



STOP RACISM PALMA

SERVICES GUIDE

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Stop Racism Project

Palma's City Council promotes the Stop Racism Project Network which is thought to be a collaborative process. In this way, the Stop Racism Network has been created to integrate the social organisations and services who work for the attention and to increase awareness in order to reach an intercultural and equal society.

At the first stage of this project, the Stop Racism Network is analysing the racism and xenophobia situation in Palma, identifying the main gaps and proposing and prioritizing the course of action to be followed.

Having this aim in mind, the 1st Palma's Stop Racism Conference was organised, and took place on the 22nd and 24th of March of 2017, this conference was used as a promotion for the project.

Why this guide?

The guide presented next is one of the first outcomes of the work of the Stop Racism Network and the reflections extracted of the 1st Palma Stop Racism Conference. It's an open and dynamic tool for all the citizenship with three aims:

- To detect racism and xenophobia cases in any environment.
 - To attend racism and xenophobia victims effectively.
 - To raise awarness amongst the population to create an intercultural citizenship able to give a response to the diversity challenges and opened to dialog in a constructive and inclusive way.
- It also comes from the results of the first diagnosis to the specific racism and xenophobia situation in Palma:
- The racism and xenophobia are defiantly attitudes towards the social cohesion, the communal living and the fundamental rights.
 - There are racist and xenophobic attitudes in nearly every social environment: at the work place, in the housing research, in the access to leisure activities or in the access to the public services, amongst others.
 - The silence and inattention before this aggressions contribute to make invisible and trivialise this situations and therefore a message of tolerance and impunity is given, and this must be eradicated.

- All the society, in one way or another, can contribute to eradicate this blot, to do this; we need tools to know how to act.
- It's estimated that 90% of the racist and xenophobic aggressions aren't reported.
- The lack of confidence, the lack of information about the rights and the services available are the main reasons to not report.
- The specific attention to the racism and xenophobia in Palma and in the rest of the Balearic Islands is on an emerging moment; therefore, it's necessary to promote the work done and the services who work to fight racism and xenophobia.

Concepts and definitions

What is the aim?

All the people must be treated equally, regardless their ethnic origin, skin colour religious beliefs or nationality, which is to fight against any type of discrimination.

That is, fight against any discrimination due to racial, ethnic or cultural origin.

In what principles is based?

It's based on the principle of non-discrimination.

This principle forbids the harassment and any other type of discrimination, direct or indirectly, due to ethnic origin, skin colour, religious beliefs or nationality.

What are the most important concepts?

Why do we talk about racism when there is only one race?

In effect, from the biology point of view, the idea of classifying the humanity into different races, depending on specific phenotypes characteristics, like the skin colour, is absolutely rejected. All people belong to one race, the human race.

Nevertheless, although there isn't a biological base, the idea of the differences between races has remained in the socio-political field, with the intention to include or exclude specific groups with specific characteristics. These imaginary races play an important role to establish the differences and structures inequalities. For that reason, the social sciences can't always omit the race concept used in this mistaken way, as it explains certain phenomenons. For example, it appears in legislation to identify hate crimes and discrimination.

This guide is part of a wider project to build an intercultural and inclusive city. Therefore, it involves a change in the model, which includes ruling out the idea of having racial differences from the peoples minds

and we will be able to relate as citizens from an only race formed by different people. Therefore, the aim is that diversity can be compatible with equality.

For that reason, in this guide we have opted for avoiding the use of the term race when it has been possible. In literal quotes the original text has been respected.

Racism:

Doctrine that defends the inferiority of specific ethnic groups respect others, in virtue of what is justified the discrimination, the social segregation, the economic exploitation, etc. At the same time, it's the attitude or behaviour inspired by this doctrine.

Xenofòbia:

It's hate or hostility towards people who comes from other places or countries. It's a prejudice that includes rejection, incomprehension, mistrust or phobia against other ethnic groups, their culture and traditions.

Hate crime:

Serious crime in which a victim, place or object is selected because of its ethnic origin, skin colour, language, religion beliefs, physical or mental condition, affective or sexual orientation, gender identity, social background or any other similar features.

Types of crimes: injuries, threats, insults, racists acts, intolerance in the sports, harm, sexual abuse, vexation, degrading treatment, etc. that are motivated by the reasons note. Crimes committed through the mass media and social networks are included.

It's advisable to have a clear distinction between a hate crime and a feeling crime. A person can commit a common offence against another and feel hate towards his or her victim due to strictly personal reasons. In this case, it's not a hate crime. To be a hate crime, it must have an objective characteristic in which that behaviour is based (prejudices, ideologies, doctrines, etc.).

Example: a fight between neighbours regardless the fact that the victim comes from another country.

Hate speech:

A speech which aims to degrade, intimidate, promote prejudices or urge violence against people or elements because of its ethnic origin, gender, age, nationality, religion beliefs, affective or sexual orientation, gender identity, physical condition, language, ideology, socio-economic status, occupation, appearance, etc.

This speech can be spread out by any means: oral, written, visual, through the mass media, Internet, etc.

The arguments used in the hate speech are based on prejudices and stereotypes of groups which, due to its simplicity and repetition, cause an ease effect in the citizenship.

At the moment of categorising the hate speech as a hate crime, a conflict with the freedom of speech is generated. So, there is not unanimity on case law about it.

What type of racist or xenophobic situations can we find?

Direct discrimination:

In a similar situation, treat someone in a less favourable way than another because of its ethnic origin, skin colour or nationality in a similar position to another.

Example: at the entry of a business, they only allow entering people from a certain origin and the entrance to others is excluded for the same reason.

Indirect discrimination:

A rule or practice apparently neutral places people in a disadvantaged position respect to others, without an objective justification.

Example: a job offer excludes foreign people without a reasonable reason.

Discrimination by association:

A person is discriminated because of his relationship or link with another.

Example: a housing lease is refused because the partner or friends of the person who wants to rent belongs to the gipsy community.

Discrimination order:

When inside an institution, guidelines are given to discriminate without a based reason.

Example: in a Police Department an order is given to identify (ask for the documentation) to all the people with an African appearance.

Discriminatory harassment:

This behaviour aims to attempt someone's identity, its physical or mental integrity, or to create an intimidating, hostile, degrading, humiliating, offensive or annoying environment due to his or her culture or origin.

Examples:

- A group assaults a person referring to his or her ethnic origin.
- Derogatory paints in a Mosque.
- The use of social networks to spread out insults against people from a specific nationality or religion.

Any other discrimination can be communicated in any of the services found in this guide.

To have in mind!

- Racism or xenophobic victims who don't have legalised their situation have the same right to report any crime that may occur to them.
- If there is a **physical aggression**, the victim **has to go to the medical centre immediately**, without having a shower or changing clothes. The medical workers will gather up in a **medical report** all information about the victim's health condition at that moment. This is important as it **can be used as evidence**.
- In front of the **access refusal** to a private service, it's recommended to ask for the complaints book. If there is a refusal of giving it to the

victim, the police can be called or the services appearing in this guide.

- It's important to gather up the reports correctly, and all the details have to appear with the most accuracy possible.
- If there were insults or threats, **the exact words** have to be written.
- There has to be explained the exact and specific incidents, the number of times that an incident had been repeated, etc.
- It has to say if the aggressor exhibits any **symbolology** associated with a neo-Nazi or similar associations.
- The racism and xenophobia often interact or are **covered up** with other forms of discrimination, oppression or harassment (work related, sexual, etc.). Therefore, it's advisable to practise **the active listening** to be able to **distinguish** when, behind a specific situation, there is a racism component. If there is any suspicious, it has to be communicated to the services that appear in this guide.
- The **indifference and trivialisations** in front of the hate crimes, including those committed on the Internet **have to be communicated** to the services provided in this guide.

Help services short list

· **CRUZ ROJA. Help and guidance service for racial or ethnic discrimination victims.**

Telephone: 971 295 753

Email address: orluve@cruzroja.es

· **MINISTERIO DE JUSTÍCIA**

Crime victim help office

Telephone: 971 067 8611

Email address: victimas.mallorca@justicia.es

Public Prosecutor for the protection against discrimination

Telephone: 971 219 200 / 971 219 443

Email address: fiscalia-tsj.palmademallorca@fiscalia.mju.es

· **AYUNTAMIENTO DE PALMA**

Diversity management service

Telephone: 971 228 756

Email address: inmigracio@palma.cat

Hate Crime attention service from the Palma's Local Police

Telephone: 650 781 644 / 971 225 500

Email address: stop.odi@pol.palma.es

Citizenship commissioner office

Telephone: 971 449 490

Email address: reclamacio_dc@palma.cat

· **GOBIERNO DE LAS ISLAS BALEARES. OFIM- Mallorca's immigration information and advice centre.**

Telephone: 971 764 588

Email address: ofim.coordinacio@estudi6.com

· **CÀRITAS. Legal advice service**

Telephone: 971 717 289

Email address: ajuridica@caritasmallorca.org

· **MINISTERIO DE INTERIOR**

Public Safety Department, National Police

Telephone: 091 / 971 225200 / 971 225316

Email address: mallorca.participacion@policia.es

Guàrdia Civil: EMUNE team

Telephone: 062 / 971 774100

Email address: lb-pj-personas@guardiacivil.es

HELP SERVICES DESCRIPTION

Cruz Roja

Help and guidance service for racial or ethnic discrimination victims.

Managing body	Cruz Roja in agreement with the Consejo para la Eliminación de la Discrimination. Ministerio de Sanidad, Servicios Sociales e Igualdad
Address	Av. de Gaspar Bennàzar, Arquitecte, 73. Palma
Telephone	971 29 57 53
Opening hours	8am to 3pm Monday to Friday
Email address	orluve@cruzroja.es
Website	http://asistenciavictimasdiscriminacion.org/
Reference professional	Oriol Lupiañez

Target population

Services provided

General citizenship.

National level service is present in 17 autonomous communities.

Types of services provided:

- information and advice
- mediation
- accompany
- other services referral

The attention process is to detect, influence and repair or restore the harm. Using always the negotiation and mediation between the victim and aggressor. There is no intervention on a legal level. At most, a complaint can be presented to the citizenship commissioner.

Access requirements

None.

How to access

With appointment.

Referral from other services.

Directly in the centre

Contact by email or telephone.

Job profile

1 specialist, 10h a week.

Càritas

Legal advice service

Managing body	Càritas Mallorca
Address	C. de les Escoles, 1. Palma
Telephone	971 71 72 89
Opening hours	9.30am to 1.30pm Monday to Friday
Email address	ajuridica@caritasmallorca.org
Website	www.caritasmallorca.org
Reference professionals	Bàrbara Picornell i Margalida Cortés

Target population

Victims.

Services provided

Types of services provided:

- Information, orientation and advice on citizenship, immigration matters, labour law, etc.
- accompany to services
- social reports requested by lawyers.

Access requirements

None.

How to access

Through the contact details from Càritas: telephone, email address or directly at any of the help points based at the different neighbourhoods. Appointment is requested.

Job profile

1 part-time social worker. The legal advice service gives collaboration to the Bar Associations and law students from the UIB.

Ministeri de Justicia.

Crime victim help office

Managing body	Oficina Decanato Penal de Palma Ministerio de Justicia
Address	Av. d'Alemanyà, 5, semisoterrani, Palma
Telephone	971 67 86 11
Opening hours	General public: 9am to 2pm Psychologist attention with appointment: Monday 4pm to 6pm
Email address	victimas.mallorca@justicia.es
Website	http://www.mjjusticia.gob.es/cs/Satellite/Portal/es/servicios-ciudadano/oficinas-asis-tencia-victimas
Reference professional	Victoria Prieto Nebot (procedural manager) and María Rosa Serra Vizoso (psychologist)

Target population	Victims. Relatives . General citizenship. Other professionals.
Services provided	Free public service under the 35/1995 Act, 11th of December, help and assistance for victims of crime and against sexual freedom. Type of services provided: - Information to victims about their rights, reports and justice

- process (criminal/civil)
- General and specific legal advice.
 - Individual, family or group psychologist intervention to deal with the damage caused by crime acts.
 - Accompany to the judicial proceedings
 - Mediation.
 - Referral and networking with other services.
 - Information and advice to other professionals.

Access requirements
How to access

None
With appointment (immediate attention in case of emergency depending on availability of the service).
Referral from other services.
Contact by email or telephone.
Direct access at the office or court.

Job profile

1 procedural manager.
1 psychologist on service provision.

Other information

No report needed to get advice.

OFIM: Mallorca's immigration information and advice centre.

Govern de les Illes Balears

Organisme gestor	Direcció General de Planificació y Servicios Sociales. Consejería de Servicios Sociales y Cooperación. Gobierno de las Islas Baleares
Address	C. d'Eusebi Estada, 48, baixos, Palma
Telephone	971 76 45 88
Opening hours	8.30am to 2.30pm Monday to Friday 4 to 7pm Tuesdays and Thursdays 9am to 2pm Saturdays
Email address	ofim.coordinacio@studi6.com
Website	http://immigraciobalears.caib.es
Reference professional	Celin Bisbal, manager

Target population	Victims. Relatives. General citizenship. Other professionals. Mostly immigrants.
Services provided	- Information, advice and orientation about immigration procedures and regulations, labour laws and career advice services. - Referral to other services. - Guidance for other professionals.

Access requirements

How to access

Job profile

Other information

- Support to immigrants associations.
- Social and cultural inclusion training for extra-comunitary immigrants.

None.

Appointments directly on the Palma's centre or by telephone.
*In case of an emergency, as an exception, there will be attended without appointment:

- Expulsions or orders to leave the country, social emergencies.
- Gender violence, children at risk, racist or xenophobic aggressions, or other that affect people's physical or moral integrity.
- The administrative procedures with deadlines.
- Referrals to other services.

6 specialists (3 law advisers and 3 social workers) and 2 administrative assistants.

This service is also provided in Inca, Manacor and Calvià.

Ayuntamiento de Palma.

Diversity Management Team

Managing body Área de Igualdad, Juventud y Derechos Cívicos, Ayuntamiento de Palma

Address C. de la Ferreria, 10 (4a planta), Palma

Telephone 971 22 87 56

Opening hours 8am to 3pm Monday to Friday

Email address immigracio@palma.cat

Website www.palma.es

Reference professional Bel Barceló, specialist coordinator

Target population General citizenship, professionals, organisations and associations.

Services provided Services provided:

- Reception and assistance to newcomers.
- Information and advice.
- Mediation and intervention in conflict solving originated by intercultural coexistence.
- Settle forms.
- Project management: Stop Racism (networking, protocols, etc.)

Access requirements

To be a Palma's resident.

How to access

Open to general public 9am to 1pm, Monday to Friday.
With appointment.
Directly in the centre.
Referral from other services.
Contact by email or telephone.
Others.

Job profile

The Diversity Management Team is formed by 5 immigration specialists, 2 social workers, 1 administrative assistant and 1 specialist director.

Other information

Apart from the direct intervention, other interventions are provided:

- Promotion of: participation, coexistence, etc. with specific actions and projects (ex. Bank of Cultures, Participate and Coexist in the School, etc.)
- Support to municipal service in the diversity intervention.
- Training and awareness raising actions for the general citizenship and specific groups.

Ayuntamiento de Palma.

Citizenship commissioner office

Managing body	Ayuntamiento de Palma
Address	Pl. de la Porta del Camp, 2, Palma
Telephone	971 44 94 90
Opening hours	9am to 2pm Monday to Friday
Email address	reclamacio_dc@palma.es
Website	http://defensorciudadania.palma.cat/
Reference professional	Anna Moilanen, citizenship commissioner

Target population

General Citizenship.

Services provided

Complaints and suggestions related to the services provided by the Palma City Council on second instance.

Access requirements

None.

How to access

Direct access in the centre. No referral needed or appointment.

Job profile

3 professionals.

Ayuntamiento de Palma.

Hate Crime attention service from the Palma's Local Police

Managing body	Policía Local de Palma
Address	C. de Son Dameto, 1, Palma
Telephone	Hate crime help service: 650 781 644 General: 971 225 500
Opening hours	De 9 a 15 h
Email address	stop.odi@pol.palma.es
Website	http://policia.palma.cat/
Reference professional	Sonia Vives, Local Police officer-interlocutor Joan Clar, socio-police intervention specialist

Target population	Victims. Relatives. General citizenship. Other.
Services provided	Types of services provided: - Management of reports related to communal living problems and racist or xenophobic incidents. - Attention to bullying problems: cyber-bullying or face-to-face bullying.

- Attention to hate crime and intolerance.
- Mediation in private conflicts.
- Processing of penal reports and administrative reports.
- Referrals to other organisations and services.
- Crisis physiologist intervention.
- Accompaniment.

Access requirements

None.

How to access

Direct access in the centre/ service.
Contact by email or telephone.
Direct intervention from the Local Police Patrol.

Job profile

2 professionals during the morning and afternoon opening hours.

Other information

The new Hate Crime Unit will depend on the Violence Comprehensive Unit.

Ministerio del Interior

Policía Nacional

Brigada Provincial de Seguridad Ciudadana

Managing body

Ministerio del Interior

Address Telephone

C. de Simó Ballester, 8, Palma
091

971 22 52 00 - 971 22 53 16

Opening hours Email address

24 hours

mallorca.bpsc@policia.es

mallorca.participacion@policia.es

Website

www.policia.es

Reference professional

Monserrat Marín, head of the Province Citizenship Security Squad.

Javier Martín, Balearic Islands Citizenship Participation delegate.

Target population

People who had suffered a hate crime and request it (direct victims).

Services provided

Since there is knowledge of a crime related to hate, the Police has to follow the action protocol to deal with this type of crimes.

The victim protection is an essential point on this procedure, at the same time all the actions needed to arrest the criminals.

Access requirements

None.

How to access

Direct access in the centre/service.

Contact by email or telephone

Direct intervention from the National Police.

Job profile

The Citizenship Security Squad and the units that integrate it (UPR, GAC, MOTOS, citizenship participation...) and the rest of squads must know the Action Protocol for hate crimes.

Other information

As social interlocutor, the Citizenship Participation delegate makes available the telephone: 971 225 316

and the email address:

mallorca.participacion@policia.es for all the people and associations interested on this issue.

Ministerio del Interior

Guardia Civil

EMUME Team

Managing body	Ministerio del Interior
Address	C. de Manuel Azaña, 10. Palma062
Telephone	971 77 41 00
Opening hours	24 hours
Email address	lb-pj-personas@guardiacivil.es
Website	http://www.interior.gob.es/web/servicios-al-ciudadano/delitos-de-odio
Reference professional	First Lieutenant of the Crimes Against people's Crimes UOPJ ISLAS BALEARES.

Target population

People who had suffered hate crime.

Services provided

Report reception, assistance, protection and advice, actions and investigation proposals, communication with the Judicial and the Public Prosecutor Ministry (delegate public prosecutor for the equality protection and discrimination).

Access requirements

None.

How to access

Directly at the Guardia Civil office.

Job profile

Staff appointed in the Balearic Islands Guardia Civil Offices. Judicial Police specialised Units and the Guardia Civil Information Service.

Ministerio de Justicia Fiscalía de la Comunidad Autónoma de las Islas Baleares Public Prosecutor for the protection against discrimination

Services provided

This service is part of the National Public Prosecutors network, which is in charge in each territory of the Public Prosecutor Ministry work in matters of the protection against discrimination, created on 2014.

Managing body	Ministerio de Justicia
Address	Pl. del Bisbe Berenguer de Palou, 10. Palma
Telephone	971 21 92 00 – 971 21 94 43
Opening hours	9am to 2pm, Monday to Friday
Email address	fiscalia-tsj.palmademallorca@fiscalia.mju.es
Reference professional	José Díaz Capa, Public Prosecutor Delegate for the equality and discrimination protection.

PREVENTION AND AWARENESS RISING

Prevention and awareness rising

One of the main aims of the Stop Racism Project is to improve the assistance given to hate crimes victims. We aim for racist aggressions not to happen in order to become a fairer and more united city. For this reason, prevention and awareness rising it's fundamental. Rumours, prejudices and stereotypes act as a virus and even if they are based on unreal facts, they spread easily, affecting the communal living, and promoting the racist discourse and, reaching to a point, the hate crimes.

The statistics show that the use of the services made by the newcomers, (health care, job centres, social services, etc.) it's similar to the demographic composition of the population (20% are foreign people). But there are still rumours and stereotypes about the abuse of the resources.

There are other stereotype examples present in Palma and, therefore, damaging for the communal living:

- The people who arrive have a low educational level.
- They take our jobs.
- They don't adapt to our culture.
- Mallorca people are socially closed.
- All gipsy people steal.
- Muslim people are terrorists.

The fear, lack of awareness, mistrust and lack of information promote the spread of this type of ideas, and therefore, the best antidotes for them are:

- To **promote the interaction, mutual understanding and the exchange** between people from different cultures.
- To **promote a positive view about the diversity**: to show the potentiality of the newcomers, avoid the blame of determined groups, etc.
- To **dismantle stereotypes**: giving information, asking questions, checking from where some affirmations come, rejecting generalisations,

creating curiosity to go further of an affirmation, applying the logic. Always, with a respectful and the dialoguing spirit. For example:

Who told you that?

Did you experience anything in this sense in concrete?

Have you asked directly to the person why he or she dresses like that?

We always say they don't want to integrate themselves but I haven't done any effort to approach him or her.

The school, the mass media, social networks, sports, leisure services, and ultimately, all the citizenship interactions are a good opportunity to move forward to an intercultural city. Next, there is a list of services who work for the prevention and awareness rising.

EDUCATION

Instituto para la Convivencia y el Éxito Escolar

Managing body	Consejería d'Educació i Universitat de les Illes Balears. Gobierno de las Islas Baleares
Address	C. d'Alfons el Magnànim, 29, 3r, bloc B. Palma
Telephone	971 17 76 08
Opening hours	8am to 3pm
Email address	convivexit@dgjice.caib.es
Website	
Reference professional	Elena Navarro

LABOUR

Centro de Información para Trabajadores Extranjeros CCOO

Managing body	Comissions Obreres
Address	C./ de Francesc de Borja Moll, 3. Palma
Telephone	971 72 60 60
Opening hours	9am to 1pm Monday to Wednesday
Email address	cite@ib.ccoo.es
Website	www.ib.ccoo.es/webbaleares
Reference professional	Eva B. Cerdeiriña, secretary of Social and Equal Oportunities Policy of CCOO Balearic Islands

Àrea de Igualdad. Confederación General del Trabajo CGT

Managing body	Confederación General del Trabajo CGT
Address	Camino de Son Rapinya, 46, 2n. Palma
Telephone	971 79 14 47 - 629 42 84 64
Opening hours	6 to 8pm Tuesday to Thursday
Email address	carloaugustomartini@gmail.com sp@cgt-balears.org
Website	www.cgtbalears.org
Reference professional	Carlos Augusto Martini

Unión Sindical Obrera de les Illes Balears (USO)

Managing body	Unión Sindical Obrera USO
Address	C. del Cigne, 17. Palma
Telephone	971 27 79 14
Opening hours	9.30am to 13.30pm and 5 to 7pm Monday to Thursday
Email address	carolinaabad@usoib.es
Website	www.usoib.es/
Reference professional	Raquel Hernández, guidance service Carolina Abad, Equal Treatment secretary

COMMUNITY DEVELOPMENT

Servicio de Gestión de la diversidad

Managing body	Àrea de Igualdad, Juventud y Derecho Cívicos. Ayuntamiento de Palma
Address	C. de la Ferreria, 10, 4a planta. Palma
Telephone	971 22 87 56
Opening hours	9am to 2pm Monday to Friday
Email address	immigracio@palma.cat
Website	www.palma.es
Reference professional	Bel Barceló, specialist coordinator

CÀRITAS. Acción de Base

Managing body	Càritas Mallorca
Address	C. de les Escoles, 1. Palma
Telephone	971 71 72 89
Opening hours	9.30am to 13.30pm Monday to Friday
Email address	secretaria@caritasmallorca.org
Website	www.caritasmallorca.org
Reference professional	Bàrbara Picornell

Servicio de atención Social en los juzgados

Managing body	Fundació IRES
Address	Avda. Alemanya, 5, subterráneo. Palma
Telephone	971 722856 (IRES' Local Office in the Balearic Islands) 971 726227 (Court)
Opening hours	9am to 2pm Monday to Friday
Email address	sasjmallorca@fundacioires.org
Website	www.fundacioires.org
Reference professional	Aina Capellà, coordinator Manuel Alcarreta y Bernat Aguiló, social workers

COMUNICACION

Forum Comunicación Educación y Ciudadanía

Managing body	Ingeniería Sin Fronteras Islas Baleares
Address	C/Sant Ferran 21, 1er A
Telephone	971 57 64 27
Opening hours	10am to 4pm Monday to Friday
Email address	meritxell.esquirol@gmail.com
Website	educomunica.isf.es
Reference professional	Meritxell Esquirol

HOUSING

Patronato Municipal de la Vivienda

Managing body	Regiduría de Modelo de Ciudad, Urbanismo y Vivienda Digna. Ayuntamiento de Palma
Address	Av. de Gabriel Alomar, 18, 2n
Telephone	971 21 41 97 / 971 72 32 84
Opening hours	9am to 4pm Monday to Friday
Email address	habitatge@hab.a-palma.es
Website	www.patronathabitatge.palma.cat

LEGISLATION

Legislation

The non-discrimination principle is supported by a number of international and national legal acts. Similarly, the legislation makes special mention to the protection against racism, the discrimination due to origin reasons and other intolerance forms.

International

- Universal Declaration of Human Rights (1948)

Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it is independent, trust, non-self-governing or under any other limitation of sovereignty.

- Charter of Fundamental Rights of the European Union (2000)

The article 21 prohibits any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

- The Race Equality Directive 2000/43/CE, of 29th of June of 2000, it implements the principle of equal treatment between people irrespective of racial or ethnic origin.

- The Race Equality Directive 2000/78/CE, of 27th of November, it establishes a general Framework for the equal treatment in work and labour.

National

- Spanish Constitution (1978). Equality Principle

Article 14. Spaniards are equal before the law and may not in any way be discriminated against on account of birth, race, sex, religion, opinion or any other personal or social condition or circumstance

- Penal Code (Organic Law 1/2015, modifies the Penal Code)

With the amendment of 2015, the article 510 of the Penal Code is set as the fundamental base which brings together all the racist and xenophobic behaviours liable to criminal punishment.

Article 510.

1. Those that incite to incur in discriminatory acts, hate or violence against groups or associations for racist reasons, anti-Semitic or other reasons that refer to ideology, religion or beliefs, family situation, belonging of their members to an ethnicity or race, national origin, sex, sexual orientation, illness or handicap will be punished with a penalty of prison between one to three year and fine of six to twelve months of salary.

2. It will be punished with the same penalty the conduct of those that, with knowledge of its untrue nature, spread offensive information about groups or associations with relation to their ideology, religion or beliefs, belonging of their members to an ethnicity, national origin, sex, sexual orientation, illness or handicap.

The Penal Code, in its 22.4 article, sets also as aggravating circumstances where “crime is committed on racist, anti-semitic or other discriminatory grounds related to the victim’s ideology, religion beliefs, ethnic origin, nation, gender or sexual identity, gender reasons or illness or disability”. The Penal code includes also:

- Labour discrimination (Art. 314)
- Access to public services discrimination (Art. 511)

- Access to private services discrimination (Art. 512)
- Crimes against moral integrity (Art. 173 to 175 and Art. 177)
- Secrets disclosure or hacking of another, when this behaviour affects the personal data and reveals ideology, beliefs, health, racial origin or sexual identity (Art. 197)
- Illicite associations’ crimes (Art. 515). Associations which promote discrimination, hate or violence are punishable.
- Freedom of conscience and religious feelings (Art. 522 to 525)

Other legislation that develops the non-discrimination principle:

- The Convention on Cybercrime (additional protocol to the Convention on cybercrime related to the penalization of racist and xenophobic acts committed using the IT systems, approved in Strasbourg on the 28th of January 2004)
- Workers regulations (Royal Legislative Decree 2/2005, of 23rd of October, approves the Workers Regulations Consolidated Law Text)
- Law on Audiovisual Communication (Law 7/2010, of 31st of March, Law for Audiovisual Communication)
- Law against racism in sports (Law 19/2007, of 11th of July, against violence, racism, xenophobia and intolerance in sports and its regulations)
- Law on Equal treatment and non-discrimination (in 2011 the law proposal was presented but it hasn’t been developed yet)

Palma Stop Racism Network

Palma Stop Racism Network is integrated by the following services and organisations:

- Servicio de Gestión de la Diversidad Cultural. Área de Igualdad, Juventud y Derecho Cívicos. Ayuntamiento de Palma.
- Oficina de Defensa de la Ciudadanía. Ayuntamiento de Palma.
- Policía Local de Palma. Ayuntamiento de Palma.
- Oficina de Información y Orientación para la Inmigración a Mallorca (OFIM). Address General de Planificación y Servicios Sociales. Gobierno de las Islas Baleares.
- Patronato Municipal de la Vivienda. Regiduría Modelo de Ciudad, Urbanismo y Vivienda Digna. Ayuntamiento de Palma.
- Instituto para la Convivencia y el Éxito Escolar (Convivexit). Consejería de Educación y Universidad de las Islas Baleares. Gobierno de las Islas Baleares.
- Oficina de Asistencia a las Víctimas de Delito. Ministerio de Justicia.
- Servicio de atención y orientación a las víctimas de discriminación racial y étnica. Cruz Roja.
- Fundación IRES.
- Ingeniería sin Fronteras.
- Cos Nacional de Policía. Secretaria de Participación Ciudadana.
- Centre de Informació a Persones Extranjeres (CITE) de CCOO.
- USO Islas Baleares.

- CGT Islas Baleares.
- UGT Islas Baleares.
- Cáritas Islas Baleares.
- Anconra United.
- Fundación Patronato Obrero.
- Ayuda en Acción.
- Movimiento Escolta de Mallorca, impulsor del proyecto “A Mallorca queremos acoger”.
- Asociación Mallorquines Afectados por la Hepatitis C (AMHC).
- Asociación Iniciativa.

Participation

Palma Stop Racism Network is an open and dynamic participation space. You can get in contact with the Cultural Diversity Management Service in the following cases:

- If you know any service to be incorporated in this guide.
- If you have any suggestions to improve this guide.
- If you want to actively participate in the Palma Stop Racism Project.

Stop Racism Palma

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