



Immigrant Welcome Kit



Lousã Convida à Integração

Opening Note

This Immigrant Welcome Kit has been prepared to welcome, promote and facilitate the integration of newly arrived immigrants or the resident immigrant population to the municipality of Lousã.

In this book you will find information on services, voluntary organisations and public entities that provide support to immigrants in the areas of health, education, social inclusion and employment.

The information included here does not replace direct contact with services/entities and does not apply to specific cases and nationalities, which are subject to different solutions/indications.



FUNDO
ASILO, MIGRAÇÃO
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SGMAI
SECRETARIA
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ACM

ASSOCIAÇÃO DE MUNICÍPIOS ALENTEJANOS



REPÚBLICA
PORTUGUESA



União Europeia



LOUSA
Cidade Municipal

Lousã



The municipality is part of the district of Coimbra and of the Coimbra Region Intermunicipal Community, in the centre of the country.

Vila Nova de Poiares is its neighbour to the north and Góis to the east; Miranda do Corvo to the west and Castanheira de Pêra and Figueiró do Vinhos (Leiria District) to the south. It has an area of 138.4 Km² and a total population of 17 604 (2011 census).



Cultura e Turismo

Lousã Tourism Office

Ethnographic Museum Dr. Louzã Henriques, Rua Dr. Pires de Carvalho, 3200-114 Lousã

Week days 9 a.m. to 12:30 p.m. and 2 p.m. to 5:30 p.m.,
Saturdays and Sundays from 10 a.m. to 12:30 p.m. and 2:30 p.m. to 4 p.m. (+351) 239 990 040 |
posto.turismo@cm-lousa.pt | geral@turismocentro.pt

Municipal Library Comendador Montenegro

Weekdays from 9 a.m. to 5:30 p.m. (Summer)
Weekdays from 9 a.m. to 12:30 p.m. and 2 p.m. to 7 p.m. and
Saturdays 9:30 a.m. to 1 p.m. and 2:30 p.m. to 6 p.m. (Winter)
Avenida Coelho da Gama, n.º 18, 3200-200 Lousã
(+351) 239 990 383 | biblioteca@cm-lousa.pt

Municipal Museum Prof. Álvaro Viana de Lemos

Rua General Bombarda, n.º 18, 3200-248 Lousã
(+351) 239 993 372/239 990 370

The Municipality of Lousã is rich in cultural and gastronomic traditions, and in trades, which are preserved through the handicraft produced and the mark of commercial innovation made by local entrepreneurs on traditional products.

The handicraft includes basketwork, items made from shale, ceramics, embroidery, costume jewellery, paper and wood work.

Traditional products include liqueurs, wine, sweets, honey with Protected Designation of Origin (PDO) from Lousã Mountain, sausages and plants.



Local Administration

The City Hall and the Parish Councils represent their residents and manage the available resources. They have jurisdiction over the areas of financial management, environment and urban services (water and sewage), municipal works, land-use development and planning, civil protection, public space, social affairs, education, culture, sport, libraries, etc.

Lousã City Hall

Rua Dr. João Santos, 3200-953 Lousã
(+351) 239 990 370 | 912 217 813 | 910 020 963/4 | 966 618 391 | 936 518 710 | Fax 239 990 381 | geral@cm-lousa.pt
www.cm-lousa.pt

The Municipality is divided administratively into four parishes.

Foz de Arouce and Casal de Ermio

Rua Principal, Lugar de Baixo n.º 41, 3200-029 Foz de Arouce
Opening hours: Foz de Arouce - Tuesday and Thursday from 6.30 p.m. to 7.30 p.m. | Casal de Ermio - Thursday from 8 p.m. to 9 p.m. (Summer) or 7 p.m. to 8 p.m. (Winter)
(+351) 239 992 419 | 963 677 044 | www.fozdearouce.pt
freguesiaf.roucecm.ermio@gmail.com

Gândaras

Monday to Friday from 2 p.m. to 3 p.m., Mondays from 7.30 p.m. to 8.30 p.m. | Rua da Escola, Fontainhas, Gândaras, 3200 - 086 Lousã
(+351) 239 996 620 | jfgandaras@gmail.com

Serpins

Opening hours: Sunday 10 a.m. to 12:30 p.m., Tuesday 10 a.m. to 12 p.m., Thursday 7 p.m. p.m. to 8 p.m.
Largo da Feira, 3200-318 Serpins | (+351) 239 971 138
junta.serpins@sapo.pt | www.junta-serpins.pt

Lousã and Vilarinho

Opening hours: Lousã weekdays from 8:30 a.m. to 12:30 p.m. and 2 p.m. to 5 p.m., Vilarinho weekdays from 9 a.m. to 12:30 p.m. p.m. and 2 p.m. to 5:30 p.m.
Council member meetings with the Public: Monday morning
geral@jf-lousanvilarinho.pt | www.jf-lousanvilarinho.pt



Opening Hours of Public Services

In person: Lousã has a One-Stop-Shop for the Citizen, complementing the existing network of public services, aimed at bringing the citizen closer to public administration and providing access to several services in the same place (80 services by 13 different entities).

One-Stop-Shop

Weekdays from 9 a.m. to 4:30 p.m.
Rua Dr. João Santos, 3200-953 Lousã
(+351) 239 990 375 | geral@cm-lousa.pt

Virtual One-Stop-Shop

space offering several services intended to make communication between the town hall and citizens easier, avoiding unnecessary travel to the offices and making it possible to handle matters online, look up important municipal documents, report events, etc.:



Water meter reading Submit your meter reading on the internet.



One-Stop-Shop You will find a set of useful services.



Municipality's Master Development Plan (MDP)
See the MDP of Lousã.



Documents Download the available documents to your computer or forward them directly to the competent service.



My Street Allows citizens to report events concerning public spaces.



Forms
List of electronic forms



Blue Number Water and Sewage Leaks
24-hour Service



FAQ Frequently asked questions concerning city hall activities.

Online Services

Electronic water bill | www.cm-lousa.pt

The digital platform SIGA (Integrated Management and Learning System)

Provides information quickly and efficiently about school meals and their payment, as well as other school services, making it easier to balance work and family life.
<https://siga1.edubox.pt>

The City Hall has specific departments, such as:

Local Centre for Support to Migrant Integration (CLAIM)

The Local Centres for Support to Migrant Integration (CLAIM) are decentralised information and support desks of the National Migrant Integration Support Network (CNAIN), which seeks to meet the needs of migrants in different areas (e.g. education, employment, health and social action and help in the legalisation process).

In the context of a protocol signed by the National Association of Portuguese Municipalities and the Foreigners and Borders Service, Lousã City Hall issues certificates of residence to EU foreign citizens.

Opening hours: Weekdays from 9 a.m. to 12:30 p.m. and 2 p.m. to 4:30 p.m.

Rua Dr. João Santos, n.º 7,
3200-953 Lousã
(+351) 239 990 375
sector.social.saude@cm-lousa.pt

National Centre for Support to Migrant Integration

Opening hours: Weekdays 9 a.m. to 7 p.m.

(+351) 218 106 191
informacoes@acm.gov.pt
gaplum@acm.gov.pt
www.acm.gov.pt

808 257 257
+351 218 106 191
Helpline for Immigrants

Emigrant and Lousã Diaspora Investor Support Office

Set up in the City Hall building, the help desk resulted from a protocol signed by the Directorate-General for Consular and Portuguese Community Affairs, providing free service to emigrants, whether residing or not in Portugal.

Entrepreneurship Support Office

Set up in the City Hall building, this service ensures the dissemination of support measures and contact with best practices of business entrepreneurship, which may be adapted and implemented with young people, unemployed and entrepreneurs.

Social Support Services

Integrated social assistance delivered in every parish by charities, the City Hall, Social Security local services and the Health Centre.

The priorities are socially vulnerable households, with long-term unemployment, prison, death, illness, separation and abandonment, non-contributory pensioners, large households and single parents with low income, families receiving Social Insertion Income, and households in disaster situations, among others.

Weekdays 9 a.m. to 4:30 p.m.

Social assistance Tuesday from 2 p.m. to 4:30 p.m.; Thursday from 9 a.m. to 12:30 p.m.

Rua Dr. João Santos, n.º 7, 3200-953 Lousã

(+351) 239 990 375 | sector.social.saude@cm-lousa.pt

Family Intervention Office

Offering differentiated service, free of charge, that complements the intervention of existing family support services, through (multi)systemic intervention, in a real context, seeking to strengthen households in their varied dimensions (individual, parental, marriage and social).

It promotes and carries out activities at schools and in the communities in the area of mental health prevention and pro-

moting parental skills, and awareness-raising actions in the school, family and community context with a preventive role and support to victims of domestic violence, carried out in partnership with other entities – schools, health entities, Social Security, Child and Youth Protection Committee, National Republican Guard and the Public Prosecutor's Office.

Opening hours: Weekdays from 9 a.m. to 12:30 p.m. and 2 p.m. to 5:30 p.m.

Rua Dr. João Santos, n.º 1, 3200-953 Lousã

(+351) 239 991 281 | gif@cm-lousa.pt

For more entities delivering social support in the Municipality, see the chapter on "Social Support Network/ Inclusion".

Lousã Municipality Ombudsman for the Disabled

The Ombudsman's Office oversees compliance with the laws and best practices in the field of disabilities, provides assistance and information, and carries out actions concerning the integration of disabled people, among other services.

Monday from 9 a.m. to 12:30 p.m. and 2 p.m. to 5:30 p.m.;

Wednesday and Thursday from 2 p.m. to 5:30 p.m.

Rua Dr. João Santos, n.º 7

(+351) 239 990 375 | provedoria.deficiencia@cm-lousa.pt

Child and Youth Protection Committee of Lousã (CPCJL)

Official non-judiciary institution for promoting the rights of children and young people and preventing or terminating situations affecting their safety, health, training, education and full development. | Weekdays from 9 a.m. to 12:30 p.m. and 2 p.m. to 4:30 p.m. | Rua Dr. João Santos, n.º 7 cpcjl@cm-lousa.pt | Site Nacional www.cnpcjr.pt

+351 239 994 010

Child and Youth Help Line of Lousã

DECO Desk in Lousã

ALegal support of the Portuguese Consumer Defence Association, paid by the City Hall and free for residents of the Municipality, which covers the right to health protection and safety, the right to quality goods and services, the right to the protection of economic interests, the right to damages, the right to information and education, the right to representation and consultation.

Consumer support for debt distress, helping users reduce debt and promote savings and investment.

First Tuesday of each month from 10 a.m. to 12:30 p.m.

Rua Dr. João Santos, n.º 7

(+351) 239 990 375 | www.deco.proteste.pt



Health

I'm an immigrant living in Lousã. If I fall sick, what are my rights and duties?

Every citizen has the right to health protection and the duty to defend and promote health. The entities of the National Health Service may not refuse to provide assistance to any immigrant in the national territory. Consequently, an immigrant residing in Portugal, who falls sick or is in need of any kind of health care, has the right to receive care from the

Post Office (CTT)

Praça Cândido dos Reis, n.º 5, 3200-999 Lousã

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

(+351) 707 262 626 | www.ctt.pt

Lousã Tax Office

Avenida São Silvestre, n.º 23, rés do chão, 3200-203 Lousã

Weekdays 9 a.m. to 3:30 p.m. | (+351) 239 990 369

Country Website www.portaldasfinancas.gov.pt

Land Registry Office of Lousã

Avenida São Silvestre, Palácio da Justiça, 3200-203 Lousã

Weekdays 9 a.m. to 4:30 p.m. | (+351) 239 990 030

Country Website www.predialonline.pt

Health Centre or a Hospital (in case of emergency), which may not refuse to deliver such care on the grounds of nationality, lack of economic resources, legalisation or other.

Appointments may be scheduled and prescriptions requested on site at the secretariat, by phone or email. On site you will have to wait your turn until the secretary calls you; if you have scheduled an appointment, please arrive 15 minutes before the time.

What is the National Health Service?

The National Health Service (SNS) is the body through which the Portuguese government guarantees the health rights of all citizens. It covers all institutions and official services providing health care under the Ministry of Health.

What services are available in the National Health Service?

- . Health promotion and monitoring and disease prevention;
- . Medical care provided by family doctors and GPs, among other practitioners;
- . Nursing care;
- . Hospitalisation;
- . Diagnostic tests;
- . Medicines and pharmaceutical products;
- . Supplementary therapeutic appliances and prostheses.

What services are paid?

A user fee is charged per appointment or care delivered, according to the legislation in force.

Immigrants are subject to the same principles and rules applied to the general population concerning the payment and exemption from the payment of such fees, laid down in the laws in force.

Exemptions from the user fee:

- Children 12 years and under;
- Pregnant women;
- Postnatal period (8 weeks after labour);
- Family planning consultation for women;
- People with chronic illnesses that are legally defined and medically proven;
- Beneficiaries of allowances granted due to economic deprivation.

Immigrants who do not make social security contributions may be charged all expenses incurred, according to the price chart in force.

With which Health Centre must i register?

Contact the Health Centre of your place of residence and ask for their Welcome Guide and the Charter of Rights and Duties.

How can i exercise my right to make suggestions and complaints?

All health units have complaint books where you can and must register your complaint. You may also contact the user office or go into the website of the Health Regulator (www.ers.pt/pages/50) and fill in the complaint form.

In Lousã the following Family Health Units (USF) are open:

Lousã Health Centre

Alameda Juiz Conselheiro Neves Ribeiro,
3200-389 Vilarinho, Lousã

Family Health Unit USF Serra da Lousã

(+351) 239 990 625 | 239 990 624 | 239 990 615 |
239 990 614 | usf.serradalousa@gmail.com
www.usf-serradalousa.com

Family Health Unit USF Trevim Sol

(+351) 239 990 617 | 239 990 618 | 239 990 622
239 990 623 | usf.trevim-sol@srscoimbra.min-saude.pt

Health Centre - Serpins Unit

Largo da Feira, 3200-307 Lousã
(+351) 239 971 257

UCC – Community Care Unit of Arouce

Avenida Coelho da Gama, n.º 34, 3200-200 Lousã
(+351) 239 077 008 | <https://uccarouce.weebly.com/>

Pharmacies

Farmácia Fonseca (+351) 239 991 304
Farmácia Padilha (+351) 239 971 106
Farmácia Serrano (+351) 239 990 960
Well's Saúde Parafarmácia (+351) 239 994 595



Education

According to the Portuguese legislation, everyone has the right to education, without prejudice to nationality, lack of financial means, illegal status or other.

Children and young people, even if undocumented, may:

- Enrol in the education system free of charge.
- Receive social-educational support on an equal basis with Portuguese citizens.

To enrol the child or young person, the guardian must go to the headquarters of the school cluster of the place of residence or work.

If the student went to school in his/her country of origin, a qualifications certificate must be delivered bearing the stamp of the Portuguese Embassy in the country of origin or of the Consulate of the country of origin in Portugal. The school certificates must be translated into Portuguese.

Schools – State Education

Lousã School Cluster: five kindergartens, four primary schools and one secondary school.

Rua Dr. Antonino Henriques, 3200-232 Lousã
(+351) 239 990 140 | agrupamento.lousa@aglousa.com
escolas.aglousa.com

Kindergartens

Pre-school education is for children aged 3 to 6 years (compulsory school entry age).

Fontainhas Kindergarten

Fontainhas 3200-086 Lousã | (+351) 239 995 736

Freixo Kindergarten

Freixo 3200-377 Lousã | (+351) 239 991 264

Lousã Kindergarten

Rua Dr. Correia Seixas, 3200-219 Lousã | (+351) 239 993 267

Santa Rita Kindergarten

Rua Delfim Ferreira, 3200-271 Lousã | (+351) 239 994 580

Serpins Kindergarten

Largo da Feira dos Bois, Serpins 3200-318 Lousã
(+351) 239 971 069

1st, 2nd and 3rd Cycles of Primary Education

The 1st Cycle of Primary Education is divided into 4 years of school: 1st, 2nd, 3rd and 4th years. The school year starts by 15 September or by 31 December (in this case if requested by the guardian and depending on the vacancies).

Each class has a teacher and there may also be auxiliary teachers for students with disabilities or foreign language-speaking students, for example.

The 2nd cycle is divided into 2 years of school (5th and 6th years). There is a teacher for each area of the curriculum. The 3rd cycle is divided into 3 years of school (7th, 8th and 9th years). There is a teacher for each subject or group of subjects.

Casal de Santo António 1st Cycle Primary School

Casal de Santo António, Serpins 3200-312 Lousã
(+351) 239 971 075

Santa Rita 1st Cycle Primary School

Rua Delfim Ferreira, 3200-271 Lousã | (+351) 239 994 580

Lousã N. 1 Primary School (with 1st, 2nd and 3rd cycles)

Rua do Bordão, 3200-389 Lousã | (+351) 239 990 120

Lousã N. 2 Primary School (with 1st and 2nd Cycles)

(com 1.º e 2.º Ciclos) Rua Engenheiro Gil D'Orey, 3200-240 Lousã (+351) 239 990 560 | <http://escolas.aglousa.com>

Secondary Education

Secondary Education is mandatory for students under 18 years and is divided into 3 years of school (10th, 11th and 12th years). At the end of the 9th year, the student must choose between the following learning pathways:

- Science and Humanities with 4 areas: Science and Technologies; Social-economic Sciences; Languages and Humanities; Visual Arts. For students planning to pursue higher education.
- Vocational, technological courses and specialised artistic studies. More directly oriented towards a profession, but they also enable the continuation of studies.
- Courses with individual study plans.

Lousã Secondary School (3rd Cycle, Secondary Education and Vocational Courses)

School with 3rd Cycle and Secondary Education and Vocational Courses
Rua Dr. Antonino Henriques 3200-232 Lousã
(+351) 239 990 140
agrupamento.lousa@gmail.com | escolas.aglousa.com

Schools – Private Education

In Lousã there is also a charity network of kindergartens: Santa Casa da Misericórdia of Lousã, ADIC - Elderly and Child Defence Association of Vilarinho Parish.

Moreover, there are also several private for-profit entities, namely nurseries.

Nursery and Kindergarten of the Santa Casa da Misericórdia of Lousã

Avenida Coelho da Gama, 3200 Lousã
(+351) 239 991 294 | geral@scmlousa.pt | www.scmlousa.pt/

Kindergarten of the ADIC Elderly and Child Defence Association Vilarinho, 3200 - 393 Lousã | (+351) 239 992 049

adic.vilarinho@gmail.com | www.adic.pt

Lousã Vocational School

Rua Dr. António Lemos 31, Apartado 119
3200-901 Lousã
(+351) 239 991 649
dir.epl@epl-lousa.pt | www.epl-lousa.pt

School Social Support

School Social Support for Pre-school and 1st Cycle students is the responsibility of the City Hall.

School Social Support for 2nd Cycle and Secondary school students is covered by the Ministry of Education through the school cluster, and at the Vocational School by other competent training bodies.

The guardians of Pre-primary and 1st Cycle students must apply every year, in June or July, or during enrolment.

Levels 1 and 2 Family Allowance Beneficiaries are entitled to receive School Social Support from the City Hall and may receive free or subsidised services, such as school meals, notebooks, worksheets and school materials; school transportation and leisure and family support activities.

Leisure Activities

The City Hall is responsible for providing Family Support Activities (AAAF), addressed to pre-primary children in free-time activities. Parents are required to make co-payments. The price to be paid is established on the basis of income, classified into 6 categories. The City Hall also offers holiday activities (Férias Ativas) during the school breaks at Christmas, Easter and in the summer for children between 6 and 14 years. Discounts are applicable on the basis of income brackets: category A (80%), category B (60%) and exemption from any payment in extraordinary situations. Families with two or more children enrolled benefit from a 5% discount per child.

Lousã also offers leisure activities and youth recreation for pupils from the 1st Cycle to Secondary School during out-of-school time, which are delivered by several entities under agreements with the Social Security: ARCIL, Serpins Parish Welfare Centre, Caritas Diocesana de Coimbra and ACTIVAR, the latter under the Programme Escolhas.



Security and Justice

Several entities ensure access to the right to freedom and security and to courts in defence of people's legal rights and interests.

112 European Emergency Number

School Transport

Lousã City Hall provides free transport from home to school to all students from 1st Cycle to Secondary School, the public transport pass being awarded according to specific criteria. Government aid for transport from home to school is also available for students under 23 years of age, granted by the Mobility and Transport Institute, in addition to the aid granted by the Vocational School.

The Social Security system ensures the basic rights and equal opportunities, and promotes the well-being and social cohesion for all Portuguese and foreign citizens who work. It has branches open across the country, which award aid such as: Social Insertion Income; Maternity, Paternity and Adoption Support; Illness, Incapacity and Disability Allowance; Senior Citizens Pension Supplement; Pensions and Social Benefits; Unemployment Benefit; Other benefits.

G.N.R. National Guard

Territorial Division | www.gnr.pt
Rua General Bombarda, n.º 1, 3200-242 Lousã
(+351) 239 990 060 | ct.cbr.dlsa.plsa@gnr.pt

Lousã Judicial Court

Avenida São Silvestre, n.º 33, 3200-201 Lousã
From 9 a.m. to 4 p.m. | (+351) 239 990 310

Lousã City Fire Department

Avenida Dr. José Maria Cardoso, 3200- 202 Lousã
(+351) 239 99 05 30

Voluntary Firemen's Humanitarian Association of Serpins

Estrada Municipal n.º 554, 3200-350 Serpins
(+351) 239 970 000 | geral@bvserpins.pt | www.bvserpins.pt/



Social Support Network/ Inclusion

Coimbra District Social Security Centre – Lousã Local Services

Weekdays 9 a.m. to 4:30 p.m.

Social Service, in person or by appointment on Wednesday from 9 a.m. to 12:30 p.m. | Rua Dr. Francisco Fernandes Costa, 18-A e B, 3200-265 Lousã | (+351) 300 518 789 | Country: (+351) 300 502 502 | National Website: www.seg-social.pt/

Coimbra District Social Security Centre

Rua Abel Dias Urbano, n.º 2, rés do chão, 3004-519 Coimbra 300 502 502 | weekdays from 9 a.m. to 5 p.m.

144 Linha de Emergência Social

Social Services in the Municipality

Lousã Municipality is covered by social services delivered by private charities (IPSS). These IPSSs are closer to the community, enabling an increase in response, particularly in the areas: Family and Community; Childhood and Youth; Elderly; Disabled.

ARCIL - Association for the Rehabilitation of Unadjusted Citizens of Lousã

Weekdays 8:30 a.m. to 5:30 p.m.

Cabo do Soito, 3200-901 Lousã

(+351) 239 990 300

arcil@arcil.org | www.arcil.org/

- Disability: Day Care Centre; Occupational Activities Centre; Protected Employment Centre; Occupational Fostering Centre; Vocational Training; Domestic Support Services; Residential Home.
- Family and/or Community: Psycho-social Support; Inclusion Resource Centre; Caimão Educational Farm.
- Childhood and Youth: Leisure Activities; Integrated Resource Centre; “Casa das Cores” Child and Youth Home.
- ARCIL Health; Physiotherapy Services.

ADIC - Elderly and Child Defence Association of Vilarinho

Weekdays from 8:30 a.m. to 5:30 p.m.

and Saturday from 8 a.m. to 2:30 p.m.

Rua Senhora das Preces, n.º 4, 3200-407 Vilarinho

(+351) 239 995 690 | geral@adic.pt | www.adic.pt

- Family and/or Community:
Social Service on Tuesday from 9:30 a.m. to 12:30 p.m.
- Childhood and Youth: Kindergartens
- Elderly: Domestic Support Service; Day Care Centre

Santa Casa da Misericórdia of Lousã

Social Service weekdays 8:30 a.m. to 5:30 p.m.

Avenida Coelho da Gama, n.º 8, 3200-200 Lousã

(+351) 239 991 294 | geral@scmlousa.pt | www.scmlousa.pt

- Childhood and Youth: Nursery; Kindergarten
- Elderly: Home and Day Care Centre;
- Domestic Support Service; Senior Apartments.

São Miguel Day Care Centre - Foz de Arouce

Weekdays from 9 a.m. to 5:30 p.m. and Saturday from 10 a.m. to 1:30 p.m. | Rua das Escolas, 3200-029 Foz de Arouce (+351) 239 993 784 | fozarouce@scmlousa.pt

- Childhood and Youth: Entertainment and Socialisation Activities
- Elderly: Day Care Centre; Domestic Support Services

Casal de Ermio Community Centre

Weekdays from 8:30 a.m. to 5:30 p.m. and Saturday from 8 a.m. to 2:30 p.m. | Rua Padre Caetano dos Reis, 3200-010 Casal de Ermio | (+351) 239 994 836 | centroscermio@mail.telepac.pt | www.csce.pt/

- Family and/or Community: Social Service on Tuesday from 9:30 a.m. to 12 p.m.
- Elderly: Home Care Service

Gândaras Cultural and Social Recreation Association

Weekdays from 8.30 a.m. to 5:30 p.m. and Saturday from 8 a.m. to 2:30 p.m. | Quelha da Escola de Santa Luzia, n.º 8, Gândaras, 3200-119 Lousã | (+351) 239 996 194 e 916 144 413 | a.r.c.s.gandaras@sapo.pt

- Family and/or Community: Social Service on Wednesday from 10 a.m. to 1 p.m.
- Childhood and Youth: Leisure and Family Support Activities
- Elderly: Home Care Service

Serpins Parish Welfare Centre

Weekdays from 7:30 a.m. to 6:30 p.m. and Saturday from 8 a.m. to 2:30 p.m.
Largo da Feira dos Bois, 3200-320 Serpins
(+351) 239 971 136 | cpsfsf@gmail.com

- Family and/or Community: Social Service on Monday from 10 a.m. to 1 p.m.

- Childhood and Youth: Leisure Activities; Entertainment and Family Support Activities
- Elderly: Day Care Centre; Domestic Support Services

Vida Abundante Association

Open on Friday from 2 p.m. to 5.30 p.m.
Rua José Pereira da Cruz, n.º 18, 3200-243 Lousã
(+351) 925 754 449
luis.miguez@sapo.pt | http://ccvalousa.pt

- Family and/or Community: Resource Centre for Food Aid; Clothing and Footwear Supply

Pinhal Social and Cultural Centre

Dias úteis das 8h30 às 17h30 e sábados das 8h às 14h30
Chã das Barreiras - Pegos, 3200-101 Lousã
(+351) 239 993 262 | cscpinhal@sapo.pt

- Família e/ou Comunidade: Atendimento Social à 4.ª das 9h às 12h30
- Idosos: Serviço de Apoio Domiciliário

Association for Social and Cultural Development of Cinco Lugares - ADSCCL

Weekdays from 9 a.m. to 1 p.m. and 2 p.m. to 6 p.m.
Rua Dr. Pires de Carvalho, n.º 12, 3200-238 Lousã
(+351) 239 971 196 | 910 914 734
adscc.lousa@gmail.com
adscc.lousa.wordpress.com

- Family and/or Community: Resource Centre; Childcare Facilities and Technical Support (products, tools and equipment for preventing, remedying or overcoming disabilities); Psycho-social Support
- Childhood and Youth: "Famílias com Afetos" Project - Multidisciplinary assistance to children and youth from the 2nd Cycle of School
- Elderly: "GeraSol" Project

ACTIVAR – Cooperation Association of Lousã

Weekdays 9 a.m. to 6 p.m.

Rua Miguel Torga, n.º 7, Loja G, 3200-159 Lousã
(+351) 239 996 116 | 917 251 974 | geral@activar.org | www.activar.org

- Family and/or Community: Training for workers and unemployed; Volunteering
- Childhood and Youth: Entertainment and Family Support Activities; Espaço J - Escolhas Programme 6th Generation

“Cantinho dos Sonhos” nursery

(Private for-profit institutions)

Rua das Poças, Lote 11,
3200-001 Lousã | (+351) 919 501 272 | 911 985 852
antunes.gois@gmail.com
www.facebook.com/creheatlcantinhodossonhos

“Aldeia dos Pimpolhos” Nursery and Kindergarten

(Private for-profit institutions)

Rua Ernesto Melo Antunes, 3200 - 389 Lousã |
(+351) 239 995 209 | 914 876 959 | apimpolhos@sapo.pt
www.facebook.com/aldeiadospimpolhos

Municipal Senior Plan

A project developed by the City Hall which includes several personal support and community entertainment activities for retired senior citizens over the age of 62.

It aims at improving the quality of life by promoting healthy occupation of free time, with recreational, fun and leisure physical activities; reducing the isolation of elderly people; fostering a healthy lifestyle and promoting physical and mental well-being.

Atividades:

Miminhos dos Avós paint and embroidery workshop

Lousã a Mexer+ adapted physical activities, such as gym, swimming, aquarobics, yoga, folk, zumba and trekking.

Internet sem idade training in new technologies - Windows operating system, Internet and Email.

Tours Tours of the country - sea or mountain, museums and sites, gardens, shrines and churches, among others.

Conviviality and matinees on commemorative days, such as Grandparents' Day, Carnival, Chestnut Roast, International Day of the Elderly

Estórias C@ntadas storytelling and play time

Awareness-raising actions on health, active ageing, healthy eating, safety, rights issues.

Envelhe(Ser) Project weekly meetings on topics such as attention and memory, logical reasoning, mathematical calculation, recollection, relaxation sessions

Senior activities week activities with the participation of local entities for disseminating services and projects.

10 Mil Vidas remote assistance project distribution of mobile devices for remote health care assistance delivered to older citizens, for monitoring health indicators and several emergency services, as well as security and the mitigation of solitude.

Only holders of the Senior Citizen City Card may enrol in these activities. The card is free, personal and non-transferable, granting discounts on the purchase of goods and services or in some member companies and institutions.



Vocational Education and Training

The Employment and Vocational Training Institute is a national service whose mission is to promote job creation and quality, and fight unemployment using active policies.

Third-country citizens with valid residence permits or any other form of legal residence/stay permission authorising them to carry out professional activities may register with the Employment Centre of their place of residence. These citizens, who meet the legal conditions, may also participate in vocational training actions.

Lousã Employment Centre

Rua Dr. Pires de Carvalho, n.º 47, rés do chão, 3200-238 Lousã
(+351) 239 990 230 | cte.lousa@iefp.pt
www.iefp.pt

Lousã City Hall

Weekdays 9 a.m. to 4:30 p.m.
Entrepreneurship Support Office
Rua Dr. João Santos
(+351) 239 990 370 | geral@cm-lousa.pt



Other Training Providers in the Municipality:

Konkrets

Weekdays 9 a.m. to 6:30 p.m.
Rua Inês de Castro 9B, 3200-141 Lousã
(+351) 239 993 478 | info@konkrets.pt
<https://www.konkrets.pt>

ACTIVAR – Cooperation Association of Lousã

Weekdays 9 a.m. to 6 p.m. | Rua Miguel Torga, n.º 7, Loja G,
3200-159 Lousã | (+351) 239 996 116 | 917 251 974 |
geral@activar.org | www.activar.org

AESL – Serra da Lousã Business Association

Weekdays from 9 a.m. to 12:30 p.m. and 2 p.m. to 6:30 p.m.
Rua General Bombarda, n.º 18, 3200-248 Lousã
(+351) 239 993 372 |
aesl.informa@gmail.com | www.aesl.pt

Escola Profissional da Lousã

Rua Dr. António Lemos 31, Apartado 119, 3200-901 Lousã
(+351) 239 991 649
dir.epl@epl-lousa.pt | www.epl-lousa.pt

Association for Social and Cultural Development of Cinco Lugares - Microninho

Weekdays from 9 a.m. to 1 p.m. and 2 p.m. to 6 p.m.
Rua Dr. Pires de Carvalho, n.º 12, 3200-238 Lousã
(+351) 239 971 196 | 910 914 734 |
adscc.lousa@gmail.com
<https://adscc.lousa.wordpress.com/>



Incentives for urban renewal

The programme “Lousã Reabilita” aims to promote, support and foster the process of urban renewal across the municipality, in its different dimensions.

The tax and financial benefits and incentives for promoting the refurbishment of the buildings in the urban core of Lousã apply to the following:

- Municipal Property Tax;
- Municipal Real Estate Transfer Tax;
- Urban management taxes;
- Financial support for painting of facades
- Urban Renewal Help Line: (+351) 239990375

Support Programme for Dilapidated House Renewal

Granting of building materials for houses that lack the minimum conditions for occupation, safety and accessibility. This offer is made to poor households living in substandard conditions in their own home.

Water Tariff Reduction

Lousã has two kinds of social tariffs for water consumption:

- Family Tariff for resident and/or consumer households in the Municipality composed of five or more members-large families are entitled to a 25% reduction on water consumption tariffs (variable tariff for supply).
- Social Tariff for resident and consumer households in the Municipality that provide proof of financial need and applicable only while the situation subsists that gave rise to it - 50% reduction on monthly water consumption up to 8 m3.

Citizen and Civic Participation

Associations

Lousã has more than one hundred associations and informal groups, including:

Foreigners Association of Lousã

Rua Dr. João Santos, n.º 1, 3200 – 236 Lousã
estrageiroslousa@gmail.com

Trevim Newspaper and Coop – Immigrant Section

Rua dos Combatentes da Grande Guerra, n.º 3, rés do chão direito, apartado 127, 3200-909 Lousã | (+351) 239 991 858 924 116 150 | jornal.trevim@sapo.pt | <http://www.trevim.pt/>

Volunteer Bank

Meeting point between volunteers and organisations that promote activities of social and community concern. People volunteering may carry out activities in the following areas: Childhood, Youth, Disability, the Elderly, Education, Culture, Environment, Sport and Civil Protection.

ACTIVAR – Cooperation Association of Lousã

Weekdays 9 a.m. to 6 p.m.
Rua Miguel Torga, n.º 7, Loja G, 3200-159 Lousã
(+351) 239 996 116 | 917 251 974 | geral@activar.org
www.activar.org

Participatory budget

This allows citizens over the age of 16 to decide on a part of the Municipal Budget and fosters the exercise of informed, active and responsible participation of the citizens, residents and workers in the municipality in local governance activities, getting citizens involved in the decisions concerning the allocation of funds to local public policies.

The annual appropriation is €70,000.
participa@cm-lousa.pt



Elections for foreign citizens

Provided they are registered as voters in the national territory, Portuguese nationals over 18 (and Brazilian nationals with identity card) may vote, as well as the citizens from the following countries:

- Member States of the European Union;
- Brazil and Cabo Verde (legal residents in Portugal for more than 2 years);
- Argentina, Chile, Columbia, Iceland, Norway, New Zealand, Peru, Uruguay and Venezuela (legal residents in Portugal for more than 3 years).

Citizens of the EU Member States, Brazil and Cabo Verde may run for office in the local government body elections.

Electoral registration is voluntary and done only once. To register contact the Parish Council of the place of residence mentioned on the Residence Certificate issued by the Foreigner and Border Service (SEF), taking the Certificate with you.

For further information see: www.recenseamento.mai.gov.pt
www.portaldoeleitor.pt | www.sef.pt | www.acm.gov.pt



Transport / Mobility

Public Road Transport

Lousã is covered by a public transport network, a service provided by the company TRANSDEV. The network provides intermunicipal services (from/to Coimbra, Miranda do Corvo, Vila Nova de Poiares, Arganil, Pampilhosa da Serra, to name a few) and services within the municipality.

The timetable is available on the website of the company, at the agent in Lousã – Papelaria e Livraria ABC, or in several other locations in the municipality.

Tickets can be bought on the bus, but the monthly fare is only available from the agent. Student passes granted by the City Hall must be collected from the headquarters of the school cluster.

Urban Transport - UrbLousã

A Lousã tem um serviço urbano para viagens mais curtas Lousã provides a short-distance urban service to places such as Espinho, Póvoa da Lousã, Casal do Espírito Santo, Vilarinho and points of interest (e.g., the Health Centre or the Municipal Exhibition Park).

TRANSDEV also provides “Transport on demand” service, which enables users to book a ride until 4 p.m. the day before, according to pre-established stops.

Seasonal Transport

In the summer, the City Hall and TRANSDEV provide shuttle transportation to the river beaches of Nossa Senhora da Piedade (Lousã), Senhora da Graça (Serpins), and Bogueira (Casal de Ermio).

For more about these three services contact:

TRANSDEV (+351) 239 855 270 www.transdev.pt
Transdev Agent in Lousã: Papelaria e Livraria ABC (+351) 239 996 336

Lousã City Hall (+351) 239 990 370 www.cm-lousa.pt

Mondego Transport System

Lousã is served by a railway line with several stops and stations from Serpins to Coimbra, passing through Lousã, Miranda do Corvo and other villages.

The “Lousã Extension” is part of the Portuguese Railway Network by CP – Comboios de Portugal. This extension is currently out of service due to works, and is operated using buses that stop at the same previously serviced stations.

Routes and timetable:

www.servicosalternativos.blogspot.com

Information about the Lousã Route:

www.metromondego.pt

Comboios de Portugal:

www.cp.pt

Private Transport - Taxi

The Municipality is served with eight taxi stands: Fontainhas; Largo do Povo; Moita; Ponte Velha; Rua Dr. Alcino Simões Lopes (by the train stop); Rua Dr. João Santos (by the City Hall); Rua Dr. Pires de Carvalho; Serpins (by Largo da Estação)

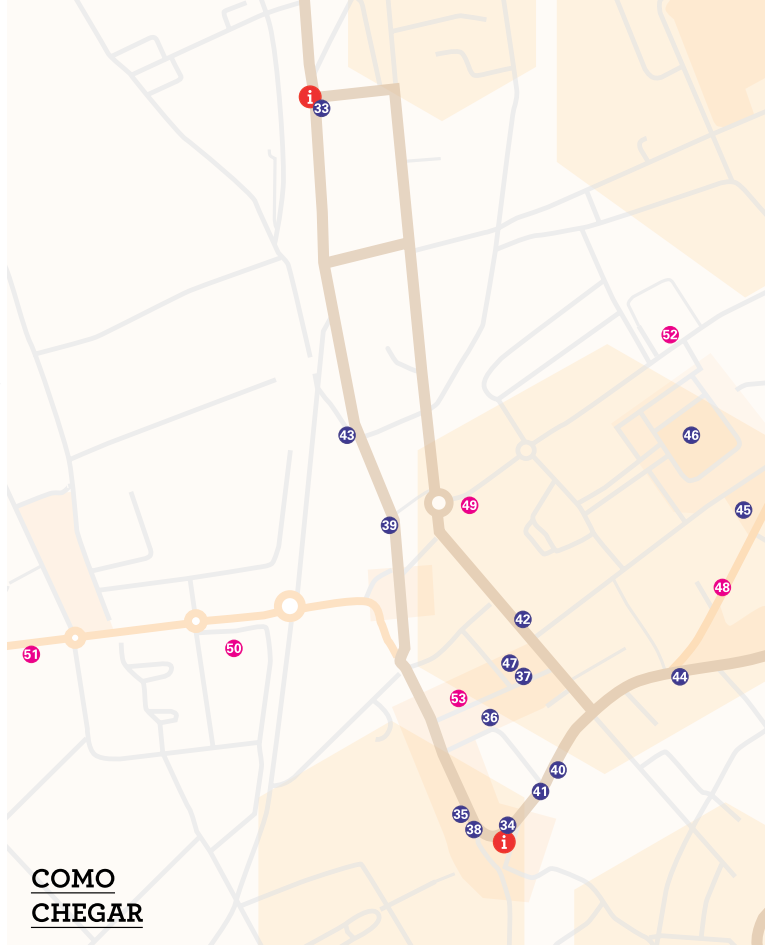
Special Transport

Some entities in Lousã, such as Charities, provide transport in special situations. For example, ARCIL provides transport for citizens with disabilities.



CENTRO DA VILA

- 11** Património
- 33** Museu Etnográfico
Dr Louzã Henriques
- 34** Museu Municipal Prof. Álvaro
Viana de Lemos / Welcome Center
das Aldeias do Xisto
- 35** Capela da Misericórdia
- 36** Igreja Matriz
- 37** Pelourinho da Lousã
- 38** Palácio dos Salazares
- 39** Casa do Fundo da Vila
- 40** Casa Furtado Mesquita
- 41** Casa de Cima dos Almeida Serra
- 42** Biblioteca Municipal
Comendador Montenegro
- 43** Fontanário da Rua Dr. Pires
de Carvalho
- 44** Alameda Parque Carlos Reis
- 45** Monumento à Família
- 46** Praça Sá Carneiro
- 47** Edifício dos Paços do Concelho
- 48** Equipamento Municipal
- 49** Piscina Parque Carlos Reis
- 50** CineTeatro
- 51** Parque Municipal de Exposições
- 52** Quartel da GNR
- 53** Quartel dos Bombeiros
Municipais da Lousã
- 53** CTT
- i** Informações Turísticas



COMO CHEGAR

Coimbra » Lousã ⚡ EN 17 ⚡ 30 m

Lisboa » Lousã ⚡ A1/A13/EN342 ⚡ 2h

Porto » Lousã ⚡ A1/A13/EN342 ⚡ 1h30m

Guarda (Vilar Formoso) » Lousã ⚡ A25/IP3/EN17 ⚡ 2h30m



INCLUSION

INTEGRATION

PARTICIPATION