

Sanitary Ambit Guide for Inmigrants



Consejería de Sanidad.
Secretaría Autónoma de Atención al Ciudadano,
Ordenación Sanitaria y Drogodependencias



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Secretaría Autonómica de Atención al Ciudadano,
Ordenación Sanitaria y Drogodependencias.

SANITARY AMBIT
GUIDE FOR
INMIGRANTS

Credits

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1- INSTITUTIONAL PRESENTATION

In the Spanish society, the increase of the population from communitarian and non-communitarian nationalities or origin has been confronted with uncertainty, and from the experience in different processes of emigration, which entails the necessity of the planning and programming of precise and concrete performances in the different scopes of intervention of our competency frame, including the sanitary scope.

The immigrant population constitutes a factor of essential economic development in our autonomous Community, and there are many immigrant people who need the establishment of social networks for the normalization to access to the available resources in housing matter, health, education, social services, employment, etc. In order to obtain that, it is necessary that as much the administrations, as the organized civil society, join their efforts with the purpose of making profitable the available resources for this sector of population, which will contribute, certainly, to obtain a climate of intercultural coexistence in our autonomous community.

All this must be completed with the analysis of the aspects of the reality, barely visible at the present moment and not less important at the time of defining the health and the sanitary attention of the immigrant population, they are related to the underutilization of certain sanitary services, like the preventive ones or the ignorance of the effect that new habits of life or consumption can have in them; focusing these readjustments to maintain the present levels of health and to avoid the development of sanitary social inequalities.

The sanitary professionals are appreciating fast qualitative and quantitative modifications, in the population they take care of and its work, related to the increase of the population and the fact of immigration. We note variations in the incidence and/or prevalence of certain pathologies that tie with the morbidity of the origin countries, with the modification of the conditions of life or work of the population or with its demographic and geographic distribution. It is therefore important to have uniform guidelines of performance that guarantee the integral attention considering the cultural diversity.



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In one hand, we must maintain the maximum respect to the person's dignity and the individual freedom, , and in the other hand, to declare that the sanitary organization must allow to guarantee the health like inalienable right of the population by means of the structure of the Murcian sanitary system, that must be insured in conditions of scrupulous respect to the personal privacy and the individual freedom of the user, guaranteeing the confidentiality of the information related to the sanitary services offered and without no type of discrimination.

Consequently, the Council of Health and the Council of Social Policy, Woman and Immigration, have established a coordination frame, in relation to the migratory fact, that considers the modification of the profile of the user population of the public sanitary system, to orient the sanitary benefits and to guarantee the accessibility, time, information, quality and security.



2- INTRODUCTION

This guide, which content is centred in the sanitary scope, is directed to the people who come from other countries and those, either has been arriving, or reside for some time in Murcia. It has the purpose of informing about the functioning of the National Sanitary System (SNS) and concretely into our Murcian Sanitary Service (SMS): what services it offers, the way to access to some general recommendations and others in reference to the drug-dependency, to facilitate the relation between the people and the sanitary services.

It is about establishing an approach between the sanitary institution and the citizen. To be informed is basic to exert our rights, to assume our obligations, to know the existing resources and routes access and making a correct use of the services.

Really, having the suitable and precise information, we have more possibilities to access to the regional sanitary resources and of improving our state of health and the one of our families.



3- THE RIGHT TO MEDICAL CARE

- In title I of the **SPANISH CONSTITUTION**, in **article 43**:
 1. The right to health care access and services is recognized.
 2. State authorities have the competency to organise and protect the Public Health across required health prevention and care services...
- In the **article 1.2** of the **General Health Law 14/1986** of 25th April recognizes all Spaniards and foreigners within national territory as legally entitled to the protection of their health and health services under the terms foreseen in the law.

As far as the **rights** that have the users, concerning the different sanitary public administrations, they emphasize those that the **article 10** gathers:

1. Right to the **respect** of their personality, human dignity and privacy, without the possibility to be discriminated for social or cultural reasons.
2. Right to the **information** on the sanitary services to which they can accede and on the necessary requirements for its use.
3. Right to the **confidentiality** of all the information related to their process and their stay in public and private sanitary institutions that collaborates with the public system.

In the **article 12** of the **Organic Law 4/2000** of 11th January says about **rights and freedoms of foreigners in Spain and their social integration**:

- 1- The foreigners, who are in Spain **registered for three months in the Municipal Census** of the place where they normally reside, are entitled to health service under the same conditions as the Spaniards.



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- 2- Foreigners living in Spain have the right to access to the Spanish Sanitary System in the case of **emergencies** (serious illness or accident) whichever it was the cause. They also have the right to be attended during all the process until they have the discharge from hospital. When the situation of the person is irregular and he does not have the individual sanitary card he receives only this medical assistance of urgency, in case of having individual sanitary card, he has the right to the medical assistance in the same conditions that the Spaniards, as the previous point says, so as to assure an integral pursuit of the person's health. It is important to consider that the collapse of the services of urgency, does not improve the quality of the sanitary attention.
- 3- Foreigners **less than 18 year's** old living in Spain have the right to access to Public Sanitary System at the same conditions as Spanish people.
- 4- The **pregnant** foreigners who are in Spain entitled in the health service during pregnancy, childbirth and postpartum at the same conditions as Spanish people.



4- THE OBLIGATIONS OF THE USERS

Although it is certain that there are diverse laws which recognize the right of health service, we cannot forget that there are also **obligations or duties** of the user, in the scope of the health, which they are gathered in the **GENERAL LAW OF HEALTH 14/1986** of 25 of April, emphasizing:

- 1- To **fulfil the general prescriptions** and sanitary orders about Public Health Legally.
- 2- To be **tolerant**, as well as to **collaborate for the success of the sanitary measures** that have been adopted in order to prevent the risk, promote health protection or fight against the threats of the public health, specially in a necessity state.
- 3- The obligation of **responsibility**, take **care of the installations** and to **collaborate on the maintenance** in good conditions of the Health Institutions in Murcia
- 4- To have the **respect to** the personal and professional **dignity of every worker in the Public Sanitary Network** of the Region of Murcia.
- 5- To have the **observance of the norms** and **veracity in the use of the resources and benefits of the system** (notice of cessation of work, incapacity for the work, therapeutic and social attendance).
- 6- The **obligation, as a patient, of observance of the treatment**. To sign the volunteer certificate of discharge from the hospital when you don't accept the treatment: if the doctor requires, the certificate of discharge must be signed by the patient, but if he refuses, the management will be able to compel to do it.
- 7- The **obligation to provide information about your health** faithfully and truly, as well as to collaborate in obtaining it.



5- LEGISLATION ON DRUGS

According to definitions of the World-wide Organization of the Health, the dependency of drugs is a problem which has multiple causes of a chronic and relapsing nature.

In this legislative and social frame, considering the norm of international and state scope, **AUTONOMIC LAW 6/1997** is developed, of 22 of October, on "**Drugs, for the Prevention, Attendance and Social Integration**".

This legislation is common for all the people who live in the Autonomous Community of Murcia, including the immigrant population, in all the situations, as much regularized as not regularized.

Of the present law, we will emphasize the following dispositions:

. On the **object and scope of application**, in the preliminary title, article 1, the Law settles down stops:

1. To order the set of performances directed to the prevention of the drug- dependencies, and the attendance and social integration of the drug-dependents.
2. The object extends to actions that protect third people of the damages occasioned by drug consummation.

. About the **prevention of the drug-dependencies, article 7**, we emphasize the following points:

1. The scope of the prevention of the drug-dependencies will be communitarian. The approval and development of municipal and commonwealth plans of drug-dependencies in the terms established in **articles 42.2** were impelled and **43** of this Law.
2. The actions in prevention will be directed towards all the citizens without discrimination, prioritizing those directed to groups of high risk in poverty



situations, ethnic or city-planning marginality and specially, to minors and young people.

About the **attendance** and actuaciones developed, we will emphasize the exposed in **article 22**, in the following points:

1. To guarantee the attention to all the resident people in the autonomous Community of the Region of Murcia, with problems of abuse or legal or illegal drug dependency.
2. To try the taking of contact with the welfare services of the greater possible number of people with problems of abuse or drug dependency.
3. To improve the levels of physical and psychic health of the users, in the services of attention to the Mental Health and the Drug-dependencies.

It is important also to emphasize in its **article 23. 4** that: "the processing of health data will be **confidential**, **gratuitous** and **voluntary** in the basic and non-basic services of health".

. About **social integration** and the developed actuaciones, its article 27 proposes:

1. To facilitate the access of the drug-dependents to the standardized social resources.
2. To cause the development of specific programs, directed to obtain the social integration of drug-dependents.

. About the **competency** of the regional and local Public Administrations, we emphasized:

In **Article 41** "the Murcian Service of Health will carry out the actuaciones that are necessary, of welfare character in the matter of drug-dependencies and specially, those that are included in the Regional Plan on Drugs".

Article 42 of the competencies of the city councils includes:



The fulfilment of the different control measures settle down in this Law. In addition, the city councils with more than 20,000 residents in the Region of Murcia have the responsibility "to approve municipal plans on drugs, elaborated in coordination and in agreement with the criteria and directives of the Regional Plan on Drugs".

. About the **limitations of the sale and consumption** of alcoholic drinks and tobacco we will emphasize following articles:

The **article 16. 2** "it is **prohibited** the sale, dispensation and provision, gratuitous or no, of alcoholic drinks to **minors (less than 18 years old)**".

The **article 17. 1** "it is **prohibited** the sale and provision by any means, of tobacco to the **minors of 18 years**".

In the **LAW 28/2005**, of 26 of December about the **nicotinism**, approved in the scope of the state legislation, the **limitations** as far as the sale, provision and consumption of the tobacco are reiterated in accordance with that already mentioned in the previous section:

Article 3. 2 "it is prohibited to sell or to give to minors, products of the tobacco, as well as any other product that imitates it and induces to smoke".

Article 6 "the tobacco product consumption is **limited** to those places or spaces in which it is not totally prohibited or in those specially done for it".

The **Article 7** refers to the "**total prohibition to smoke**" in the following spaces:

- a) Public and private centers of work, safely in the spaces outdoors.
- b) Centers and branch-office of the public administrations and organizations of public right.
- c) Health Centers and sanitary services or establishments.
- d) Teaching and training institutions.
- e) Sport installations and places arranged for public spectacles, whenever they are not outdoors.



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- f) Zones destined to the direct attention of the public.
- g) Commercial centers.
- h) Centers of social attention for minors of eighteen years.
- i) Centers of leisure or relaxation, in which the access to minors of eighteen years is allowed.
- j) Cultural Centers, reading rooms, exhibition, library, conferences and museums.
- k) Nightclubs or of public use in general, during the schedule in which the entrance to minors of eighteen years is allowed.
- l) Areas or establishments where food is elaborated, transformed, prepared, tasted or sold.
- m) Elevators.
- n) Telephone Cabins, enclosures of the automatic tellers and other spaces of reduced public use.
- u) All the spaces of the suburban transport.
- p) Railway and marine average of transport.
- q) Planes with origin and destiny in national territory and all the flights of Spanish airline companies and flights shared with foreign companies.
- r) Stations on watch and similar

In any other place in which, by order of this law or another norm it is prohibited to smoke.



The following **table** explains by an abridged form, the main **punishable actions or omissions**, in the scope of the **drug-dependencies**, when the citizens **fail to fulfil** the **norm**.

PUNISHBLE ACTIONS OR OMISSIONS IN THE SCOPE OF THE DRUG-DEPENDENCIES	SANCTION, FAULT OR PAINS PENALTY	NORMS
To smoke in places in which there is prohibition	Serious or very serious sanctions.	LAW 28/2005 , of 26 of December, sanitary measures forehead to the nicotinism and regulator of the sale, the provision, the consumption and the publicity of products of the tobacco. Article 7
To sell or to give to minors, products of the tobacco, as well as any other product that imitates it and induces to smoke.	Serious or very serious sanctions	LAW 28/2005, of 26 of December, sanitary measures forehead to the nicotinism and regulator of the sale, the provision, the consumption and the publicity of products of the tobacco. Article 3.2
Sale, dispensation and provision of alcoholic drinks or tobacco to minors	Serious or very serious sanctions	LAW 6/1997 , of 22 of October, about drugs, for the prevention, attendance and social integration of the autonomous Community of the Region of Murcia. Arts. 16.2 and 17.1.



<p>Tolerance of the illegal drug consumption and traffic in public establishments and lack of impediment by the responsible.</p>	<p>Until prison sentences</p>	<p>STATUTORY LAW 10/1995, of 23 of November, the Penal Code.</p>
<p>The consumption in places, routes, establishments or public transports, as well as the illicit possession, although it was not destined to the narcotic drug traffic or psychotropic substance, as well as abandonment in the mentioned sites of equipment or instrument for its consumption.</p>	<p>Serious or very serious sanctions</p>	<p>LAW ABOUT PROTECTION OF THE CITIZEN SECURITY. Article 25.</p>
<p>Who drives a motor vehicle under the toxic, narcotic drug influence, psychotropic substances or alcohol drinks</p>	<p>Until prison sentences</p>	<p>STATUTORY LAW 10/1995, of 23 of November, the Penal Code. Chapter IV of the crimes against the Security of the Terrestrial Traffic. Arts. 379-385.</p>
<p>The conductor who, required by the agent of the authority, refuses to be put under the legally settled down tests for the verification of the facts</p>	<p>Until prison sentences</p>	<p>STATUTORY LAW 10/1995, of 23 of November, the Penal Code. Chapter IV of the crimes against the Security of the Terrestrial Traffic.</p>



described in the previous article.		Arts. 379-385.
The culture, elaboration or drug traffic , or that otherwise promote, favours or facilitate toxic, the illegal narcotic drug consumption or psychotropic substances, or have them with those aims.	Until prison sentences	STATUTORY LAW 10/1995 , of 23 of November, the Penal Code. Chapter III. Of the crimes against the Public Health. Arts. 359-378.
When the substances to which the previous article refers, are facilitated to minors , to diminished psychic or to people under losing habit treatment or rehabilitation.	Until prison sentences	STATUTORY LAW 10/1995 , of 23 of November, the Penal Code. Chapter III. Of the crimes against the Public Health, Arts. 359-378.
Drug consumption by worker, in labour areas .	Disciplinary dismissal by the company.	Statute of the workers. Article 54.2.

Some sanctions can be suspended in case of initiating a treatment of losing habits in an accredited center for so objective and in the determined form and time according to the regulations.



6- THE NATIONAL HEALTH SYSTEM

The National Health System is based on the principle of which all person has the right to the health, independently of his economic and labour situation. It constitutes the frame of general guarantees for the protection of the health of the citizens. In Spain this system is public and gratuitous.

The Real Decree 1030/2006, of 15 of September, establishes the portfolio of common services of the National Health System and the procedure for its update. The services offered are the following ones:

- **primary care**
- **Specialized care**
- **Pharmaceutical benefit**
- **Complementary benefits (sanitary transport, oxygen therapy at home, ortoprotesic benefit, etc...)**
- **Services of sanitary information and documentation (expedition of medical reports, medical casualty reports, certifications, information about rights and obligations, etc...)**

PRIMARY CARE

It is the basic and initial level of attention, that guarantees the global and continuity of the attention throughout all the life of the patient. The center of primary attention called Health Center, is the first place to which it is due to go when a health problem occurs or for prevention reasons. In the smallest towns, the visit becomes in the local doctor's offices. Activities of promotion of the health, sanitary education, and prevention of the disease, medical assistance, maintenance and recovery of the health, as well as the physical rehabilitation and the social work are developed there. All these activities go directed to the people, to the families and to the community, under a biological, psychological, social and cultural approach, they are paid by a multidisciplinary team, guaranteeing the quality and accessibility to the same ones, as well as the continuity between the different scopes of attention in the benefit of sanitary services and the coordination between all the involved sectors.



In the Health Center, we can find the family doctor, pediatrician, the nurses, physiotherapist, the social worker, the aid of infirmary and the personnel of administration.

If the health problem requires other specialized attentions, from the center of primary attention the patient is derived or sent to the Specialized Attention, like ambulatory of specialties and hospitals, to make diagnostic's tests like x-rays, scanner and magnetic resonance, with the purpose of solving the health problem.

Some of the services that are offered by the primary care:

Sanitary attention by petition, programmed and urgent as much in the consultation of the health center, as in the house of the patient, situations of immobilized patients and with patients in final stage.

Programmed activities, for the prevention of diseases, promotion of the health, familiar attention and communitarian attention.

Specific attentions and services regarding the woman, the childhood, the adolescence, the adults, the third age, the risk groups of and chronic patients.

Vaccine administration according to the official calendar of the Region of Murcia. Sanitary attention to the pregnancy, childbirth and post-partum.

Precocious detection and integrated boarding of the problems of health derived from the situations of social exclusion, like minors in welcome, ethnic minorities, immigrants or others.

Attention to the mental health in coordination with the services of specialized attention, in the detection, diagnosis and treatment of adaptive breakdown.

Attention to people with risk conducts like the addictive conducts.



Transaction of dossier of recognition of the right to the medical assistance, for people without sufficient economic resources.

SPECIALIZED CARE

This attention is the second level of access to the medical assistance. It is acceded generally after the citizen has gone to the primary attention (doctor of family or pediatric) and by the characteristics of his sanitary situation, requires more of another type of specialized attention with specialist doctors like the traumatologist, the cardiologist, the psychiatrist, etc. or, through the services of urgency.

Some of the benefits that are offered from the specialized attention:

- Specialized ambulatory attendance through the specialist consultations
- Service of hospitable urgency.
- Hospitalization in internal regime.
- Mental health care
 - Diagnosis and treatment of addictive conducts or drug-dependencies.
 - Breakdown derived from risk situations and social exclusion.

Attention of **urgency in hospitals** will render, during 24 hours of day, to patients no hospitalized and whom clinical situation is acute, and that force an immediate attention of the services of the hospital, in the three following situations:

- By the remission of the doctor of primary attention
- By the remission of the doctor of specialized attention
- For reasons of urgency or vital risk that could require exclusive therapeutic measures of hospitable means.

According to the **pharmaceutical benefit or of medicines**, the doctors of primary attention and specialized attention are the professionals charged by means of **medical prescription**; they prescribe suitable medicines to the patients. The medicines are



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bought in the pharmacies, because in general conditions, and for most of the population except for the pensioners, it has a cost for the patient. That means that the pharmaceutical benefit is not totally gratuitous, a part of the total cost is paid by the user and the other part by the Social Security.



7- ACCESS TO SANITARY ASSISTANCE OF THE NATIONAL HEALTH SYSTEM

The document that identifies the citizen like user of the National Health System and that has like purpose, facilitating his access to the sanitary services and the pharmaceutical benefit of the Social Security, is the **Individual Sanitary Card**, its regime of use is regulated in **Decree 92/2005**, of 22 of July, the Region of Murcia. It is a personal and untransferable card, each member of the family must have the own one. You must ask for it in the Health Center which corresponds to you according to your address. You will appear in your sanitary card either like titling or like beneficiary of the same one.

In the case of the foreigners who come from countries of the European Union, they can obtain in their origin countries, before leaving such, the European Sanitary Card (**European Health Insurance Card**) that will allow them to accede to the medical assistance in Spain, without difficulty.

In the Health Center, they will inform you about the **necessary requirements** to ask for this card, despite as general information we can indicate that, in addition to the corresponding request, you will have to contribute:

1. If you are in **irregular administrative situation**, it means, you do not have documentation that allows you to reside legally in Spain:
 - Passport or another identification document
 - to be registered in the Municipal Census (Census Certificate)
 - Document or number of affiliation to the Social Security.

The **pregnant women**, who are in irregular situation, will be able to ask for a provisional card, with the aim to accede to the medical assistance during the pregnancy, the childbirth and after childbirth.



2. If you are in a **regular administrative situation**, it means, you have the documentation that allows you to reside legally in Spain, you will have to contribute:

- Passport
- Card of residence
- Document of affiliation to the Social Security
- Family book (in the case you want to include, to some new born son, or some minor).
- Census certificate

The people who are working legally in Spain can ask for the Sanitary Individual Card for them, like **titular** and for the rest of their family, husband or wife and children in quality of **beneficiaries**.

In any case, the basic requirement, to obtain the individual sanitary card, is to be registered in the Municipal Census, in the zone where you will apply for the card.

Once you have asked for the card, you will receive it by mail in your address. You will have to be very pending of the mail. While you receive the card, you will be able to accede to the medical assistance with the copy of the request, sealed by your Health Center

- You will have to present this card whenever you go to the sanitary services.
- The card expires 4 years after its emission and generally its renovation is automatic.
- In case of breakage, mislead, data error, change of address, etc. you will have to go to your Health Center so as to make a new request.



The access to the sanitary attention in the Health Center (Primary Attention) can be classified according to the health problem of the person:

Health common Problem, non urgent or revision: through **previous appointment**, in which it is indicated the day, hour and consultation room number for the visit with the suitable sanitary professional.

Urgent problem: You request a **previous appointment** the same day in the corresponding health Center. There are two possibilities:

- If it is urgent the sanitary attention is done at the moment
- If it can wait, the sanitary attention is done at the end of the consultation.

Another way to access to the services of Primary Attention in the **Health Centers**, according to the **type of consultation**, can be:

- Previous appointment of the user, it is called **consultation by petition**.
- By the criterion of the sanitary professional, this one is called **arranged consultation**.

The **previous appointment** that enables you to go to a consultation in the Health Center can be obtained:

- Going to the counter of the Health Center and asking it to the administrative staff.
- Through the telephone number of previous appointment of your Health Center.
- Through Internet.

When you know which one is your corresponding Health Center, you can request information on its functioning, its schedule during the days of week and the week ends, it may be interesting for you to know what is the schedule of attention of its service of urgencies and the one of the consultation with the different professionals, by means of previous appointment, et cetera.



8- ACCESS TO THE SPECIALIZED ATTENTION IN MENTAL HEALTH AND DRUG-DEPENDENCIES

The access to the **Specialized Attention in Mental Health and Drug-dependencies** (Mental Health Centers and Centers or Units of Attention to Drug-dependencies CAD or UAD) will be made from the Primary Attention.

We understand by specialized attention in Mental Health, the prevention, treatment, rehabilitation and reintegration that is given from the specialized Attention of the Murcian System of Health, when the person has a health problem of psychological or psychiatric character.

The specialized attention in Drug-dependencies is the sanitary attention given from the specialized Attention in the Murcian System of Health, when the person has a problem of abuse and dependency **to toxic drugs, narcotic, psychotropic substances or alcoholic drinks.**

The requirements of access to the Mental Health Centers will be the following ones:

1- patients will be sent from Centers of Primary Attention by derivation of their family doctor, through the "program of counter", it is the document that regulates the administrative benefits of the Health Centers, for example the previous appointment with specialists, the prescription visa or the proceedings to obtain the Individual Sanitary Card.

2- The patients will give a report of the family doctor, who sends them to this service, and where he exposes briefly the situation of the patients and the reason for their derivation.

3- In the Health Center, the patient will be informed about the day and the hour of the consultation in the Center of Mental Health.



4- In the supposition of not being able to attend or to have to make some change in the anticipated consultation, the patient must notify the Center of Mental Health by telephone or personally.

The requirements of access to the C.A.D (Centers of Attention to Drug-dependencies):

1. the patient will be sent from the Centers of Primary Attention by derivation of his family doctor or in other case, by the Center of Mental Health of the corresponding zone of residence
2. It will be necessary to be registered in the Municipal Census of the Region of Murcia, during three months.
3. When arriving at the C.A.D the patient must show the interconsultation paper also called "volante", facilitated in the Health Center, correctly complimented by the family doctor.
4. The patient must give also the D. N. I. (Document of National Identity), passport or an identification document with his photo.
5. If it is resumption, it means, when six months have passed from the last appointment to which the patient has not gone without justification or from his discharge, the entrance in the C.A.D will have to be made again from Primary Attention.

From the **C.A.D and mental health centers**, in the necessary cases, the opportune derivations are made to the rest of devices integrated in the network of attention in drug-dependencies, like: the Units of detoxifying, the Centers by day, the Therapeutic Communities, the Center by day of the Hospital of the Charity for patients with Dual pathology, et cetera. (**Look at ANNEX I**).

Requirements of access to the Programs of Labour Reintegration for drug-dependents:



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The person who accedes to the Programs of labour reintegration must be in a Program of Treatment by Drug-dependencies. The access to the resources of labour reintegration will be made from the CAD, Centers of Mental Health and other welfare devices of the network: Therapeutic communities and Centers by day, through the professionals of reference of the treatment centers that will emit the derivations to the programs of labour reintegration (companies, centers of use, employment agencies, etc.).



9. ATTENTION IN MENTAL HEALTH AND INTERVENTION IN DRUG-DEPENDENCIES

The **Murcian Health Service** counts in the entire region with a Network of Mental Health that is organized by diverse welfare Programs: mental health in **adult population**, mental health in **children and young population**, **attention to drug-dependencies**, **rehabilitation** and **hospitalization**. The attention in all the Programs is **gratuitous**, **voluntary** and **confidential** and it is given from the Centers of Mental Health and Centers of Attention in drug-dependencies UAD or CAD.

It also counts on other devices of rehabilitation which were used to made concert of gratuitous seats (therapeutic Communities, Centers by day, etc.) in addition to agreements established with diverse ONG and Associations that participate in the same welfare project. (**Look at ANNEX I**).

We will describe the different devices that exist and its characteristics:

- **U. S. M /C. S. M (Centers of Mental Health)** are public services of specialized consultation formed by a team of professionals (psychiatrists, psychologists, nurses, social workers and auxiliary personnel) in subjects related to the Mental Health. From these devices they can be derived to Hospitable Psychiatric Units (UPH), in the cases that therefore they require it. Sometimes the Units of Attention to Drug-dependencies are included in the Centers of Mental Health (UAD/CAD.)
- **U.A.D /C.A.D. (Centers of Attention to drug-dependencies)** are specialized units, so that each area of health has assigned a CAD, understanding by health area a structure of the sanitary system, delimited by a number of inhabitants, to organize the territorial demarcation, the sanitary benefits and the health programs. His task is taking care of people with alcoholism problems, cocaine, heroin, cannabis, synthesis drugs, etc. and it is formed by a multidiscipline professional's team made up of psychiatrists, doctors, psychologists, nurses, social workers and auxiliary personnel. The treatment is **voluntary** and **confidential**.



- **U. T. O (Units of treatment with Opiate):** are units integrated in the C.A.D they provide a treatment of substitute maintenance of opiate, through the doses of methadone, in those patients who require it.
- **U. M. D. (Movable Unit of Drug-dependencies):** it is a service located in a van, that moves to approach the treatment of substitute maintenance of opiate, by way of the dispensation of methadone, to the drug-dependents population, who cannot accede normally to other services.
- **U. D. H. (Units of Hospitable Detoxification):** They are units that make the physical detoxification of patients with breakdowns caused by use or abuse of psychoactive substances. They are available in public hospitals and the average stay is of 12 to 15 days. Its access is through the C.A.D.
- **Therapeutic Communities:** they are specific devices of treatment, in regime of voluntary internment. They give an individual and group psychotherapeutic, social and educative intervention. Its access is through the C.A.D.
- **Centers by day:** are centers that allow a treatment opened in semi-residential regime. It offers individualized attendance to each user. It tries the development of labour and social standardized habits and behaviours. The derivation becomes from the C. A. D.
- **C. E. A. (Center of meeting and welcome):** this resource offers information, direction and close support, to people with problems derived from the drug abuse and in serious situation of social marginality. They are centers of diurnal stay and immediate access.

The program of psycho-social Rehabilitation of the mental health and Reintegration in drug-dependencies: it constitutes an essential part of the welfare devices and has as objective, to obtain the maximum possible level of recovery,



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normalization of the behaviour and psycho-social integration of those patients, avoiding the marginalization that supposes the mental disease.

Mechanisms of cooperation between councils with the services, in special of social inclusion of the Council of Work and Formation have been developed thus, as well as of the Council of Social Policy, Woman and Immigration, that allow to offer to the drug-dependents in treatment, job formation, contracts of work, etc.



10. FACTORS OF RISK IN THE DRUG CONSUMPTION

It is very complex to explain the set of causes that are behind the problems of drug-dependencies, considering that they can be multiple. These situations or characteristics can be of personal, familiar, social, biological, psychological and cultural order. These same circumstances or conditions can become the known as risk factors when they have a high probability of being associated with the drug consumption.

In other words, **risk factors are considered** "all those, physical, psychological, social and cultural circumstances, which make more probable that a person begins in the drug consumption".

The risk factors can be divided in these groups: individual, familiar, social and the cultural ones; we will describe next some examples:

- **Individual Factors:** Low self-esteem, high anguish levels, high depression levels, low perception of the consumption risk, curiosity, low acceptance or rejection between the group, scholastic problems, prolonged stress, feelings of solitude, psychic disease (depression, schizophrenia), etc.
- **Familiar Factors:** High levels of tension or familiar malaise, familiar violence, affective spacing of the parents, hypercritical communication, loss of respect, shortage of limits or confused limits, etc.
- **Social Factors:** Psycho-social stress, unemployment and poverty, shortage of networks of support for the young people, drug availability, shortage of alternatives in the free time, imitation of social stereotypes (triumph models), etc.
- **Cultural Factors:** different approaches, perceptions and beliefs of drugs in the different ethnic groups, different meanings of the masculinity and the femininity according to the origin culture, shortage or excess of power in the new place of residence, different norms of conduct in the origin culture, different meaning in relation to the use and abuse from psychoactive substances, customs in the origin country, etc.



The **migratory process** can be one more cultural factor, in the favourably aspect of the mistaken attachment to drugs, by the population that comes to our country to look for a better future, since the present situations, between which we emphasize on the fact to hope three years to obtain the work and residence permission, that can be facilitator of the drug consumption.

The set of these factors of risk can harness the vulnerability of a person concerning the use of substances and affect the problematic drug consumptions. When the conditions of vulnerability of a person are high, smaller they are his capacities to be developed positively in a social system and to be able to say NO to DRUGS.

For that, the care of the mental health has a vital importance. The values and positive attitudes towards the physical and mental health act as factors of protection with respect to the problems related to the drug consumption.

For that reason, the **prevention** is the most effective instrument to avoid so much the illegal use, as the problems associated to the consumption of the alcoholic drinks, the tobacco and other drugs. To prevent the drug-dependencies, supposes to be able to modify the factors of risk and protection of our children and familiars.

The factors of risk related to the familiar surrounding which increase the probability of consuming drugs by the children are:

- The insufficient supervision of the conduct of the children by the parents.
- The little definition and communication of norms of conduct by the parents to the children.
- Guidelines of little consistent or very severe discipline.
- The weakness of the affective bonds between parents and children.
- The poverty of the communication and the interaction between parents and children.
- The presence of frequent familiar conflict.
- The familiar attitudes towards the drug consumption.



11. FACTORS OF PROTECTION IN THE DRUG CONSUMPTION

We consider protection factors, all those individual, familiar, social and cultural situations that diminish the probability that a person begins in the drug consumption, since they increase the capacity of positive development of the individuals and the self-discipline.

The parents can develop factors that protect their children, these called factors of protection related to the familiar surroundings are:

- The existence of positive emotional bonds between parents and children.
- The existence of familiar clear and stable norms and guidelines of conduct, but without getting to be severe
- The use of methods of positive discipline by the parents.
- The significant implication of the parents in the life of the children.
- The pursuit and supervision of the conduct of the children like activities abroad, relations and friendships, academic yield, etc.
- Impulse and support of the parents to the participation and relation of the children in socializing activities.
- The perception, by the children, of familiar disapproval concerning the drug consumption. To listen to the problems of the minor adapted to his age and context.



12. SIGNALS OF POSSIBLE CONSUMPTION

Certain changes of conduct exist, produced by the alcohol consumption and other drugs; they have repercussions on the character of the people, their economy, their work and their surroundings. Although each one of them separately does not have any meaning, we can say that, as a whole, they allow us to suspect that there is a possible beginning in the consumption of psychoactive substances.

Next we will mention some **changes that can be observed**:

- Difficulty to speak openly and sincerely with the others
- Sudden changes in the habits of life and the habitual customs
- Hostile and aggressive attitude in his familiar relations
- Irritability, anxiety, nervousness
- Suicidal impulses
- Panic attacks
- Social isolation
- Sudden changes of friendships that they avoid that we know
- Problems and alterations of sleep
- Diminution of the appetite. Progressive thinning
- Problems of memory. Diminution of the attention levels
- Loss of the sexual impulse. Difficult sexual relations
- Abrupt fall of the interest and the yield in the work. Sudden dismissals
- Repeated and insistent request of money
- To contract debts suddenly.
- To exhaust all the money of the bank. Shortage of money
- Robberies in the work or the family or friends.

Other signs of the alcohol consumption and other drugs:

- To consume alcohol and other drugs by custom and habitual form
- To use the alcohol consumption and other drugs as an excuse to improve his mood, necessity to escape itself or being alleged physical fatigue.



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- To even consume alcohol or other drugs without breakfast or in labour schedule
- To have the sensation that you have the control of the psychoactive substance and not to the misfortune
- To think that there are no problems of dependency to the alcohol because only beer is consumed and not other "stronger" drinks.
- To diminish or to take away importance to the consumptions: "I am not inveigled because I control".
- To completely avoid speaking on subjects related to his habits of consumption.

In case of reasonable doubt, because many of these circumstances occur together, it is advised that before any type of personal action or by own account, you should contact a specialized center in information and advising in drug-dependencies, that facilitate the doubts or restlessness that can arise in the relations with the family, couple or friends. (**Look at ANNEX 1**).



13. RECOMMENDATIONS TO IMPROVE THE SANITARY RELATIONS BETWEEN IMMIGRANTS AND PROFESSIONALS

Considering the relation difficulties that, as much the users coming from other countries as sanitary professional, present in the sanitary scope, we propose the following recommendations:

- If you have to go to some sanitary service, and you do not speak nor understand Spanish, try to go accompanied by an adult and confident person, who can translate for you and the sanitary personnel.
- If you foreseen to reside regularly in Spain, try to learn Spanish.
- If you need to justify to your chef that you have gone to the family doctor, in the Health Center, you can ask for an attendance note.
- If you are pregnant, go to your health center as rapidly as possible to be taken care of, although if you are in irregular situation or "you do not have papers".
- If you have minor children, and they are in irregular situation or "they do not have papers", once you register them in the municipal census; go to the Health Center to ask for the sanitary card for him.
- If you have minor children to your charge, find out on the calendar of vaccinations asking your pediatric.
- If you have a son born in Spain, register him in the civil registry before he turns a month of life. If you don't do it, you can have complications with the documentation of your son.
- If you, or some member of your family, is ill and can be taken care of by his doctor of primary attention, go to him first (health Center), because if you go to the Service of Urgencies of the Hospital you are going to waste long time in hoping and the attendance will not be integral and you will not benefit from the



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suitable pursuit as the family doctor can make and neither from the corresponding nursery.

- If you or some member of your family suffers from some accident or his health state does not allow hoping him to being taken care of by his doctor of primary attention, go to a service of urgencies.
- If you go to your doctor of Primary Attention, it is important to facilitate all the necessary information on your health state, your work conditions, your housing conditions, etc.
- If you do not understand something concerning the functioning of the services, how to accede to them or how the benefits are asked for, etc. ask the sanitary personnel, they can help you.
- If you or some member of your family is hospitalized, you must know that there is a Service of Attention to the Patient, you can ask for this service in case of any difficulty within the hospital that has not been able to solve.
- If you or some member of your family has some social, economic difficulty, etc. that has not been able to be solved in your Health Center, you must know that you can be taken care of by the social worker of the same one.
- If after asking, you continue having doubts, continue asking and inquiring in associations, even though it's not for immigrant, ONG, other institutions, etc.
- If you go to some sanitary service and you have difficulties to understand the professionals, tries to have a little patience. Probably you do not know how the system works or do not understand certain questions related to the health. Also, may be the professional do not know some questions about you, like for example, your language, your origin, your culture of origin, etc.



14. GENERAL RECOMMENDATIONS IN THE PRESENCE OF THE DRUG CONSUMPTION

Sometimes, the restlessness and preoccupation of the suspicion or the certainty of the alcohol abuse or the consumption of drugs by some member of the family or friends, is united to situations of anguish and impotence generated by ignorance, the non knowledge of what to do or how to react to these situations.

The following guidelines try to orient and to suggest some possible strategies. The answer will vary according to the different situations that can appear.

How to act in case of consumption suspicion

- Take in consideration that sometimes the relation with drugs can be occasional and precise, in such case; it is not due to put the label of "drug addict".
- Do not turn the suspicion certainty of hastily. Do wonder what signals or indications can make you suspect. Some signals of consumption described here, can appear in situations in which there is no consumption.
- Choose a suitable moment and place to speak with the person (family, even friend, etc.). Let him know that we noticed rare behaviours.
- Ask a single time and in direct form. In case of negation of the consumption, we will remind him that he can count on our aid.
- To be arranged to offer aid if the person requests it to us.
- In case of doubts, contact with specialized centers. Communicate your doubts about the situation with an expert; it will be very beneficial for you. **(Look at ANNEX I)**



How to act in case of the consumption certainty

- Wait that he is not under the effects of drugs, before you talk to him or her.
- Take in consideration that you did not create the problem, hi or she creates it.
- Respect the right to the privacy and don't listen to his conversations, don't examine his properties when he is absent, don't make a pursuit of his behaviour and look for samples that indicate drug consumption.
- Mark measures and apply them against actions induced by the drug, motivating to the person so that he rectifies and can give back the robbed thing or replace the destroyed ones.
- Establish limits of coexistence in the familiar surroundings and apply them without yielding to emotional blackmails.
- Maintain the lines of communications open trying not to make constant accusations or reproaches.
- Listen to him and try to engage in a dialog analyzing the circumstances that made him consume, with confidence and respect to him.
- If it is possible, do a reflection in common on the possible alternatives that exist to request aid.
- Ask him to call to the ambulatory or family doctor, to request an appointment and to go together there.
- Try to collaborate and to participate actively in the treatment of the drug-dependent person.
- In case of resistance or negation of the problem, to take advantage of all the favourable opportunities which appear, so that one begins in a treatment
- If it is necessary, go to a center or qualified professional who can advises you on the treatment more adapted for each case. The drug-dependencies are diseases that can be treated.
- Obtain information and support concerning the drug addiction (look at ANNEX1)

What conducts we must avoid



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- Do not yield to situations of blackmail that he could make, like threats to injure himself, possibility of breaking the law or promises of recovery.
- Do not look for justifications; don't invent excuses for an abnormal and unacceptable conduct.
- Do not cover crimes or derived expenses of the destructions caused, or pay to their debts and accounts of made consumptions.
- Do not allow that he has neither drugs nor utensils related in house.
- Do not allow the consumption of alcohol or other drugs in house or when he drives.
- Do not allow that he exceed the limits with you, but don't try to attack him.
- Avoid menacing him, to compel or to blackmail so as to push him being under treatment. Avoid making threats that will not fulfil.
- Avoid desperate remedies like hiding drugs, draining the alcohol bottles or to evade situations where there is consumption, etc.
- Not to do for others what they must do by themselves. Don't be too protective.
- Avoid violent discussions in which you make him load with his disappointments, impotencies and fear.
- To try to keep the appearances, acting as if everything was well when it is not thus. To conceal the problem means not to solve it.
- Do not reject professional aid by fear or distrust. To think that we can solve it by ourselves will aggravate more the problem.

Remember that:

- In case of doubts on your basic sanitary rights, that guarantees the same conditions to you that to the rest of the population, ask for more information in the Health Center of your zone.



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- If you don't know the sanitary supply in resources of drug-dependencies, ways of access to such, promotion of the use and social reintegration, ask for more information in the directions and telephones of the centers of attention in drug-dependencies of your locality (ANNEX I). You can obtain as well data in the Social Services of the Health Center and in your municipality.
- Be conscious that if a member of family or friend consumes drugs, it is not question of character weakness.
- Remember that the drug addiction causes drastic and often negative changes of the personality.
- To recognize and to assume that he doesn't consume drugs because he wants. The drugs can be already controlling his conduct.
- In case of gravity or risk for the life of the drug user, do not doubt in going or contacting quickly with the sanitary services of urgencies (**calling to the 112**).



15. CLASSIFICATION OF DRUGS BY ITS EFFECTS IN THE BRAIN AND THEIR LEGALITY

In the following table, appears a classification of the psychoactive substances and the effects that its use produces in the brain of the people who consume it, therefore we have three types of drugs:

CLASSIFICATION OF DRUGS BASED ON ITS EFFECT ON THE BRAIN		
PACIFYING DRUGS Slow down the cerebral activity	EXCITING DRUGS Stimulate the cerebral activity	PSICHODELIC DRUGS upset the cerebral perceptions
Derivatives of the Opium: Heroin Morphine Codeine Methadone Etc. Spirits Tranquilizers Greater (barbiturates) Smaller (sedative) Inhalants: Glues Gasoline, etc.	Cocaine: Cocaine hydro chlorate Crack (Cocaine bases) Amphetamines Xanthenes: Coffee Tea Chocolate Nicotine Tobacco	Hallucinogens: LSD Mescaline Derivatives of the Cannabis Hashish Marijuana
	Drugs of synthesis: Extasis (ecstasy), MDA, etc.	



Among other classifications of drugs, we will emphasize those that in the Spanish society are considered like legal and illegal, without leaving of to consider it like dangerous or harmful for the organism, although they are legal.

Legal Drugs are considered those psychoactive substances which production, sale and consumption are not prohibited by the legislation.

Illegal Drugs are considered those psychoactive substances which production, sale and consumption are prohibited by the legislation in general.

CLASSIFICATION OF DRUGS ACCORDING TO THE LEGALITY IN SPAIN	
LEGAL DRUGS	ILEGAL DRUGS
Tobacco	Cannabis and derivatives
Alcohol	Cocaine
Coffee	Heroin
Tea	Synthesis Drugs
Medicines	Amphetamine
	Hallucinogenic



16. FREQUENT SYMPTOMS

I've

General discomfort

Cough

Diarrhea

Constipation

Vomits

Seasickness

Fever

Inflammation in this zone

I feel an itching

I've pain

I've headache

I've backache

I've stomach-ache

I've leg ache

I've hand ache

I've arm ache

I've pain in the genitals

I've had a working accident

I'm pregnant



17- INTEREST CONTACTS

- **Dirección Regional de Inmigración.**
Avda. la Fama, 3. 30003. Murcia. Teléfono gratuito: 900 25 50 00.
- **Equipo de Atención al Inmigrante de la Guardia Civil. EDATI**
Avda. Gerardo Molina, 41. 30700. Torre Pacheco. Telf.: 968 33 63 90.
- **Centro de Información y Asesoramiento a Trabajadores Extranjeros. CITE Comisiones Obreras.**
C/ Corbalán, 4. 30002. Murcia. Telf.: 968 35 52 00.
- **Unión Sindical Obrera. USO.**
C/Huerto de las bombas, 6. 30009. Murcia. Telfs.: 968 25 01 20 / 25 70 66.
- **Murcia Acoge.**
C/Arquitecto Emilio Pérez Piñeiro, 1, 1º F. 30001. Murcia. Telf.: 968 24 81 21.
- **Cáritas Diocesana (Murcia).**
C/ Burruezo, s/n. 30005. Telfs.: 968 28 73 13 / 968 28 73 14.
- **Asociación Columbares.**
C/ Adrián Viudes, 9. 30570. Beniaján. Telf.: 968 82 42 41.
- **Consortio de Entidades para la Acción Integral con Migrantes. CEPAIM.**
Travesía Dr. Fabián Escribano, 77. 30570. Beniaján. Telf.: 968 87 55 73.
- **Cruz Roja Española.**
C/ General Sanmartín, 3. 30003. Murcia. Telf.: 968 35 52 38.
- **Asociación de Trabajadores e Inmigrantes Marroquíes en España. ATIME.**
C/ Publicista José Alegría, 1, bajo. 30001. Murcia. Telf.: 968 35 29 21.
- **Hogar Buen Samaritano. Cartagena.**
C/ Santa Mónica, 18. Barriada Virgen de la Caridad. Telf.: 968 16 86 44.
- **Asociación de Ayuda a la Mujer Embarazada. AYUME.**
C/ Subida de San Antonio, 4. 2º C. 30202. Cartagena. Telf.: 968 12 27 76.
- **Asociación Benéfica Hospitalidad Santa Teresa.**
Plaza Jiménez Blechmit, 1. San Antón. 30205. Cartagena. Telf.: 968 51 00 27.
- **Asociación Nacional Proyecto Abrahán.**
Carril Baeza, 1. 30006. Puente Tocinos. Murcia. Telf.: 968 20 00 08.
- **Asociación de Mujeres Inmigrantes Magrebíes.**
C/ San isidro, 10. 2º. 30510. Yecla. Telf.: 686 23 45 75.
- **Comunidad Centro Islámico de Cartagena.**
C/ Molino, 62. 30710. Los Alcázares.
- **Asociación de Ecuatorianos de Fuente Álamo.**
C/ Gran Vía. Casa Cultura. 30320. Fuente Álamo. Telf.: 636 31 88 02.
- **Asociación de Inmigrantes Ecuatorianos.**
C/ Donante de sangre, 2. 3ºB. 30800. Lorca. Telf.: 609 52 44 04.
- **Asociación Assalam (La Paz).**
C/ Alameda Rafael Méndez, 8, bajo. 30880. Lorca.



Annex I. Drug Attention Resources. Access Requirements. Access Ways.

Information telephone:

902-929811. Information and advisement telephone of Drug-Dependence Resources of the Region of Murcia.

Ambulatory Treatment Centers

- **Drug Dependence Attention Center (CAD) Murcia**
 - **Coordination:** Rosa M^a Gómez
 - **Address:** Avda. la Fama, 1. 30003. Murcia
 - **Telephone:** 968-359062
 - **Fax:** 968-359391
- **Drug Dependence Attention Center of Cartagena**
 - **Coordination:** Ricardo Ortega
 - **Address:** C/ Real, 8. 30201. Cartagena.
 - **Telephone:** 968-32 66.99
 - **Fax:** 968-52.77.56
- **CSM Drug Dependence Unit of Lorca**
 - **Coordination:** José Martínez Serrano
 - **Address:** C/ Abad de los Arcos, s/n. 30800. Lorca
 - **Telephone:** 46.91.79-46.83.08-46.66.97
 - **Fax:** 470405
- **USM Drug Dependence Unit of Águilas**
 - **Coordination:** José Martínez Serrano
 - **Address:** Centro de Salud "Águilas Norte". Avda. Democracia, s/n. 30880. Águilas.
 - **Telephone:** 968-493360
 - **Fax:** 968-49 33 59
 - **Dispensary:** 968 41 23 22
- **CSM Drug Dependence Unit of Caravaca**
 - **Coordination:** Antonio Micoll
 - **Address:** C/ Junquito, s/n. Hospitalary Enclosure Beside Health Center. 30400. Caravaca.
 - **Telephone:** 968-70.83 22
 - **Fax:** 968-70.52.75
- **CSM Drug Dependence Unit of Yecla**
 - **Coordination:** Francisco Pérez Crespo (L, Mx, J)
 - **Address:** C/ San José, 8. 30510. Yecla.
 - **Telephone:** 968-75.16.50
 - **Fax:** 968-79.37.51
- **CSM Drug Dependence Unit of Jumilla**
 - **Coordination:** Francisco Pérez Crespo (M y V)
 - **Address:** C/ Barón del Solar, s/n. 30520. Jumilla.



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- **Telephone:** 968-78.22.61
- **Fax:** 968-783588
- **Drug Dependence Attention Center of Cieza**
 - **Coordination:** Desiderio Mejías.
 - **Address:** Avda. Italia, s/n. 30500. Cieza
 - **Telephone:** 968-45.35.08
 - **Fax:** 968-45.35.08

Public Centers. They attend to all kind of drugs.

Methadone Dispensation Centers

UTO Access Requirements. Access to this units will be made from some CAD of the residence zone.

Treatment with Opioids Units

- **UTO of Murcia**
 - Avda. la Fama, 1. 30003. Murcia
 - Telephone: 968-359066
- **UTO of Cartagena**
 - Plaza de San Agustín, 3. 30201. Cartagena
 - Telephone: 968-32.66.99
- **UTO of Lorca**
 - C/ Abad de los Arcos, s/n. 30800. Lorca
 - Telephone: 968-469179 / 468308
- **UTO of Águilas**
 - Hospital San Francisco. Avda. Juan Carlos I, s/n. 30880. Águilas.
 - Telephone: 968-4123 22
- **UTO of Cieza**
 - Avda. Italia, s/n. 30500. Cieza
 - Telephone: 968-453508
- **UTO of Caravaca**
 - C/ Espinosa. Hospitalary Enclosure. Beside Health Center.
 - Telephone: 968-702540
- **UTO of Jumilla**
 - C/ Barón del Solar, s/n. 30520. Jumilla
 - Telephone: 968-782261
- **UTO of Yecla**
 - C/ San José, 8.
 - 30510. Yecla
 - Telephone: 968-751650
- **UTO of Mula**
 - Avda. Viñegla, s/n. 30170. Mula
 - Telephone: 968-660744
 - Fax: 968 662055 (Centro de Salud)
- **UTO Mazarrón**



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- Coordination: Ricardo Ortega
- Centro de Salud del Puerto de Mazarrón.
- Telephone: 968-153939
- **UTO La Unión**
 - Coordination: Ricardo Ortega
 - Centro de Salud de La Unión.
 - Telephone: 968-541716
- **UTO Totana**
 - Coordination: M^a José Lozano.
 - Centro de Salud Mental de Totana.
 - Telephone: 968-420387
 - Fax: 968-424558

Public Centers. They attend to heroin problems.

Drug Dependences Movable Unit

Access Requirements to UMD: request by telephone or going to the UMD (3 months of census register in Region de Murcia).

Drug Dependence Attention Center (CAD) Murcia

- Avda. la Fama, 1. 30003. Murcia
- Telephone: 968-359062
- Fax: 968-359391

Public Center. They attend to heroin problems.

Hospitalary Desintoxication Unit

Hospital Reina Sofía

- **Address:** Intendente Jorge Palacios. 30.003. Murcia
- **Telephone:** 968-359000-359455
- **Responsable:** Dr. D. José M^a García Basterrechea
- **How to access?** From CAD

Public Center. They attend to all kind of drugs.

Therapeutic Communities

- **C.T. Betania**
 - Camino de la Torrecita, s/n. 30430. Cehegín.
 - Telephone: 968-742647
 - How to access? Previous derivation from CAD and CSM.

Attends to illegal drugs. 12 places.



- **C.T. La Huertecica. Administrative and Head Office .**
Information and orientation to rehabilitation treatment and reinsertion programs.
 - C/ Príncipe de Asturias, 48.1º D. 30204. Cartagena
 - Telephone: 968-524656
 - Web: [http:// www.lahuertecica.com](http://www.lahuertecica.com)
 - How to access? by telephone or Request for previous appointment
- **C.T. La Huertecica**
 - Vereda de Santa Ana, s/n. 30310. Santa Ana (Cartagena)
 - Telephone: 968-169052
 - Web: [http:// www.lahuertecica.com](http://www.lahuertecica.com)
 - How to access? Previous derivation from CAD and CSM.

Attends to illegal drugs. 20 places.

- **C.T. Proyecto Hombre**
 - S. Martín de Porres, 7 (Address de la oficina central).
 - 30.001. Murcia.
 - Telephone y Fax: 968-280034
 - Web: [http:// www.proyectohombre.es](http://www.proyectohombre.es)
 - How to access? By telephone or Previous derivation from CAD y CSM.

Attends to illegal drugs. 15 places.

- **C.T. Las Flotas**
 - C/ Las Flotas, 23. 30840. Alhama de Murcia
 - Telephone: 968- 431208
 - How to access? Previous derivation from CAD and CSM.

Attends to illegal drugs. 25 plazas.

Centers by Day. Night Program.

- **Centro de Día La Huertecica**
 - Molino Derribao, s/n. 30848. Santa Ana. Cartagena.
 - Telephone: 968-530011
 - Web: <http://www.lahuertecica.com>
 - How to access? Previous derivation from CAD CSM.

Attends to illegal drugs. 20 places.

- **Centro de Día Heliotropos**
 - Carril del Chispeao, 69
 - 30856 Puebla de Soto (Murcia)
 - Telephone: 968-800012 - 800051



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- Web: [http:// www.fundaciondiagrama.es](http://www.fundaciondiagrama.es)
- How to access? Request for previous appointment o derivation from CAD and CSM.

Attend to all kind of drugs. 20 places.

- **Programa Nocturno Heliotropos**
 - Hourly: Tuesday and Thursday from 19:00 to 22:00
 - Telephone: 629.038285
 - How to access? Request for previous appointment o derivation from CAD and CSM.
- **Programa Nocturno Proyecto Hombre**
 - Hourly: from Monday to Thrusday from 20:00 to 22:00
 - Telephone: 968-280034
 - How to access? Request for previous appointment o derivation from CAD and CSM.

Social Sanitary Emergency Centers

- **Centro de Encuentro y Acogida de Murcia**

Attention to homeless drug-dependence people with problems asociated to drugs consumption.

 - C/ Navarra, 3. Bajo. 30005. Murcia
 - Telephone: 968-297600
 - Web: [http:// www.lahuertecica.com](http://www.lahuertecica.com)
 - How to access? Going to the indicated Address
- **Centro de Encuentro y Acogida de Cartagena**

Attention to homeless drug-dependence people with problems asociated to drugs consumption.

 - Cuatro Santos, 6. Bajo. 30202. Cartagena (Murcia)
 - Telephone: 968-123414
 - Web: [http:// www.lahuertecica.com](http://www.lahuertecica.com)
 - How to access? Going to the indicated Address

Dual Pathology Unit

- **Unidad de Patología Dual. "Hospital de Caridad"**
 - C/ Camino Barrio Peral, s/n. 30310. Los Barreros. Cartagena(Murcia)
 - Telephone: 968-088300
 - How to access? Previous derivation from C .A. D and CSM.

ONG's and Assotiations

- **AREMUPD (Asociación Regional Murciana para la Prevención de las Drogodependencias)**

Attention and information about attendance resources.



psychotherapeutic treatment. Legal advice. Information and help for
Therapeutic centers.

- C/ Cortés, 2. 1º C. C. P.: 30.003. Murcia
- Telephone: 968-210991-216652
- How to access? By telephone or going to the indicated address
- **Cruz Roja Española** (Programas: Atención drogodependientes en Comisarías y Juzgados and sex workers). OFICINA AUTONÓMICA de Murcia.
 - C/General Sanmartín, 3. 1ª Planta. (Dpto. Salud Mental: Drogodependencias y VIH/Sida)
 - 30.003. Murcia
 - Telephone Murcia: 607.875107. Web: [http:// www.cruzroja.es](http://www.cruzroja.es)
 - Telephone Cartagena: 607.875112
 - How to access? By telephone or going to the indicated address.
- **ASMUJER (Asociación Murciana de Jugadores de Azar en Rehabilitación)**
 - C/ Fernando Alonso Navarro, 12, 2ª planta. Edif. Murcia Business Center.
 - 30.100. Murcia
 - Telephone: 667.566744
 - How to access? By telephone or previous derivation from CAD and CSM

Municipal Services of Information and Advisement about Drugs.

- **Punto de Información Y Asesoramiento en Drogodependencias. Águilas.**

Information, advisement and orientation in drug dependences.

 - C/ Floridablanca nº 6, 1º.
 - C. P.: 30880. Águilas.
 - Hourly: Tuesdays from 17:00 to 19:00
 - Telephone: 968-418853
 - How to access? Request for previous appointment.
- **Punto de Orientación Familiar sobre Drogodependencias. Campos del Río.**

Information, advisement and orientation for family in drug dependences.

 - C/ Virgen del Carmen, 3.
 - C. P. 30191. Campos del Río
 - Telephone: 968-650135
 - Hourly: Request for previous appointment
 - How to access? Request for previous appointment.
- **Programa de Drogas. Molina de Segura.**

Information, attention and advisement about drug.

 - Avda. de Madrid nº 68 ,1ª planta. Edificio la cerámica.
 - C. P. 30500. Molina de Segura
 - Hourly: Wednesday from 9:00 to 13:00
 - Telephone: 968-644020 - 644080



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- How to access? Request for previous appointment.
- **Punto de Información Y Asesoramiento sobre Alcohol y Otras Drogas .Torrepacheco.**
Individual attention and information of attendance resources. Advisement and orientation for family and friends. Information about drugs.
 - Avda. Europa 2-A (Centro de Servicios Sociales de la Mancomunidad del Sureste).
 - C. P.: 30700. Torre Pacheco.
 - Hourly: Tuesdays and Thursdays from 18:30 to 20:30
 - Telephone: 968-585003
 - How to access? Request for previous appointment.
- **Servicio Municipal de Atención Y Prevención en Drogodependencias .Totana.**
 - C/ Real, 1.
 - C. P. 30850. Totana
 - Horario: Tuesdays and Thursdays from 9:30 to 13:00
 - Telephone: 968-418177
 - How to access? Request for previous appointment.



Annex II. Labor Insertion Resources in Drug Dependences. Access Requirements. Access ways.

The access to labor reinsertion resources will be made from CAD, Centers of Mental Health and the rest of assistance devices of the net (Therapeutic Centers and Centers by Day) and through the professionals of the treatment centers that generate the derivations to the labor insertion programs. From these devices, the user will be informed about the existence of the resources and labor integration programs in the Region of Murcia, and also about their access ways and requirements in order to make more easy the work reinsertion of people with drug dependence problems.

Reinsertion Program Derivation Criteria.

1. The person must be in a Drug Dependence Treatment Program (PMM, PLD and others).
2. There must be a minimum of guarantees of stability in the treatment and with the therapeutic team (attend to appointments, no consumption...).
3. Must be in an abstinence phase from 3 to 6 months endorsed by the therapeutic team.
4. Is important the existence of motivation.
5. It will be necessary to evaluate possible circumstances that may be a problem the process when it has started, like: trials, illness, prison and others.
6. Professionals that generate the derivations has to inform to the users about the program.

Resources

- **Huertecica: Centro de Formación y Empleo (Empresas tuteladas)**
 - Social and Labor Rehabilitation and Reinsertion Program.
 - Finca La Huertecica.
 - C. P.: 30310. Santa Ana (Cartagena).
 - Telephone: 968-315511
 - Web: <http://www.lahuertecica.com>
- **Centro de Inserción Socio-Laboral "Parque Isol"**
 - Social and Labor Rehabilitation and Reinsertion Program.
 - Ctra. del Chorrillo, Km. 1.
 - C.P.: 30.500. Molina de Segura.
 - Telephone: 868-951775
 - Web: <http://www.isolmurcia.org>
- **Heliotropos**
 - Social and Labor Rehabilitation and Reinsertion Program.
 - Carril del Chispeao, 69.
 - C.P.: 30856. Puebla de Soto (Murcia).
 - Telephone: 968-800012-800051



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- Web: <http://www.fundaciondiagrama.es>
- **Cruz Roja Española. Oficina Autonómica de Murcia (Programa Operativo Pluriregional)**
 - Orientation for employment, information about labor world and existing resources. Training courses and advisement for commerce company creations.
 - C/ Gral. Sanmartín nº 3- 2ª Planta. 30003. Murcia
 - Telephone Murcia: 968-355238 - Fax: 968225077
 - Telephone Cartagena: 968-503697- Fax: 968529405
 - Telephone Lorca: 968-467085
 - Telephone Molina de Segura: 968-641300
 - Telephone Jumilla: 968-782768
 - Telephone Mar Menor Norte: 600-659187
 - Telephone Totana: 968-421687 - Fax: 968421687
 - Telephone Yecla: 968-750265 - Fax: 968750265
 - Web: <http://www.cruzroja.es>



Annex III. Local Employment Centers.

- **Centro Local de Empleo para Mujeres y Jóvenes**
C. D. L. "La Encomienda", 1ª Planta. 30640. Abanilla.
Teléfono: 968 681125
Fax: 968 681125
- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ David Templado, 54. 30550. Abarán.
Teléfono: 968 774548
- **Centro Local de Empleo para Mujeres y Jóvenes. Centro de Información y Asesoramiento a la Mujer**
Avenida Juan Carlos I (antiguo hospital San Francisco), 30880. Águilas.
Teléfono: 968 446663
- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ Mayor. Plaza de Abastos, 1ª planta, s/n. 30820. Alcantarilla.
Teléfono: 968 898065
- **Centro Local de Empleo para Mujeres y Jóvenes**
Plaza Tierno Galván, s/n. 30560. Alguazas.
Teléfono: 968 620022
Fax: 968 620412
- **Centro Local de Empleo para Mujeres y Jóvenes Ayuntamiento de Alhama**
PZ de la Constitución, 1. 30840. Alhama de Murcia.
Teléfono: 968 633512
Fax: 968 633512
- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ Virgen de la Salud, s/n. 30600. Archena.
Teléfono: 968 672257
Fax: 968 671976
- **Centro Local de Empleo para Mujeres y Jóvenes**
Plaza Ramón y Cajal, 10. 30130. Beniel.
Teléfono: 968 600161
Fax: 968 600218
- **Centro Local de Empleo para Mujeres y Jóvenes**
Plaza 18 de Julio, s/n. 30540. Blanca.
Teléfono: 968 778600
Fax: 968 778661
- **Centro Local de Empleo para Mujeres y Jóvenes**
Calle Mayor, s/n. 30420. Calasparra.
Teléfono: 968 720044
Fax: 968 720140
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Campos del Río**
C/ Virgen del Carmen, 3. 3019. Campos del Río.
Teléfono: 968 650135
Fax: 968 650800



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- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ Poeta Ibáñez, 34. 30400. Caravaca de la Cruz.
Teléfono: 968 701100
Fax: 968 701100
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Cartagena**
C/ Sor Francisca Armendariz. Edif. la Milagrosa, s/n. 30202. Cartagena.
Teléfono: 968 128821
- **Centro Local de Empleo para Mujeres y Jóvenes. Agencia de Desarrollo Local**
Plaza de España, 12, 3º. 30201. Cartagena.
Teléfono: 968523451
- **Centro Local de Empleo para Mujeres y Jóvenes**
Calle Begastri, 5, 1º. 30430. Cehegín.
Teléfono: 968 723508
Fax: 968 723555
- **Centro Local de Empleo para Mujeres y Jóvenes**
Calle Vicente Martí, 36. 30562. Ceutí.
Teléfono: 968 692540
Fax: 968 723555
- **Centro Local de Empleo para Mujeres y Jóvenes. Centro Cultural**
Calle Fernando el Santo, s/n. 30530. Cieza.
Teléfono: 968 456259
Fax: 968 690261
- **Centro Local de Empleo para Mujeres y Jóvenes**
Calle del Barco, 10, 2º. 30530. Cieza.
Teléfono: 968 764353
- **Municipal de la Mujer Reina Sofía**
Plaza de España, s/n. 30620. Fortuna.
Teléfono: 968 685519
Fax: 968 68018
- **Centro Local de Empleo para Mujeres y Jóvenes**
Calle Canovas del Castillo, 26. 30520. Junilla.
Teléfono: 968 780486
- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ Colombia, s/n. 30565. Las Torres de Cotillas.
Teléfono: 968 624518
- **Centro Local de Empleo para Mujeres y Jóvenes. Informajoven**
C/ Maria Agustina. Edif. Posada Óvalo, Bajo. 30800. Lorca.
Teléfono: 968 444643
Fax: 968 466529
- **Centro Local de Empleo para Mujeres y Jóvenes. Concejalía de la Mujer**
Calle Cava, 8. 30800. Lorca.
Teléfono: 968 466529
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Lorquí**



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Plaza del Ayuntamiento, 1.30564. Lorquí.

Teléfono: 968 690001

Fax: 968 692532

- **Centro Local de Empleo para Mujeres y Jóvenes. Centro de la Tercera Edad Adolfo López**
C/ Miguel Hernández, s/n. 30710. Los Alcázares.
Teléfono: 968 170665
Fax: 968 170665
- **Centro Local de Empleo para Mujeres y Jóvenes. Patronato Municipal de Juventud y Deportes**
C/ Santo Tomás, 1. 30870. Mazarrón.
Teléfono: 968 591810
- **Centro Local de Empleo para Mujeres y Jóvenes. Área de Fomento y Empleo**
C/ San Juan, 2, 2º. 30500. Molina de Segura.
Teléfono: 968 644125 Fax: 968 644815
- **Centro Local de Empleo para Mujeres y Jóvenes. Centro de Servicios Sociales**
C/ Hospital, s/n. 30170. Mula.
Teléfono: 968 661478
- **Centro de Recursos para el Empleo para Mujeres y Jóvenes.**
Avda1º de Mayo Recinto Ferial FICA.30006. Murcia.
Teléfono: 968 342120
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Ricote**
Plaza de España, 6, 1º. Ricote.
Teléfono: 968 697063
- **Centro Local de Empleo para Mujeres y Jóvenes**
Avda del Taibilla. 30740. San Pedro del Pinatar.
Teléfonos: 968 184352 / 968 181180
Fax: 968 181180
- **Centro Local de Empleo para Mujeres y Jóvenes**
C/ Francisco León, 2. 30700. Torrepackeco.
Teléfono: 968 585838
Fax: 968 585808
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Ulea**
Plaza Constitución, 20. 30612. Ulea.
Teléfono: 968 698211
Fax: 968 698406
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Villanueva del Segura**
Plaza de la Constitución, 1. 30613. Villanueva del Segura.
Teléfono: 968 698186
Fax: 968 698436
- **Centro Local de Empleo para Mujeres y Jóvenes. Ayuntamiento de Yecla**



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Plaza Mayor, s/n. 30510. Yecla.

Teléfonos: 968 751135 / 968 790712

- **Centro Local de Empleo para Mujeres y Jóvenes. C. L. E. Mancomunidad de Sureste**
C/ Pedro Guerrero. 30320. Fuente Álamo.
Teléfono: 968 598700
Fax: 968 598700
- **Centro Local de Empleo para Mujeres y Jóvenes. C. L. E. Mancomunidad del Sureste.**
C/ Mayor. La Unión.
Teléfono: 968 542129
- **Centro Local de Empleo para Mujeres y Jóvenes. Casa de la Cultura. Mancomunidad del Río Mula**
Plaza de España, s/n. 30180. Bullas.
Teléfono: 968 653638
Fax: 968 657215 - 968 664067
- **Centro Local de Empleo para Mujeres y Jóvenes.**
Paseo de la Constitución, 2. 30190. Albudeite.
Teléfono: 968 653638
Fax: 968 657215 - 968 664064067
- **Centro Local de Empleo para Mujeres y Jóvenes.**
Centro Social
Avenida de Mula. 30176. Pliego.
- **Centro Local de Empleo para Mujeres y Jóvenes.**
Informajoven
Plaza de la Constitución, 2. 30890. Puerto Lumbreras.
Teléfono: 968 496527
- **Centro Local de Empleo para Mujeres y Jóvenes. Informajoven**
Calle Floridablanca, 3. 30880. Águilas.
Teléfono: 968 446633
- **Centro Local de Empleo para Mujeres y Jóvenes. Agencia de Desarrollo Local**
C/ Cartagena, 13. 30730. San Javier.
Teléfono: 968 334185
Fax: 968 33418



Annex IV. Employment Offices.

- **Servicio Público de Empleo Estatal**
Plaza de Vinadel, 10, bajo. 30071. Murcia
Telephone: 968225101
Fax: 968225222
 - Unemployment Provision
 - Occupational Observatory
 - Technical Service
 - Payrolls
 - Provisions
 - Provision Demands
 - Single Payment
 - Legal Service
- **Subdirección General de Empleo (SEF).Oficina Central.**
Avenida Infante Juan Manuel, 14. 30011. Murcia
Telephone: 968-357549
- **Oficina de Empleo (SEF) Ronda Norte**
Avenida Ronda Norte, 10. 30009. Murcia
Telephones: 968 291037 / 968 292577 / 294069
Influence zones:
La Alberca, Algezares, Aljucer, Alquerias, Avileses-Jerónimo, Balsicas de Arriba, Barqueros, Baños y Mendigo, Beniaján, Beniel, Carrascoy, Cañada Hermosa, Corvera, Los Dolores, Era Alta, Los Garres y Lages, Gea y Truyols, Javalí Nuevo, Jerónimo y Avileses, Lo Jurado, Lobosillo, Martínez del Puerto, Nonduermas, El Palmar, Patiño, Puebla de Soto, Los Ramos, La Raya, San Benito, Sangonera la Seca, Sangonera la Verde, Santo Angel, Sucina, Tiñosa, Torreagüera, Valladolidises, Zeneta. Murcia (D. P.: 30011)
- **Oficina de Empleo (SEF) Murcia-Sur**
Carretera El Palmar, 3. 30010. Murcia
Telephone: 968 294 672
Influence zones: La Albatallía, La Arboleja, Cabezo de Torres, Casillas, Churra, Cobatillas, El Esparragal, Espinardo, Guadalupe, Javalí Viejo, Llano de Brujas, Monteagudo, La Ñora, Puente Tocinos, El Puntal, El Raal, Ricón de Seca, Santa Cruz, Santiago y Zaráiche, Santomera, El Siscar, Zarandona. Murcia (D. P. 30005 y 30009)
- **Servicio Regional de Empleo y Formación. Consejería de Empleo y Formación**
Avenida la Fama, 3. 30003. Murcia
Telephones: 968 357563 / 968 357564
Training and Employment Observatory
Database about labor world, occupational and training needings.
Web: <http://www.carm.es/ctra/sef/>
- **Oficina de Empleo**
Calle Alcalde Pedro Cascales, 20



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30820. Alcantarilla. Murcia
Telephone: 968 800129
- **Oficina de Empleo**
Avenida Sierra Espuña. El Parque, s/n.
30840. Alhama de Murcia
Telephone: 968 630833
 - **Oficina de Empleo**
Calle La Rosa, 1, bajo.
30600. Archena. Murcia
Telephone: 968670075
 - **Oficina de Empleo**
Calle Iglesia, s/n.
30180. Bullas. Murcia
Telephone: 968 652775
 - **Oficina de Empleo**
Avenida 10 de Mayo, 1
30420. Calasparra. Murcia
Telephone: 968 721106
 - **Oficina de Empleo**
Calle Martínez Nevado, s/n.
30400. Caravaca de la Cruz. Murcia
Telephone: 968 708444
 - **Oficina de Empleo**
Calle Goya (Barrio del Peral), s/n
30290. Cartagena. Murcia
Telephone: 968 533130
 - **Oficina de Empleo**
Calle Mataró y Dr. Fleming, 12, bajo.
30430. Cehegín. Murcia
Telephone: 968 740426
 - **Oficina de Empleo**
Plaza Tercera Edad, s/n.
30620. Fortuna. Murcia
Telephone: 968 685218
 - **Oficina de Empleo**
Avenida de Murcia, 33
30520. Junilla. Murcia
Telephone: 968 781850
 - **Oficina de Empleo**
Calle Víctor Pérez, s/n.
30700. Torrepackeco. Murcia
Telephone: 968 578229
 - **Oficina de Empleo**
Calle Lavadero, 20
30870. Mazarrón. Murcia
Telephone: 968 590020



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- **Oficina de Empleo**
Calle Humanista A. Sánchez, s/n
30440. Moratalla. Murcia
Telephone: 968 730601
- **Oficina de Empleo**
Calle Picaso, 49
30500. Molina de Segura
Telephone: 968 611563
- **Oficina de Empleo**
Carretera Caravaca Esqu. s/n
30170 - MULA
Telephone: 968 660519
- **Oficina de Empleo**
Calle Mayor Sevilla, s/n
30850. Totana. Murcia
Telephone: 968 424894
- **Oficina de Empleo**
Calle San Gil, 8
30360. La Unión. Murcia
Telephone: 968 560515
- **Oficina de Empleo**
Calle San José, 28
30510. Yecla. Murcia
Telephone: 968 791763
- **Oficina de Empleo (SEF) Jorge Juan**
Calle Jorge Juan, 2
30007. Murcia
Telephone: 968 205 190
- **SEF (Formación)**
Avenida de la Fama, 3
30003. Murcia
Telephones: 968 357563, 968 357564
<http://www.sefcarm.es/>
- **Oficina de Empleo**
Calle Santa María, s/n
30880. Águilas. Murcia
Telephone: 968 413902
- **SEF (Oficina de Empleo)**
Calle Goya, s/n.
30290. Cartagena. Murcia
Telephones: 968 518210, 968 530435
- **Oficina de Empleo**
Camino de Murcia, 78
30530. Cieza. Murcia
Telephone: 968761563
- **Oficina de Empleo**
Calle Diego Pallarés Cachá, s/n



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30800. Lorca. Murcia
Telephone: 968 468741



Anexo V. Social Services Centers.

- **Águilas**
C/ Pizarro, nº 1, Edificio la Torre, bajo. CP: 30.880. Teléfono: 968 41 19 56
- **Alcantarilla**
C/ Mayor, s/n. CP: 30820. Teléfono: 968 80 08 42
- **Aledo**
Plaza del Ayuntamiento, s/n. CP: 30859. Teléfono: 96848 44 22
- **Alguazas**
Plaza Tierno Galván nº 1. CP: 30560. Teléfono: 968 62 00 22
- **Alhama de Murcia**
Plaza Constitución nº 10. CP: 30.840. Teléfono: 968 63 35 12
- **Campos del Río**
C/ Virgen del Carmen nº 3. CP: 30191. Teléfono: 968 65 01 35
- **Cartagena**
C/ Sor Francisca Armendáriz, edificio la Milagrosa, nº 11 1ª planta. CP: 30.202.
Teléfono: 968 12 88 42
- **Ceutí**
Ctra. Ceutí y Lorquí, s/n. CP: 30562. Teléfono: 968 69 01 51
- **Cieza**
Rincón de los Pinos nº 5 bajo interior. CP: 30.530. Teléfono: 968 77 30 09
- **Jumilla**
C/ Ramón y Cajal, I, nº 8. CP: 30.520. Teléfono: 968 78 02 76
- **Librilla**
Plaza Juan Carlos, I, nº 1. CP: 30.892. Teléfono: 968 65 91 21
- **Lorca**
Plaza Carruajes s/n. CP: 30.800. Teléfono: 968 46 64 64
- **Lorquí**
Plaza Ayuntamiento, s/n. CP 30564. Teléfono: 968 69 00 01
- **Los Alcázares**
C/ Miguel Hernández, s/n CP 30710. Teléfono: 968 17 06 65
- **Centro SS SS Comarca Oriental (Santomera, Abanilla, Fortuna y Beniel)**
C/ Fernando Giner, nº 12. CP: 30140. (Santomera). Teléfono: 968 86 16 19
- **Centro SS SS Comarca Noroeste (Caravaca, Abanilla, Calasparra, Cehegín, y Moratalla)**
Plaza del Egido, s/n. CP: 30400. (Caravaca). Teléfono: 968 70 30 62
- **Mancomunidad del Río Mula (Mula, Bullas, Pliego y Albudeite)**
C/ Hospital s/n. CP: 30170. (Mula). Teléfono: 968 66 14 78
- **Centro SS SS de Mancomunidad Sureste (Torre Pacheco, La Unión, Fuede Alamo)**
Avda. Europa, 2º A. CP: 30700. (Torre Pacheco). Teléfono: 968 59 88 85



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- **Mancomunidad del Valle de Ricote (Archena, Abarán, Blanca, Ricote, Ulea, Ojós, Villanueva)**
C/ Argentina, s/n. CP: 30600. (Archena). Teléfono: 968 67 01 52
- **Mazarrón**
C/Canales, s/n. CP: 30870. Teléfono: 968 59 00 12
- **Molina de Segura**
Avd. Madrid nº 1, Entlo. CP: 30500. Teléfono: 968 64 40 20
- **Murcia Centro**
C/ Andorra de Teruel nº 2. CP: 30002. Teléfono: 968 26 27 12
- **Murcia Norte**
C/ Escuelas nº 2. (Espinardo). CP: 30.100. Teléfono: 968 87 9710
- **Murcia Sur**
C/ Adrián Viudes, s/n. Edificio Campo Agrícola. (Beniajan). CP: 30570
Teléfono: 968 87 37 87
- **Puerto Lumbreras**
Plaza de la Constitución nº 2. CP:30890. Teléfono: 968 40 20 13
- **San Javier**
C/ Párroco Cristóbal Balaguer nº 10. CP: 307030. Teléfono: 968 19 07 82
- **San Pedro del Pinatar**
Adv. De los Antolinos, esquina Avd. del Taibilla, CP: 30740. Teléfono: 968 18 43 52
- **Torres de Cotillas**
Plaza Antonio Machado nº 70. CP:30565. Teléfono: 968 62 42 20
- **Totana**
C/ Santiago nº 1. CP: 30850. Teléfono: 968 41 81 77
- **Yecla**
C/ San José, 8, B Dcha. CP: 30880. Teléfono: 968 75 02 10



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