



# Frequently asked questions about international protection

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*Updated October 2020*

**Information on the International Protection system situation as of the end of the State of Alarm (June 21st), and on the service provided at the SAIER to applicants and beneficiaries of the international protection.**

## **What shall I do if I want to apply for international protection at this moment?**

From Monday, June 8th, 2020, you can again **ask for a new appointment through [this link](#)** to apply for international protection at the Immigration Office of Barcelona; Paseo Sant Joan.

## **What shall I do if I had an appointment expired during the State of Alarm to apply for international protection?**

You must apply for the international protection through a [new scheduled appointment](#), so that they give you your Manifestation of Will to apply for the International Protection.

## **What happens if I have an appointment to do the interview?**

Interviews, which scheduled for June 8th, were cancelled. The Immigration Office will contact those affected to reschedule interviews.

If during the process you have changed your phone number and/or have not had your interview rescheduled, we recommend you to [ask for a new appointment](#) and present a new Manifestation of Will.

**Interviews scheduled for June 8th, 2020 are taking place on the scheduled dates.**

## **What if my Manifestation of Will to Apply for International Protection expired (interview date) during the State of Alarm?**

If the Manifestation of will to present an application for international protection expired during the State of Alarm, it will continue being **valid for three months after the end of the State of Alarm** (June 21st). You can download the Instruction [here](#).

If have not been contacted to reschedule the date of your interview, we recommend that you [ask for a new appointment](#) to present a new Manifestation of will.



## What happens if my white receipt expired during the state of alarm?

All the white receipts issued before the State of Alarm will be extended for **nine more months from their validity date**, provided, you have not received a negative resolution in the process.

Likewise, from the expiration date of the white receipt (first six months), authorization to work is granted. You can download the Instruction [here](#).

## Will I have problems to work if I have only the white receipt expired?

In principle, **you should not have any problem** since the Instruction published by the Interior Ministry on May 22nd, protects you. You can download it at this [link](#).

## What happens if my red card expired during the State of Alarm?

All the red cards issued before the State of Alarm will be extended for an **additional seven months from their expiration dates**, provided, you have not received a negative resolution in the process. You can download the Instruction [here](#).

Once the extended period has passed, you must ask for a new appointment for their renewals.

## What happens if my White Receipt or red card expired before the declaration of the State of Alarm?

If your documentation expired prior to the declaration of the State of Alarm (March 14th), they will be extended as follows:

- **White receipt:** nine more months from the expiration date.
- **Red Card:** Seven more months from the expiration date.

## If I am a health professional, caregiver specialist, or a farm worker but I have not completed the six months since I had the interview; can I expedite my work permit in any way?

Officially, there is no procedure to expedite the work permits of people in this situation. However, a more detailed information can be requested by sending an email to [sgppi@mitramiss.es](mailto:sgppi@mitramiss.es) or [ablascom@mitramiss.es](mailto:ablascom@mitramiss.es) mentioning the following:

- Information about the status of the international protection application process is in.
- Status of approval or experience in the field of work.
- Possibility of geographic mobility.
- CV and official title

Likewise, we recommend that you review the changes made to the periods in each document.



## What shall I do if I had an appointment to have a second interview at Madrid Asylum and Refuge Office during the State of Alarm?

Second interviews requested during instructing cases were suspended due to the State of Alarm. If you had a second interview scheduled, the Asylum and Refuge Office will give you the appropriate instructions.

## Is there social aid for International Protection applicants?

The Ministerio de Inclusión, Seguridad Social y Migraciones has a **social aid programme** for the reception of persons seeking international protection, run by several non-governmental organizations.

The **Red Cross Social Care Service** runs this service through SAIER, in the province of Barcelona.

If you live in the province of Barcelona and want to receive further information, you can request an **initial service attention at SAIER, at this [link](#)**. If you have previously visited the service, you can ask for an appointment by calling: 93 153 28 00/93 256 38 00/93 256 27 00; - Mondays to Thursdays, 9 a.m. to 7 p.m. and Fridays from 10:30 to 3 p.m.

## Can all applicants have access to the International Protection program?

**No.** Some requirements are needed in order to enter the program, among them, the necessity to **have formalized the application for international protection within a maximum of six months after the arrival on Spanish soil or the European Union<sup>1</sup>** and, not having received a negative resolution for it.

To start the international protection process within this period, you must [ask for an appointment through this link](#) and go in person to the Immigration Office on the scheduled date.

However, due to the health crisis caused by the Covid-19, **people who entered Spain/European Union between September 14th, 2019 and June 21st, 2020 have a one-year period** from their arrival to apply for the international protection and choose to enter the program.

If you are interested in applying for the State Social Care Program in Barcelona and you have not been to the SAIER before, you can ask for an appointment at this [link](#), so that we can provide you with the required information, based on your situation.

## Is there a deadline to access the State Aid Program for the International Protection applicants?

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<sup>1</sup> European Union and countries associated with Dublin: Iceland, Liechtenstein, Norway and Switzerland.



Yes. All those interested in having access to the program must do so **two years maximum** after having arrived in the EU territory.

### **A part from the time limits, are there other criteria to have access to the aid?**

Yes, **there are different requirements to have access to the reception program**. To be on the safe side, we recommend that you ask for an appointment at the SAIER, where we will provide you with the required information, based on your situation.

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**You can review further information in the following links:**

- <http://www.interior.gob.es/web/servicios-al-ciudadano/oficina-de-asilo-y-refugio>
- [http://www.interior.gob.es/documents/642012/10032091/FAQ\\_OAR\\_Covid19\\_08062020.pdf/70c38406-c863-4497-a49b-1cd9071f894c](http://www.interior.gob.es/documents/642012/10032091/FAQ_OAR_Covid19_08062020.pdf/70c38406-c863-4497-a49b-1cd9071f894c)
- <https://www.policia.es/documentacion/documentacion.html>

## **SAIER attention service**

### **Can I request an appointment to get information on International Protection at SAIER?**

Yes. If that is the first time you will be seen by SAIER, you must schedule an appointment through [the Virtual Office](#) to register for the service and after that you can get the information on international protection.

Attention services will be done **BY PHONE**, until further notice. Phone contact will be made based on the scheduled date (with a week of margin).

### **If I already have an appointment scheduled with SAIER, will they provide me with that service?**

Yes, by phone.

You must **NOT** go to SAIER in person for your scheduled appointment. Our professionals will get in touch with you by phone on the scheduled date to provide you with the service you need. Also, bear in mind that the day and scheduled times for the service can be affected.

We remind you that contact will be made on the phone number you provided in your appointment.



### **If I have a scheduled appointment with SAIER lawyers for information on International Protection; - will they provide me with that service?**

Yes. By phone.

As a preventive measure against the spread of Covid-19, **the professional who you have the scheduled appointment with will contact you by phone for this service**. You must **NOT** go in person to SAIER for your appointment service.

### **I was supposed to attend a group chat talk scheduled to get additional information on the International Protection; - will I be able to attend it?**

The face-to-face group talks were also cancelled due to the State of Alarm. However, SAIER professionals will contact those affected and provide them with updated information on the services available. In addition to that, on the SAIER website, you can find a **Guide on the ordinary procedure of International Protection**, with more information.

We remind you that the contact with you will be made on the telephone number provided in your appointment.

### **How can I request a follow-up appointment with my advisers on International Protection during the State of Alarm?**

You can contact directly with your adviser on their e-mail or, in case you do not have their details, you can request follow-up appointments by writing an email with your personal information to: saierinfo@bcn.cat or, calling the following phone numbers: 93 153 28 00/93 256 38 00/93 256 27 00