar. Confucius Day is officially celebrated in Taiwan as "Teacher's Day" on 28 September, and in Hong Kong, on the third Sunday of September, although the traditional date is also followed. The ceremonies of Confucius Day date back to the Zhou Dynasty. Currently, the ceremonies take place 60 minutes before sunrise on the 28th day, with 37 parts which are each precisely choreographed, in Qufu (Shandong), the birthplace of Confucius, at the Confucius Temple in Taipei, Taiwan, and at temples throughout China. Confucius was considered China's first teacher and Asia's most influential philosopher, leaving more than 500 proverbs to the world. "Don't do unto others what you don't want done unto you" is one of the wisdoms shared by Confucius, who was also an editor and politician.

Krishna Janmashtami

In the Hindu religion, Janmashtami is a holiday that celebrates the birth of Krishna, one of the most important gods in Hindu Faith.

Easter

In the Christian religion, Easter marks the Resurrection of Jesus Christ and it is considered one of the most important holidays, which takes place three days after the crucifixion of Jesus. Traditionally, Easter Sunday marks the end of a 40-day period of fasting and praying.

11.
ATTACHEMENTS**Pentecost**

In the Christian religion, Pentecost, celebrated 50 days after Easter Sunday, represents the descent of the Holy Spirit upon the apostles of Jesus Christ. The celebrations include festive meals, processions and folk dances.

Ash Wednesday and Carnival / beginning of Lent

Ash Wednesday takes place one day after Carnival Tuesday. It is also known as Ash Day, which is the first day of Lent in the Christian calendar. It is celebrated 40 days before Easter (without considering Sundays) and it always takes place between the beginning of February (4th day) and the second week of March (10th day). This is not a holiday, but it is a very important day in the Christian calendar, appealing to fasting, meat abstinence, almsgiving and reflection.

Ramadan

In the Islamic religion, this date marks the beginning of the month of fasting, a time in which Muslims abstain from eating, drinking, smoking and having sexual intercourse, from dawn to sunset. At the end of Ramadan, Eid is celebrated, which starts early in the Mosques, with Eid prayers, after which, families and friends gather together, exchange gifts and share food. Eid al-Fitr (which can be translated as festival of breaking the fast) takes place on the first day after the holy month of Ramadan, i.e., 29 or 30 days later. The Eid al-Fitr date is defined on the “night of doubt” (night observation of the sky that allows the determination of the end of the lunar month. The appearance of the end of the crescent moon after the new moon is the indication). Muslims use a lunar calendar, shorter in about 11 days in relation to the solar calendar, used by western civilisations. The term “Ramadan”, usually used to designate the fasting practiced by Muslims, is also the name of the ninth month of the Islamic calendar.

Ridván

Ridván is a 12-day Bahá'í faith festival, where the date in which Bahá'u'lláh' affirmed to be a prophet is celebrated in the gardens of Ridván, in the outskirts of Baghdad, in 1863. On this date, the followers of the Bahá'í religion gather together to pray and celebrate this holy festival.

Vaisakhi

For Sikhs, Vaisakhi celebrates the date on which Khalsa was formed by Guru Gobind Singh, in 1699. On this occasion, people get dressed up in new clothes and exchange gifts. In the Hindu religion, Vaisakhi is a festival of worship.

Yom Kipur

: is celebrated from the afternoon of 27 September until the afternoon of 28 September 2020. Yom Kippur, also known as Day of Atonement and Day of Forgiveness, is one of the most important dates in Judaism, because it is the most holy day in the Jewish calendar. This Jewish holiday is a day of extreme fasting and praying, which starts at sunset on the previous day and ends at star rise on Yom Kippur day. Yom Kippur is part of a set of festivities celebrating Tishrei month, that occur in the beginning of autumn in Israel, which according to the Gregorian calendar takes place between September and October.

11.
ATTACHEMENTS

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