

# WELCOME TO ITALY



**AN INFO GUIDE  
FOR REFUGEES  
AND MIGRANTS**

*May 2018*

**ENGLISH**

# WELCOME TO ITALY AND EUROPE!

*In case of emergencies, problems and requests, please contact your nearest organisation, which you can find in this guide and/or write to [contact@w2eu.info](mailto:contact@w2eu.info) or [w2eu\\_info@yahoo.com](mailto:w2eu_info@yahoo.com) or visit [w2eu.info](http://w2eu.info) and the "contact" section of the website.*

**T**he guide **Welcome to Italy** is written by the network **Welcome to Europe** ", which was formed by hundreds of activists and organisations that since 2009, have offered direct support to migrants and refugees throughout, have promoted freedom of movement and equal rights for all. **This guide is addressed to all the migrants who arrive in Italy** . Our goal is to offer you information and support in cities and areas where we live to help make you independent and able to continue on the path you have chosen or you will choose in a self-organised way. This guide is free and among us - who have written and distributed it - there are no representatives of governments , police , United Nations or organisations funded by governments . We are all activists , independent groups and associations. **This version of the guide was written in May 2018** and by the time you receive it, there might have been some changes . In any case your fundamental rights (listed here) always remain the same . You can read and download the Welcome to Italy guide in short and long versions and in all languages in "Italy" and "printings " sections of **www.w2eu.info** website . In addition to the main information you need, you will find in Chapter 6 the list of activists and organisations which can help you. ❧

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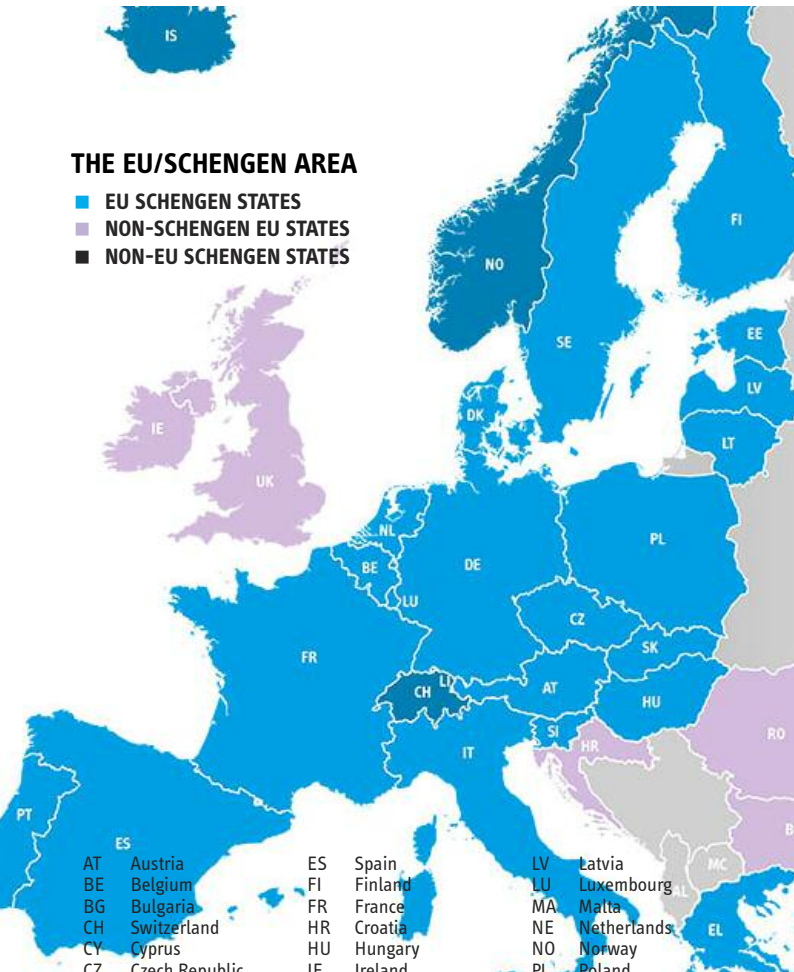
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## THE EU/SCHENGEN AREA

- EU SCHENGEN STATES
- NON-SCHENGEN EU STATES
- NON-EU SCHENGEN STATES



AT Austria  
BE Belgium  
BG Bulgaria  
CH Switzerland  
CY Cyprus  
CZ Czech Republic  
DE Germany  
DK Denmark  
EE Estonia  
EL Greece

ES Spain  
FI Finland  
FR France  
HR Croatia  
HU Hungary  
IE Ireland  
IS Iceland  
IT Italy  
LI Liechtenstein  
LT Lithuania

LV Latvia  
LU Luxembourg  
MA Malta  
NE Netherlands  
NO Norway  
PL Poland  
PT Portugal  
SE Sweden  
SI Slovenia  
SK Slovakia



# 1 INTRODUCTION

## 1 IN ITALY AND IN EUROPE YOUR FUNDAMENTAL RIGHTS ARE:

- ▶ not to be **RETURNED TO A COUNTRY** where you might be victim of persecutions and discriminations;
- ▶ to stay in Italy (and therefore not to be expelled) if you are part of "**VULNERABLE GROUPS**" (minors, pregnant women, people with disabilities, victims of severe psychological, physical or sexual violences, victims of human trafficking, or if you are a parent of a child younger than six months);
- ▶ to have free **ACCESS TO BASIC MEDICAL CARE** and a complete health screening; women, minors and people with physical and/or mental disabilities are entitled to special and free assistance;
- ▶ in reception centres to have **FOOD AND WATER** at least three times a day and to be housed in places that are adequately equipped and not overcrowded;
- ▶ to receive **ESSENTIAL INFORMATION** in a language that you understand on: your rights, how to apply for asylum, updates about your application and details about the centre and the area where you are staying;
- ▶ to have a **WRITTEN COPY OF ALL IMPORTANT DOCUMENTS** you receive, to understand what is written in these documents and to refuse to sign documents that you can't understand;
- ▶ to **CONTACT**, by phone or internet, your relatives and friends in your home country or in Italy and Europe and to meet a cultural and linguistic mediator;



- ▶ if necessary, to ask for a **LAWYER** who can support you;
- ▶ to have your personal liberty and not to suffer any kind of physical and/or verbal **VIOLENCE**;
- ▶ to be able to always be together with your closest relatives (right to **"FAMILY UNITY"**);
- ▶ if you are a **WOMAN** or a couple with children, to stay in specific places where you can receive the support and services you need;
- ▶ if you are an unaccompanied **MINOR**, to stay in a specific place and to have a "guardian", to be enrolled in the national health service, to have free legal protection and to go to school;
- ▶ if you are a **VICTIM OF HUMAN TRAFFICKING**, to report those who exploit you and to be included in a special programme for protection, general support and social inclusion;
- ▶ free **LEGAL SUPPORT** (with "gratuito patrocinio") ◀◀

## 2 THE REQUEST FOR INTERNATIONAL PROTECTION

**According to Italian and European regulations, you can obtain a permit of stay (permesso di soggiorno in Italian language) through a request for international protection (protezione internazionale in Italian language) also called political asylum (asilo politico). The asylum request can be made by anyone, at any time.** According to the Geneva Convention you can make a request for international protection if you were a victim or if you fear that you will become a victim of violence, persecution, threats and, in general, violations of your fundamental rights in your country of origin for reasons related to ethnicity, religion, nationality, membership of a social group, or because of your political opinions; or if your country is involved in an international armed conflict or internal armed conflict or if there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment if you come back to your country of origin. **You can do the request for international protection with**

**the so-called "manifestazione di volontà"** that is saying or writing ( in a language you know ) that you wish to apply for international protection ( political asylum ) explaining briefly why you are in danger in your country . But remember that **your asylum application is formalized only after you receive and complete the C3 form ( modello C3)**. Once you have formalized your application for asylum , you will be granted a " 6 month permit of stay for the request for international protection " and with this permit you have the right to work after 2 months of continuous stay in Italy . For more information read → [CHAP.5](#)

**IF YOU ARE STOPPED BY THE POLICE** and you just arrived, you have to ask immediately what your rights are, ask for an interpreter and declare, if this is your will, that you want to request international protection (or political asylum, asilo politico in Italian language). Your application can never be rejected by the police; if they prevent you from asking for asylum, write on a sheet of paper your general information, date and city

where you are and, in capital letters, the words: **"CHIEDO ASILO" ("I ask for asylum ")** and your signature and then take a picture of this sheet and send it to local associations and/or to your contacts . After this declaration you can ask to contact a lawyer and a mediator (you can be helped by contacts listed in → [CHAP.6](#)).

### **IMPORTANT**

- Do not respond to possible provocations by police!

**IF YOU ARRIVED FROM A COUNTRY THAT IS NOT YOUR COUNTRY OF ORIGIN** called "third country" (Paese terzo): you have the right to request international protection if there are serious humanitarian reasons, i.e. if an internal or international conflict is going on or has recently ended or where you have suffered inhuman and degrading treatments anyway . In these cases , obtaining a form of international protection is difficult because of the restrictive laws in Italy and Europe in spite of the fact that European Union and Italy provide with the possibility of is-

**Information about FRONTEX and EASO:**

**FRONTEX:** is the European Union agency responsible for controlling the EU's external borders. Its aim is not to offer you support and it is not an NGO but a control agency. What you say to the Frontex members will be communicated by them to the Italian police and to the police of other European countries. The members of the European agency Frontex operate mainly in the "hotspots" (see paragraph 3.2) where they monitor the registration and identification procedures. The main objective of Frontex is to manage migration flows and control external borders from irregular entries. Frontex also has as one of its objectives to organise, coordinate and carry out return, expulsion and repatriation operations and interventions.

**EASO:** is an european asylum support agency. Among its main objectives, Easo facilitates the exchange of information on countries of origin, providing member states with assistance on information on countries of origin and supporting in the management of asylum applications. The staff of Easo is present both at the main Police Headquarters and at the offices of the Territorial Commissions. The operators and interpreters at the police headquarters are mainly responsible for supporting the work of the police by helping with the compilation and recording of asylum applications, while the staff working in the Territorial Commissions aims to do research on the country of origin and verify what you will tell during the interview in front of the Territorial Commission preparing reports and research for members of the Commission.

suing a temporary permit of stay for humanitarian reasons. Please bear in mind that poverty, economic and/or environmental problems and your willingness to find a job in Italy are not valid reasons to ask for international protection.

### **IMPORTANT**

• The Italian police and members of the European agencies (such as Frontex and Europol) might ask you some trick questions to qualify you as an "economic migrant" rather than an "asylum seeker". If they ask you, for example: "why did you come to Italy?" and you answer "to work" they prevent you from applying for political asylum. Italian and European authorities are also using, in places where migrants arrive, a form which does not clearly state that applying for asylum is possible, whilst the other options are written very clearly (such as "work" and "reunification with family"). First of all remember that you can always ask for international protection and remember to say and/or write briefly why you can't go back to your country.

### **IMPORTANT**

• Keep all your personal documents and remember that you have the right to understand all documents that you are given. If you do not understand the documents, you have the right not to sign them; you also have the right to have a copy of all documents for yourself. ◀◀

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## **2** HOW DID YOU ARRIVE IN ITALY?

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### **1** YOU ARRIVED BY SEA FROM A NORTH AFRICAN COUNTRY

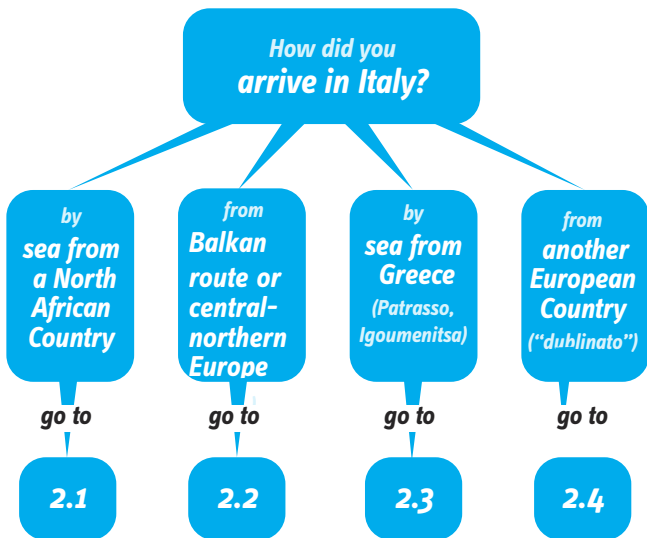
In this case you are usually taken to a reception centre or a "hotspot" (→ [CHAP. 3](#)) in a region of Southern Italy. The identification procedures can happen directly at sea, after arriving at an Italian seaport or at the reception centre where you have been assigned to. The migrants who arrive in the coasts of Southern Italy are often transferred

to reception centres in Central and Northern Italy by bus. Even in these cases you have the right to receive – just after your arrival – first medical support, food, water, blankets and dry clothes and to receive all the information you need.

### **IMPORTANT**

• With the new regulations of the European Union approved at the end of 2015, the identifications

under Dublin Regulation 3 (see CHAPTER 3) and the cases where migrants receive a “rejection decree” (decreto di respingimento”, a sheet which states they have to leave Italy within 7 days) are becoming increasingly common. This rejection decree is delivered immediately after arrival in Italy, without allowing the migrants to apply for asylum nor to explain their personal situation. In addi-



tion, there are increasing cases of readmission to migrants' countries of origin or to "third countries" so you can be rejected without having the right to see a judge or a lawyer. Then immediately ask for political asylum if you want to do it and remember that the police must accept your asylum application (the right to asylum is an everyone's fundamental right) and it is better if you make a photocopy or take a picture of your application in front of someone (as a volunteer or a mem-

ber of an organisation) who can testify. If you need any help search for the nearest contact in → [CHAP. 6](#).

## 2 YOU ARRIVED FROM THE "BALKAN ROUTE" OR FROM A COUNTRY OF CENTRAL-NORTHERN EUROPE

Migrants' main cities of arrival and stay are Udine, Trieste, Gorizia, Bolzano, Pordenone, but arrivals



in the cities of the Veneto region and in the city of Bolzano are also increasing. When crossing the border to Italy you could be registered with the “simple” procedure, that

is only by registration of your personal data and imprint of a single finger (thumb). Read carefully → **CHAP. 3.**

### 1. Central Mediterranean Route



### 3. Sea-Route from Greece



### 2. Balkan-Route



When you pass the border to Italy, you will be identified and sent to one of the police stations in the area. You may also be pushed back or get expulsion paper from Italian territory. In some cases they may charge you a fine. Remember not to throw away the sheets that are given to you and that, in any case, you have the right to apply for international protection but it is ad-

visable to first ask a lawyer to have the expulsion cancelled or suspended. In any case, we recommend you to always contact a lawyer before going to the police station to apply for international protection. There are problems related to the lack of accommodation for those who claim for protection in these cities and it could happen that you must live on the street for weeks

### **ENTRANCE IN ITALY WITH VISA**

*In addition to the possibilities listed above, there is the possibility to enter Italy with an entry visa for visiting and/or tourism, for work, for study and/or research, for family, etc. This is the most common way of entry for foreign citizens in Italy. The visa must be requested from the Italian embassy or consulates in the country of origin or permanent residence of the non-EU citizen. Entry into Italy is allowed with short-stay visas, valid for up to 3 months, and for long-term stays that involve the granting of a residence permit (long-term) with the same reason as the visa. For stays of less than three months, visas issued by diplomatic authorities of other States with which Italy has ratified agreements, or on the basis of EU rules, are considered valid.*

**IMPORTANT:** *If you are in this situation or your visa is about to expire or has already expired, you can find useful information and contacts in this guide.*



or even months before accessing some reception facility. For information and help you can find the contacts in → [CHAP. 6](#)

### IMPORTANT

• if your fingerprints have already been taken in another country of the European Union where the Dublin Regulation is active and you decide to request international protection in Italy anyway, it could happen that you will be issued a permit of stay labelled “Dublino” and for the whole duration of this permit of stay you can enter the Italian reception system and to have the same rights as asylum seekers who already know they will apply for asylum in Italy. For more information about requesting international protection and on the Dublin Regulation → [CHAP. 3,4,5](#) ⏪

in one of the following cities: Brindisi, Bari, Ancona, Ravenna, Venezia or Trieste (see the map of Italy in this guide). Many investigations and judgements (such as those of the European Court of Human Rights of 2011 and 2014), have considered Greece an “unsafe country” so any refoulement to Greece is illegal and you have the right to apply for international protection without being sent back to Greece. If you need any help just after arriving in Italy, contact the associations – especially those of Bari, Ancona, Venezia and Trieste – listed in → [CHAP. 6](#) and keep in mind that in the “contact” section of the website [W2EU.INFO](http://W2EU.INFO) you can find useful contacts of Greek associations that can help you and give you contacts from Italy and other European countries. ⏪

## 3 YOU ARRIVED BY SEA FROM GREECE

If you arrived from the seaport of Patras or Igoumenitsa, you are now

## 4 YOU ARRIVED FROM ANOTHER EUROPEAN COUNTRY AS “DUBLINATO”

If this is the case, it means the country you arrived, sent you back to Italy because that country has proved that the first country in

which you arrived was Italy, so according to the Dublin Regulation, Italy has to consider your asylum application. However, there are some exceptions, listed in → [CHAP. 4](#).

4. You can in any case appeal with the help of a lawyer (including a lawyer from the country that rejected you to Italy). Until your appeal (ricorso) has been examined and a final decision has been taken, you have the right to stay in the country where you wanted to apply for asylum, without being sent back to Italy. Remember also to inform if you have close relative(s) to have the right to “family reunification”. On our website [W2EU.INFO](#) you can find contacts of associations and lawyers in the European country where you are or were that can help you to appeal against your refoulement to Italy.

Sent back to Italy as “dublinato” your situation can be one of the following:

- ▶ 1) if you didn't apply for asylum during your first transit or stay in Italy you can follow the regular procedure (see chapter 5);
- ▶ 2) if you have already applied for asylum in Italy, the Territorial Commission in charge of evaluating your application may have:
  - a) taken a positive decision so you have a permit of stay;
  - b) taken a negative decision (denial): if you received the notification of the denial and you didn't lodge the appeal within 30 days you can get an expulsion paper or you can be sent to a CPR (see paragraph 3.2); if not, you can lodge an appeal when you get the notification; or in some cases you may request a referral in the deadlines (even if they have expired) if the deed has not been translated into a language that you can understand or have not been properly notified;
  - c) not yet taken a decision and therefore the procedure continues;
  - d) set your personal interview but you didn't go to the appointment so you will be issued a negative decision but

you can request the Territorial Commission to have a new appointment for your interview.

### IMPORTANT

- keep all the documents that you are given when you arrive at the airport (eg Malpensa in Milan and Fiumicino in Rome) and contact immediately one of the associations working in your arrival city to get information and help.

## 3 GENERAL INFORMATION

### 1 WHAT HAPPENS WHEN YOU ARRIVE? HOW, WHEN AND WHERE DO YOU GET IDENTIFIED AND REGISTERED?

As soon as you arrive in Italy, the first procedure will usually be to make your identification (identificazione): the police take a picture of you, register your personal data

(name and surname, place and date of birth) and take your fingerprints (impronte digitali). The identification occurs when a migrant applies for asylum, when s/he is stopped by the police when entering Italy without regular documentation, or when s/he is rescued at sea. They can identify you when you arrive – by sea or by land – or during your stay in a reception centre.

### IDENTIFICATION AND FINGERPRINTING PROCEDURES

Compared with previous years the number of migrants identified with the complete standard procedure (with the inclusion in the EURODAC database) increased significantly reaching almost 100%. The new decree-law provides that the repeated refusal to undergo fingerprinting constitutes a risk of absconding and legitimises detention in a CPR (a repatriation center where you can be detained in administrative detention). If you are a victim of physical and / or psychological violence during identification and fingerprinting procedures, collect evidences (such as photos and videos) and contact the organizations in → [CHAP. 6.](#)

## THERE ARE TWO TYPES OF REGISTRATION

### 1) “COMPLETE” REGISTRATION

The official and most frequent registration and identification procedure is the “complete” one, which consists of “police description” (fotosegnalamento, a picture of your face), delivery of an “identification number” and fingerprinting of all of your fingers. According to this procedure, you automatically enter the EURODAC system, the European fingerprints database of those who apply for asylum in the European Union, which is strictly related to the “Dublin Regulation” (read → [CHAP. 4 AND 5](#)).

#### IMPORTANT

- Fingerprinting can not be demanded for children under 14 years.

### 2) “SIMPLE” REGISTRATION

As an alternative to this “official” identification procedure, in certain situations and places of arrival in Italy, only an initial “simple” identification takes place. In this case they take a picture of you (“photo-signalling”), create an “identi-

fication number” and in some cases they take the fingerprint of your thumb. We are not able to tell you where and when you might be identified with the “simple” procedure: it is a discretionary practice which depends on the time, the place and the orders that the police receives as well as on the nationality of the migrants. According to the latest information we have collected, it seems that this type of identification is becoming less and less frequent compared with the “complete” one.

#### ATTENTION

- It may be the case that the police or the members of European agencies (Frontex and Europol) guarantee and “promise” you that your fingerprints will not be recorded in the EURODAC system, but this does not prevent you from actually being recorded in the EURODAC system.

#### IMPORTANT

- The identification procedures can never violate your fundamental human rights, the police are therefore not allowed to force you by using violence and/or threats

to take your fingerprints (impronte digitali) or to carry out any other identification procedure, and they cannot deprive you of your freedom for the mere purpose of identification. If you refuse to be identified you can be detained for your identification but only for a maximum of 12 hours. If the identification is particularly complex, the longest detention time becomes 24 hours, but you have the right to alert your family or cohabitant (even somebody not from your family) and you have the right to ask that the Public Prosecutor (Pubblico Ministero) will be informed immediately by police so you can be sure to be released after the maximum period of 24 hours.

#### REMEMBER

- that if you refuse to have the “police description” by passive resistance - that is without using force or threats - you commit a minor offence which carries a penalty of a fine up to 206 euros and for this crime an immediate arrest is never the case. Therefore, if the police use force (such as grabbing

arm or hand, pushing, taking off clothing, etc.) against a person who resists passively against forced identification, the police are committing crimes called “personal violence” and bodily injury (if any injuries are sustained). Body inspections made against your will or any form of torture and/or physical and psychological injuries are never permitted (but remember that, if you wriggle trying to free yourself, your behaviour could be interpreted by police as “resisting a public official” which is a more serious crime). Anyone who is subjected to or is informed about a forced identification that violates the above described rules, can report it to the police or directly to the Prosecutor’s Office (Procura della Repubblica).

#### IMPORTANT

- If you are a victim of threats and violence, collect evidence (including pictures and videos), ask for medical assistance and contact the associations listed in → [CHAP. 6](#).

## **2** WHY ARE YOU IN A RECEPTION CENTRE? WHAT ARE RECEPTION CENTRES? HOW LONG WILL YOU BE STAYING IN THE RECEPTION CENTRE?

Once arrived in Italy, you are sent to one of these centers:

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### **HOTSPOTS/CPA**

From 2016 the Italian Government stated that some CPA are used as “hotspots”. The law does not provide a clear legal framework which procedures are implemented in those centres and, even if the period of stay should be as short as possible, in practice you could be detained there for many days or weeks. The law now provides that those who are rescued at sea are taken to the hotspots to be identified. Those who are stopped while trying to cross an internal border irregularly can also be brought to the hotspots. Currently there are four hotspots opened - Lampedusa, Pozzallo, Trapani and Taranto - and probably 5 more will be opened in Crotone, Reggio Calabria, Palermo, Messina and Corigliano Calabro (Cosenza).

According to what is stated in the Standard Operating Procedures (SOP) of the Italian Government the main steps would be: rescue and disembarking operations, health screening, transfer to the hotspots, security checks on the basis of local conditions, delivering paper-based information, pre-identification (photo ID and use of identification bracelets), delivering information on current legislation on immigration and asylum, identification, photo-signaling and controls of databases (as EURODAC), reception in the hotspots and medical controls, de-briefing made by Frontex (in different phases) and transfer to a secondary reception centre (as regional hub, temporary structures etc.). In fact some of these steps - such as the delivery of information in the languages spoken by migrants and the medical checks - often are not carried out or are carried out only partially.

In the hotspots have been reported many cases of violations of fundamental rights such as: detention longer than 48 hours without any court validation and without legal support, physical and psychological

violences while taking fingerprints and arbitrary division between “economic migrants” and “asylum seeker” either by using questionnaires that you have to fill out at disembarkation or by orally asking you the reason why you decided to come to Italy. In such cases, due to the hurry of these steps and the lack of accurate information and independent cultural and linguistic mediators, it could be very difficult for you to understand what is happening. If you are considered as “economic migrants” you get a rejection order and, if there are places in identification and expulsion centres (CPR), you may be detained there or forcibly expelled through flights organized also by European agency Frontex.

Many people are considered as “economic migrants” only according to their nationality (as it happens with many migrants from North African and Sub-Saharan and some Asian countries) against migrants’ fundamental rights. Instead, if you are considered as “asylum seeker” you are sent to one of the regional “hubs”.

### IMPORTANT

• Inside the hotspots you cannot formalize your asylum application but you can only say that you want to apply for asylum (the so-called “manifestazione di volontà”) by communicating it to the organizations and the UNHCR; remember to take pictures of all your documents and send them to your contacts and / or to the contacts that you can find in chapter 6. According to the new law, if you refuse to give your fingerprints the police might consider that you are at flight risk and they can send you to a CPR.

### GOVERNMENTAL FIRST RECEPTION CENTRES

These centres are managed by public local entities, consortia of municipalities and other public or private bodies. The situation of some of these centres is particularly critical due to overcrowding - some cases are the centres in Mineo (Catania), Bari, and Gradisca (Gorizia) - and bad living conditions as well as the lack of the basic services and supports (medical assistance, cultural mediation, legal support, etc.)

### **CAS**

(emergency/temporary reception centres). CAS are considered as “emergency centres” (centri di accoglienza straordinaria), identified and activated by the Prefectures. Those facilities should be opened only in specific and limited cases (when there are not enough places in the Governmental first reception centres) but in fact have become quite widespread all around Italy (currently CAS are hosting over 75% of the total number of asylum seekers that is around 150.000 people.

### **CPSA**

first aid and reception centres (centri di primo soccorso e accoglienza): these are some of the centres where migrants are received just after having arrived in Italy. These centres usually carry out fotosegnalamento (see paragraph 3.1) and in some cases they start the application for asylum. According to the law, the maximum stay in a reception centre must be 3 days (72 hours).

### **TEMPORARY RECEPTION CENTRES**

(centri di accoglienza straordinaria/temporanea): At the end of

2016, the Ministry there are no clear information and regulations about their management, the authorities which own them and about the duration of stay. They are supposed to be temporary reception centres, but many CAS in Italy have become centres of second reception; inside this category of reception centres will be soon included also the CDA and CARA - reception centres and reception centres for asylum seekers (centri di accoglienza e centri di accoglienza per richiedenti asilo). According to the law, the maximum duration of stay in the CDA is a few days, whereas in the CARA, the maximum stay is 35 days.

The first “regional hubs” were opened in Agrigento and Bologna, as implemented by the new Italian and European policies. In South Italy there are also additional reception centres, not classified and non-regulated. Many centres in Italy are often inadequate in size, facilities and location and therefore the migrants accommodated in these buildings have to face many difficulties and inconveniences.



## SPRAR CENTRES

In addition to the CAS centres also the centres called SPRAR centres (Protection System for Asylum Seekers and Refugees) that are “second grade reception centres”. These are for those who are requesting international protection or for those who have already been granted international protection. These centres are the “official” ones for the second grade reception and are managed on a territorial level by the local authorities and organisations of the third sector and offer a type of reception which guarantees not only the basic needs but also activities, legal support and guidance throughout the territory. CAS have turned also into second grade reception centres as a “substitute” of the SPRAR but with standards and services that are very basic and often not adequate compared to those provided by SPRAR centres. Besides, asylum seekers who get one of a protection status in CAS in many cases are forced to leave their reception centres right after the notification unlike those who stay in SPRAR. The problem of Italian reception system is that the second grade reception does not

exclusively happen within these centres (as provided by the law), but is primarily managed by the CAS (see above) that have worse standards and services compared with SPRAR centres.

### IMPORTANT

- If you are an unaccompanied minor after a maximum period of stay of 30 days in a reception centre you have the right to be transferred to a SPRAR centre

### IMPORTANT

- whenever you leave a reception centre (even for a short time), always take the original permit of stay with you or, if you do not have it, an official document (in its original version) that proves that you are waiting for your permit of stay. According to Italian law, if the Italian police do an inspection and you do not have your original permit of stay you risk being sentenced to one year in prison and a 2000 euro fine. Always have with you also your “declaration of hospitality” (dichiarazione di ospitalità) which was given to you by the reception centre where you are,

this is needed to prove where you are living at the moment.

### **IMPORTANT**

● in any centre you are staying in, if you go away without permission you lose the right to stay in that centre, but not the right of asylum. If you leave your centre you risk, however, not receiving any news about your hearing in the Commission for asylum or other important meetings. In these cases may occur illegal practices such the interruption of the asylum application process or the transfer to Taranto hotspot. For these reasons it is better for you to communicate the address/place where you are going to which they can send you the date of your hearing at the Commission and/or other documents. Every centre has rules and time schedules that you should respect otherwise you risk to be sent away from the centre. In any case it is your right to be informed about the rules of the centre where you are in a language you understand.

### **CPR**

In addition to these centres, in Italy there are also the CPR (Repatriation Centres), which are centres where, according to the definition by the Ministry of Interior, they can detain “foreigners who have arrived in Italy illegally, those who are not requesting international protection or those who refuse to be identified, or asylum seekers considered “dangerous” for the country and also those who don't have a permit of stay (permesso di soggiorno) and have received the “expulsion” or “rejection” decree (decreto di espulsione/respingimento) who, once identified, may be deported. According to the law, the duration of stay is maximum 90 days, or 12 months if you are an asylum seeker.

In July 2017, the Minister of the Interior announced the reopening of 9 repatriation centers (but they have not yet been reopened). This decision is connected to the signing of new bilateral readmission agreements with "third countries" such as Sudan, Libya and Nigeria. Besides it, from January 2017, the Mi-

nistry of Interior has encouraged the local Questure to carry out targeted operations to find Nigerian migrants staying in Italy without regular documents so it is likely that many of them will be detained in the CPR. Currently the opened CPR are located in: Restinco (Brindisi), Bari, Caltanissetta, Ponte Galeria in Rome (currently for women only), Turin and Potenza.

**IMPORTANT** According to the ● SOPs applying at Hotspots, migrants without regular permit of stay who have not expressed the intention to seek international protection or who do not intend to apply for international protection may be transferred from a hotspot to a CPR or be expelled if there are agreements that provide for it.

### **BILATERAL AGREEMENTS ● BETWEEN ITALY AND “THIRD COUNTRIES”**

Like other EU countries, Italy is signing or renewing agreements with some of the countries of origin of migrants arriving in Italy. These include memoranda of understanding (expressing a convergence of interests between the parties, in-

dicating a predefined common line of action), police agreements, framework agreements, readmission agreements and cooperation treaties. By entering into these agreements, the contracting countries with Italy undertake to take back migrants illegally present on Italian territory in exchange for a fee (quotas of visas or money). These agreements are aimed at managing and controlling the entry of foreigners into Italian territory. Italy has signed several bilateral agreements, including:

- ▶ **POLICE AGREEMENTS:** India 21/01/2000; Turkey 09/02/2001; Egypt 09/01/2007; Algeria 22/07/2009; Gambia 29/07/2010.
- ▶ **MEMORANDUM OF UNDERSTANDING:** Ghana 08/02/2010; Niger 09/02/2010; Senegal 28/07/2010; Nigeria 12/06/2011; Sudan 03/08/2016; Libya 02/02/2017.
- ▶ **FRAMEWORK AGREEMENT:** Tunisia 09/02/2017

Such treaties and agreements constitute serious violations of human rights as they can expose people

to collective expulsions without an individual assessment on a case-by-case basis.

**ATTENTION** If you want to apply for international protection and in the centre where you are there are diplomatic members of your country of origin try to avoid any contact with them and contact immediately the UNHCR office and/or other organizations and associations that you can find in chapter 6.

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### **3 WHICH FUNDAMENTAL RIGHTS MIGHT BE VIOLATED? WHICH PROBLEMS COULD YOU HAVE?**

These are the main violations of rights and problems that may occur when you arrive and during your stay at a reception centre:

- ▶ lack of information (about your rights, your request for asylum, where you are and where you will be sent, and about how long you will stay at the reception centre);
- ▶ lack of interpreters and socio-cultural mediators;
- ▶ lack of medical assistance and medicines (that should be provided for free to everybody with a specific assistance for “vulnerable people” – like pregnant women, children, elderly, sick people);
- ▶ lack of legal support;
- ▶ inadequate reception conditions (i.e. reception centres located in small and overcrowded buildings and/or far from the cities, lack or scarcity of beds, mattresses, showers, toilets, heating);
- ▶ lack or scarcity of basic necessities (water, food, clothes);
- ▶ lack of other goods and services needed (i.e. “pocket money” telephone cards);
- ▶ total or partial restriction of your personal freedom;
- ▶ discriminations, bad attitudes, physical and/or verbal violence by the police forces or others (i.e. reception centre workers, political groups, citizens);

▶ problems with police offices of Questura and Prefettura: (i.e. delayed issue of documents).

▶ risk of being separated from your family;

▶ impossibility to formalize your asylum application (as is the case now in the Lampedusa hotspot where, except for one case, it has never been possible to formalize the application by filling out the C3 forms (modello C3) since the same C3 forms are not physically present in the hotspot).

## 4 WHAT CAN YOU DO IN SUCH CASES?

If you are a victim or a witness of violations of your rights, of discrimination or of situations where the essential services are not guaranteed, it is important that you contact the institutions or associations close to your current location in order to report what has happened. Report also problems to the staff of the reception centres even if they are not always helpful

or informed; remember that whoever works in the reception centres must guarantee all your basic rights and services.

### REMEMBER

● though, that if you do not have a valid permit of stay in Italy, you are committing the crime of illegal immigration (reato di clandestinità). Therefore, if you have to denounce something or somebody, speak to the contacts you find in → [CHAP. 6](#). If there are any problems, it is useful to document everything. Therefore, we suggest that you write down, take pictures and film anything that could provide evidence of these problems and violations of your rights. Remember to note the date, time and place and to collect evidence of what happened. If there are more people involved, it is preferable to name a spokesperson and collect all the available materials (such as letters, notes, pictures, videos).

## UNACCOMPANIED MINORS AND VICTIMS OF HUMAN TRAFFICKING

The new law on unaccompanied foreign children calls a series of measures including:

- ▶ a) the prohibition of rejection at the borders;
- ▶ b) an interview with the presence of a cultural mediator and organisations or associations to protect minors' rights;
- ▶ c) the verification of minority, mainly carried out by checking the passport or travel document; (if you have it); only in case of doubt the control will be carried out through a multidisciplinary assessment and in any case you will have the possibility of appeal on the assessment results with your lawyer
- ▶ d) the identification of the child only after immediate humanitarian assistance;
- ▶ e) the issue by the police headquarter (questura) of a residence permit for minor age (valid until coming of age) even if you don't have a legal guardian (tutore) or for family reasons.
- ▶ f) the right to appoint/name a legal advisor and benefit from free legal aid (gratuito patrocinio) in any stage of the legal actions;
- ▶ g) the inclusion in SPRAR centres (protection system for asylum seekers and refugees, see paragraph 3.2) even unaccompanied minors who have not yet applied for asylum;
- ▶ h) the right to have a legal guardian (tutore) who will be your legal representative;
- ▶ i) the right to get free medical care and to attend school.

### **WARNING**

● If you are a minor, it is very important that you give your date of birth correctly. If you give a wrong date of birth you have the right to change it, but it is better to ask a lawyer or an association for help. If you are a minor and you are pla-

ced in an reception centre for adults you can apply to be moved to a centre for minors.

If you are a victim of human trafficking, forced prostitution or begging or if you feel you are exposed to pressures after your arrival in Italy, you have the right to report it to the local authorities and you have the right to be included in special support and assistance programme. This programme is also planned for unaccompanied and separated foreign children, victims of human trafficking, who, according to new law, will benefit from a specific programme of assistance that will support them even after the age of 18.

### **! WARNING**

● do not spread or publish (for example through facebook) your photos, information and data if you do not want to be tracked by people who can hurt you and put you in danger.

Victims of human trafficking may apply for a specific permit of stay (social protection - article 18) For any need and help contact the **NATIONAL ANTI-TRAFFICKING FREE NUMBER 800290290** and contact the associations of the city you are now

## 4 WHAT DO YOU WANT TO DO NOW?

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### 1 YOU WANT TO APPLY FOR ASYLUM IN ITALY IMMEDIATELY

If you have chosen to stay in the place or region where you are at the moment, go to → [CHAP. 5](#). There you will find all information about the application for international protection. Remember to always check the place and the reception centre where you are on the maps available in this guide and/or ask for information. If you need any help find the associations and groups near you in → [CHAP. 6](#).

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### 2 YOU WANT TO GO TO ANOTHER ITALIAN CITY

We recommend that you look carefully at the Italian map available in this guide. In → [CHAP. 6](#) you will

find groups and associations that can help you.

#### ! REMEMBER

- that if you have only had “police description” (fotosegnalamento) and have not yet filled in the “C3 form” in the place where you are located, or where you have been accepted, you can apply for asylum in another Italian city.

#### ! IMPORTANT

- In Italy – especially for those who want to travel from the South to the North of Italy – it is increasingly easy to fall victim to traffickers and/or their helpers, who ask for very high prices to organise for you to travel by bus, train, taxi or car. When you arrive at the bus or train stations, first check the prices of the tickets carefully.

! INFORMATION ON COMO (BORDER BETWEEN ITALY AND SWITZERLAND), VENTIMIGLIA (BORDER BETWEEN ITALY AND FRANCE) AND BOLZANO / BRENNER (BORDER BETWEEN ITALY AND AUSTRIA)



**READ**

● → **CHAP. 5** “USEFUL CONTACTS” to know the associations who work in the following cities and regions and **CHAP. 7** about travelling to other European countries

**REMEMBER**

● that on the website

**www.w2eu.info** you find information and contacts of all European countries in 4 languages (English, French, Arabic and Farsi)

**IMPORTANT**

● if you arrive in one of these border cities / areas just after your first arrival in Italy and if you have been only identified (that is without having still applied for political asylum) you may: a) be sent back to your country of origin; b) have troubles in accessing the asylum application procedures and/or the reception system; c) receive the notification of the expulsion order or d) be forcibly transferred to centres very far from the

place where you are (like those in Taranto and Crotona).

**WARNING** Over the last few months there has been an increase of checks on ethnic and national basis at the borders, at train stations and other places nearby towns on the border with France, Switzerland and Austria. Also checks and stops in the trains directed to the borders are carried out more frequently. There are reports of forced transfers of migrants from these areas and cities to hotspots and centres in Southern Italy (like the hotspot of Taranto)

**WARNING** Keep in mind that you risk to be electrocuted if you attempt to cross the border by climbing on the roof of a train and that you risk to be hit if you cross the tunnels and railway rails.

**VENTIMIGLIA**

**WARNING** Very often migrants who are stopped at the border or sleep outside the camp in the city, were stopped by the police

and forcibly taken to the centers of southern Italy very far away (hotspots of Taranto or Crotone). If you are stopped, get in touch with one of the organizations in Chapter 6 and if you are a minor say clearly SONO MINORE (I AM A MINOR) and if you want to ask for asylum, say it and write it down as it says on page 6.

Checks and rejections have also been stepped up in neighbouring Italian cities (such as Genoa and Imperia) and on the French side of the border.

The French police control all the trains and many paths and systematically reject all illegal migrants (including minors) who are discovered while trying to cross the border. They usually deliver a sheet with the words "REFUE D'ENTREE". It is important to take a picture immediately, or if you were stopped long after the border (e.g. in Nice), take photos and keep all the evidence of what happened.

In Ventimiglia there is an "emergency" reception center for migrants in transit run by the Red Cross called "Campo Parco Roja" where you can sleep, eat, wash and find assistance from non-governmental organizations, but at the entrance of the center the Italian police usually register all migrants through a simple identification with dactyloscopic relief of thumb and forefinger (see Chapter 3). From what we know, the police would do this check to look for people who have never been identified and people who have committed crimes in Italy, or have received an expulsion order. If you are in one of these situations, the police may deny you access to the camp and take you to the police station.

If you have already been identified on your arrival in Italy or in the reception centre with the full procedure (with all fingers), or you have already applied for asylum in Italy (even if you have received a revocation of the reception measures) you can enter the camp. Entry to the camp does NOT oblige

you to apply for asylum in Italy, and you can leave the camp whenever you want.

## COMO

People with documents can access the municipal dormitory open all year round through the service “Porta Aperta”, Via Primo Tatti No. 18, opening hours Monday, Wednesday and Friday from 9 to 12. For undocumented persons, it is possible to go to the government camp managed by the Red Cross in Via Regina Teodolinda 40, to be temporarily received, in the following days to go to the Police Headquarters and it is possible to continue the reception in the camp only if you are an applicant for international protection but if you have not yet formalized a request for protection. Pregnant women, foreign unaccompanied minors and families with minors do not follow this criterion and can also be accepted with a practice of international protection already started in another Italian city. During the winter period, from December to April, there is

a dormitory for the cold emergency, which can be accessed by everyone through registration at the “Porta Aperta” service. In the Swiss section of the w2eu website ([HTTP://W2EU.INFO/SWITZERLAND.EN.HTML](http://w2eu.info/switzerland.en.html)) you can also find a flyer with some useful information.

**BOLZANO/BRENNERO:** In the cities of Verona and Trento there are several checks on the trains (especially OBB and high speed trains) to check and stop migrants going to Bolzano and Brennero. At Brennero there is a small reception centre where you can only sleep one night, but you can only enter if you are registered and have the police identification sheet. In Bolzano there are no dormitories for migrants in transit. In winter people can sleep in a “Cold Emergency Centre” but only if they have a police identification sheet or a residence permit.

## ! WARNING

- In Austria, the police carry out strong checks on the trains; the people found on the trains are taken to the barracks for checks,

they are fined cash and their mobile phones are taken. Ask them to release you a report with the reasons for the fine and the amount of cash money they took from you. If you are victim of discrimination and/or violence or if you need information and support you can contact the volunteers of "Antenne Migranti" working in the cities of Verona, Trento and Bolzano (see contacts of these cities in chapter 6) who are involved in monitoring the situation of migrants in the stations and towns on the route from Verona to Brennero giving support and ensuring the respect of Human Rights.

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### **3** YOU WANT TO GO TO ANOTHER EUROPEAN COUNTRY

**ATTENTION** Remember that according to the law if you apply for international protection in Italy you cannot settle in another European country until you have a definitive answer by the Territo-

rial Commission where you have your hearing.

Within the European Union, there is a legislation called the Dublin Regulation, which lays down the rules and procedures for deciding in which country of the European Union an asylum seeker can apply for international protection. The Dublin regulation provides as a general rule that the first EU country in which you have entered and where you have been identified is the country where you must apply for international protection. → **CHAP. 3.1.** If you are identified using the "simple" procedure, there is the possibility of leaving Italy and applying for international protection in another country of the European Union, without the risk of being sent back to Italy. As soon as you are identified and fingerprinted Italy must examine your application for international protection. Therefore, if you go to another country, you might be forcibly sent back to Italy. According to the "Dublin Regulation 3" there are the following exceptions:

a) the **"SOVEREIGNTY CLAUSE"** and the **"HUMANITARIAN CLAUSE"**

stipulate that, for specific individual situations, the application for international protection must be evaluated not by the first country of arrival, but by the country where the asylum seeker actually wants to apply;

b) if **12 MONTHS** after your arrival in Italy you have not yet applied for asylum, you do not have to apply in Italy, because Italy is not responsible for your asylum application;

c) if you arrived in Italy, did not apply for asylum and there is evidence that you stayed for **AT LEAST 5 CONSECUTIVE MONTHS** in another country of the European Union before applying for international protection, this country has to examine your application;

d) if a **CLOSE RELATIVE** of yours (i.e. husband, wife, father, mother, son/daughter) has already been granted international protection in another country of the European Union, you can apply for asylum in this country asking for family reunification (ricongiungimento familiare). To do so, your relatives have to make a written request to

the Italian state; if you are a minor (under 18 years old) you can ask for family reunification in the country of the European union where you have one or more relatives, such as father, mother, brother, sister, son/daughter (minor), uncle, aunt, grandmother.

#### REMEMBER

● if you are transferred back to Italy from another European country in application of the Dublin Regulation it may be very difficult for you to apply for asylum or to find a place in a reception centre. Remember to keep all the documents and papers that are given to you. Among those documents there could be the document of the appointment at the Police Headquarters for the presentation of your asylum application. In any case, we suggest that you contact the contacts listed in CHAPTER 6 (like the national free number ARCI 800 905 570 and the contacts of the Community Center Diaconia Valdese-Oxfam if you are in Milan) to have more information. For more information → **CHAP. 7**.

# 5 YOU WANT TO APPLY FOR INTERNATIONAL PROTECTION IN ITALY

*Manifestazione di volontà: you say that you wish to ask for political asylum*

*You formalize your asylum application (filling the "C3 form")*

*You have the temporary permit of stay as Asylum Seeker*

*You do the Hearing (audizione) in the Commission*

***What decision can the Commission take?***

*You are recognized with the **Refugee Status** or **Subsidiary Protection***

*You are recognized with the **Humanitarian Protection Status***

*Your application is **Rejected***

## 1 HOW CAN YOU APPLY FOR INTERNATIONAL PROTECTION?

An application for international protection can be made by anyone who has suffered from or who is at risk of violence, persecution, threats and, in general, violations of their fundamental rights in their country of origin for reasons of ethnicity, religion, nationality, belonging to a social group (e.g. on sex, gender, sexual orientation, family, culture, education, occupation), political opinion, if your country is involved in an international armed conflict or internal armed conflict, or if, in case you return to your country, there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment that violate your freedom and your dignity.

## 2 HOW, WHEN AND WHERE CAN YOU APPLY FOR INTERNATIONAL PROTECTION?

Remember that everyone can file an application for international

protection in every moment through the "manifestazione di volontà" (stating that you wish to ask for political asylum); you can do this either verbally in your language or in a language you know or in writing it on a paper but remember in any case that your application for international protection is formalized only after you receive and complete the C3 form ("modello C3") of which you must have a receipt or a copy. From the moment you obtain the permit as asylum seeker until the decision of the Territorial Commission, you are not allowed to leave Italy. An application for international protection (asylum) is an individual process (if you are a parent, your application includes your minor children present in Italy). Applications must be made to the border police (polizia di frontiera) on arrival in Italy by crossing the border by land or sea, or to the Immigration Police (Ufficio Immigrazione di Polizia) near you if you are already in Italy. When you apply for asylum you need to explain the reasons why you are at risk in your country.

**REMEMBER** that poverty and/or your desire to find a job in Italy are not valid reasons to ask for international protection.

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### **3** WHAT IS THE PROCEDURE TO APPLY FOR PROTECTION?

According to Italian law, if you entered Italy without a regular Visa, you will need to be identified before applying for asylum. Usually, when you arrive, there is a police officer who will take a picture of you and take your fingerprints (these procedures are called *fotosegnalamento* and *rilievi dattiloscopici*); see → [CHAP. 3.1](#). When you apply for international protection, you receive a document which details the date of your appointment

to formalise your application for international protection. This is done by filling out the "C3 form".

#### **WARNING**

When you disembark or when you go to the Police Headquarters for your asylum request, you will be asked some questions (name, surname, place of origin, date of birth). They will also ask you the reason for your arrival in Italy. This data is used to compile a news sheet (pre-identification). If it is indicated that you are in Italy to work you can receive an expulsion order.

#### **REMEMBER**

according to the law, the formalisation of your application must be done within one week from the day you go for the first time to the



Immigration Office (Questura). In reality it can take you 3 – 4 months before you are able to formalise your application. You will be asked for some personal information (name, date and place of birth, nationality, details about family), your documents, your case, your journey from your country to Italy and why you left your country. In any case, it is better if you reports only the essential data and information specifically requested. You can attach to " C3 form" a sheet detailing your case and all documents in your possession (e.g. passport, ID card, etc). The police will keep the original version of the C3 form and give you a copy to keep with you. At the end of this procedure, the police issues a receipt ("ricevuta"), meaning that you are waiting for confirmation of asylum seeker status, which is usually released after 30 days. Once C3 form has been completed and processed, you receive a "permit of stay as asylum seeker", which lasts for 6 months and with this permit of stay you have the right to work after two months from the issue date.

**REMEMBER:** When you fill out C3 form, explain clearly and concisely why you are asking for political asylum;

- ▶ immediately after you arrive in Italy, **COMMUNICATE** your personal details and your phone number to acquaintances and/or friends with residence in Italy or Europe who can help you;
- ▶ the waiting time for the hearing in the Commission is **NOT CLEARLY DEFINED**. It usually ranges from 6 to 12 months and depends on the Commission that will evaluate your application and on the number of applicants waiting;
- ▶ If someone **CANNOT READ** and/or write, s/he can inform officials or the police;
- ▶ remember that you have the right to have a **TRANSLATOR** that speaks your language. If there is no translator you have the right to ask for another appointment;
- ▶ When verbalizing your C3 form, you must give the police **YOUR ADDRESS**, where you will be sent

all communications relating to your request for international protection. Inform the police whenever you change address;

- ▶ Always keep **COPIES** of all the documents that you submit to the police headquarters, the Prefecture and the Commission and all the memos that you receive from these authorities.

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### **4** WHAT ARE YOUR RIGHTS AS AN APPLICANT FOR PROTECTION?

- ▶ all rights listed in → **CHAP. 1.1.**;
- ▶ right **TO REMAIN IN THE ITALIAN TERRITORY** until your application has been assessed by the Territorial Commission and, in case of rejection of your asylum request (diniego in Italian language) until the final decision is taken in response to the appeal (ricorso);
- ▶ right to be admitted to a reception centre for asylum seekers with accommodation, meals and all the necessary facilities until you meet the Commission and until the final decision in case of an appeal against the rejection;
- ▶ right to have a **SOCIOCULTURAL MEDIATOR** and/or an interpreter to speak in your native language about your situation;
- ▶ right to **CONTACT UNHCR**, NGOs & organisations concerned with protection of asylum seekers and migrants.
- ▶ the right to the "codice fiscale", which allows you to subscribe to the **NATIONAL HEALTH SERVICE** and have access to health care  
[W2EU.INFO/ITALY.EN/ARTICLES/ITALY-MEDICAL.HTML](http://W2EU.INFO/ITALY.EN/ARTICLES/ITALY-MEDICAL.HTML) ;
- ▶ right to **WORK** (2months after the first permit of stay has been issued, if you are still waiting for the hearing of the Commission).
- ▶ the right to have **LEGAL ASSISTANCE** during the entire procedure for requesting international protection.

## 5 HOW DO YOU PREPARE YOUR PERSONAL STORY (MEMORIA)?

Your request for international protection will be evaluated by a specific organ called the Territorial Commission ("Commissione Territoriale"), which is usually found in the city or region where you are situated (the Questura will inform you about the date of the audition in the Commission). It is very important for you to be well prepared for the hearing. You must try to be as precise and clear as possible. A lawyer or a social worker at the reception centre where you are staying will help you to write your case (called "memoria") and will send it to the Territorial Commission. Info: [W2EU.INFO/ITALY.EN/ARTICLES/ITALY-ASYLUM.HTML](https://w2eu.info/italy/en/articles/italy-asylum.html) & ask the organisations listed in → **CHAP. 6.**

### HOW TO PREPARE YOUR STORY IN THE BEST WAY

▶ 1) first you have to state your home country and your citizenship, your place and date of birth and your place of residence, years of schooling and education, your work, who your parents are, if you

have a husband/wife and children; your ethnicity, your religion and if you belong to a social group or political party;

▶ 2) explain why you had to flee and give details about all the violence you suffered and the problems you were confronted with (e.g. prison, torture, violence, abuse, rape, mutilation, female genital mutilation or similar, threats, forced marriage, etc ...). Also mention if somebody in your family has experienced similar problems.

▶ 3) then explain how you escaped, the countries you passed through, the transport you used, how much you had to pay, imprisonment, torture and threats that you suffered in countries you travelled through, traffickers and the payment for crossing and if you saw people die on your journey; then specify why you cannot go back to your country, the concrete risks to you, laws and/or practices in your country that violate your rights and your freedom and why you cannot ask the police or family members for help ; remember

to mention also if you are still in contact with someone in your home country. Remember that during the hearing of the Commission an interpreter will help you but before starting the hearing make sure that there is a good understanding between you.

### **IMPORTANT**

Starting from the moment you apply for international protection, it's important that you manage to produce all the personal documents in your possession (letters, identity card, certificates, etc) that can be used as a prove of what you say and of the reasons why you are in danger in your country (you can ask relatives and friends in your country to send you these documents). You can ask your relatives and friends to send you a letter that you can also use as an evidence about the reasons for your escape (and remember to keep the envelope of the letter to prove its authenticity). You can prepare other kinds of documents such as medical report and certificates in Italy. You can send these documents to the commission before

the hearing, however it's important that the day of the hearing you bring with you all the documents you have and you give them to the authorities.

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## **6** WHAT DECISION CAN THE COMMISSION TAKE?

By law, the Commission shall decide within six months (or up to nine or twelve months in exceptional cases). The Commission may decide to:

- ▶ **RECOGNIZE** you refugee status or subsidiary protection issuing a 5 year permit of stay (renewable on each expiration) and a 5 year travel document;
- ▶ **REFUSE** to recognize international protection but request the Police Department to give you a 2 year permit of stay for humanitarian reasons (renewable on each expiration after a new Commission evaluation) and a 2 year travel document;
- ▶ **REFUSE** to recognize international protection and reject your request giving you an expulsion

order from Italian territory within 30 days; in this case, contact a lawyer to submit an appeal;

▶ **REJECT** your request for clear lack of foundation when it considers evident the lack of existence of any requirement for recognition of intern. protection or the fact that you have presented the request with the sole purpose of delaying or preventing an expulsion; in this case, contact a lawyer to submit an appeal. Some asylum seekers whose application has been rejected as “manifestly unfounded” (“per manifesta infondatezza”) are involved in an “accelerated procedure” and in such situation they have only half of the time available (15 instead of 30 days) to appeal against the denial.

### IMPORTANT

● If you were recognised refugee status, subsidiary protection or humanitarian protection, and if you have the electronic permit of stay and the travel document, you have the right to move freely within the territory of the European Union (except Denmark, Great Britain

and Ireland) without visas for a maximum period of three months but only if you are economically self-sufficient (ie if you have enough money to eat and to pay a place to sleep).

### IMPORTANT

● The new Italian law (February 2017) has made it more difficult to appeal in court and there will be less chances to meet personally the judge who will decide your case (that is to have an oral hearing). Besides it, has eliminated the possibility of appeal against the first denial (diniego) by the Court (there will be only the chance to appeal to the Court of Cassation but it will be very difficult).

# 6 USEFUL CONTACTS IN ITALY

The contact list below was last updated in April 2017. Other contacts will be added in future editions of this guide. Due to space limitations, we have included only the main cities and regions/areas of arrival and transit of migrants. Note that some numbers may be active only on some days or only during working hours (i.e. only in the morning and/or afternoon and/or only from Monday to Friday). If you don't find here the contacts for your region or city where you are now, look for the nearest contacts from the place you are or call the national contacts.

## IMPORTANT

- the services and activities provided by contacts included in this chapter are free. If you do not have an Italian phone number, you have to type 0039 at the beginning of the number

## IMPORTANT

- If you are in touch with friends,

relatives or acquaintances who might arrive in Italy or another European country by sea, tell them to call the ALARM PHONE. This is not a number for direct rescue but it is an emergency number to solicit rescue operations. You can also call if there is a risk of expulsion and pushback.

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## ***Local Contact of Activists, Social Movements & Centres, Local Associations, Volunteers etc.***

Here you can find a list of contacts who have been active for many years, carrying out local support activities for migrants and initiatives for the protection and promotion of human rights, as well as fighting against racism and discrimination. Along with each contact, you will see the kind of help that each organisation can provide. We ask that you use their contact details only if you are located, or are going to be located, in that city/district/region, or if you have a specific reason to contact that organisation. In some cases you will find local con-

- IF YOU HAVE RELATIVES AND FRIENDS WHO ARE GOING THE DANGEROUS WAY WITH THE BOATS THIS NUMBER CAN BE USEFUL FOR THEM:



WATCH THE MED **ALARM PHONE**  
+ **334 86 51 71 61**

## **ALARMPHONE**

[WWW.WATCHTHEMED.NET](http://WWW.WATCHTHEMED.NET)

THIS IS NOT A RESCUE NUMBER! But an ALARM NUMBER to support rescue!

### **DISTRESS AT SEA**

1. Call coast guard for rescue.
2. Call our Alarm Phone.  
We inform & watch the coast guard.
3. If you are not quickly rescued, we inform media & politics to make pressure.

### **(DANGER OF) PUSHBACK**

1. Call our Alarm Phone.
2. We try to intervene, we witness & document.
3. We inform media & politics to make pressure.

If possible, call in English or French | [wtm-alarm-phone01@antira.info](mailto:wtm-alarm-phone01@antira.info)

tacts of NGOs and national associations that carry out specific projects and activities at local level. Remember that also local institutions (municipalities, provinces, regions) provide services and support for migrants and asylum seekers. In any case we suggest you to ask for information first to contacts you can find here.


## ***Southern Italy***

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### **Sicilia**

#### **Borderline Sicilia Onlus**

Information, monitoring, support

 [borderline-sicilia@libero.it](mailto:borderline-sicilia@libero.it)

 [www.borderlinesicilia.org](http://www.borderlinesicilia.org)

 **facebook:**  
Borderline Sicilia Onlus

#### **LasciateCIEntrare campaign**

Information, monitoring, support


 [info@lasciatecientrare.it](mailto:info@lasciatecientrare.it)

 **facebook:**  
LasciateCIEntrare

### **PALERMO**

#### **Forum Antirazzista di Palermo**

Information, monitoring, support

 [forumantirazzista.palermo@mail.com](mailto:forumantirazzista.palermo@mail.com)


 **facebook:** Forum Antirazzista Palermo

#### **Osservatorio contro le discriminazioni razziali “Noureddine Adnane”**

Information, support

 [palermonondiscrimina@gmail.com](mailto:palermonondiscrimina@gmail.com)

 **facebook:** Osservatorio contro le discriminazioni razziali Noureddine Adnane

 3881749722

#### **Laici Missionari Comboniani**

Information




 3280920872

 [www.laicicombonianipalermo.org](http://www.laicicombonianipalermo.org)




#### **Emergency: Poliambulatorio**

Health assistance, social and health advices, social and cultural mediation, information



-  via G. La Loggia 5/a
-  0916529498
-  Mon – Friday 9am – 7pm


**Clinica legale dei diritti umani**  
information, legal support

-  Piazza Bologni 8
-  Wednesday 15 – 17 h
-  [facebook](#): CLEDU




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## CATANIA

**Rete Antirazzista Catanese**  
information, political and  
logistic support



-  3803266160/ 3209532159
-  [facebook](#): Rete Antirazzista Catanese

**Centro Astalli**  
information, legal support,  
health assistance and Italian  
lessons



-  Via Tezzano, 71
-  095535064
-  [astallict@virgilio](#)

**Community Center - Diaconia  
Valdese e Oxfam**  
information, support

-  via De Felice 52




-  3291275212 - 3296952351
-  [progetticanata@  
diaconiavaldese.it](#)

**Civico zero - Save the Children,**  
day centre for minors, informa-  
tion

-  via Gorizia 32°,34
-  3922831798

## LILA Catania


information , medical support

-  Via Finocchiaro Aprile ,160
-  95551017
-  [lilacatania@alice.it](#)

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## SIRACUSA

**Associazione Accoglie Rete**  
support activities for unaccompa-  
nied underage migrants

-  via Piave 167
-  [facebook](#):  
Accoglierete Onlus

**Emergency - clinic near the  
reception centre Umberto I**  
health assistance, health and  
social advices, socio-cultural  
mediation

-  via Canonico Barreca 7

- 📞 3357203964
- 🕒 Monday to Friday 9.30 – 13.30 and 15 – 18 h

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## POZZALLO (Ragusa)

### Caffè Letterario “Rino Giuffrida”

information, support,  
Italian lessons

- 📞 3348361675
- 🌐 **facebook:** Caffè letterario Rino Giuffrida
- ✉️ coopmondoacolori@alice.it

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## RAGUSA

### Team MEDU (Medici per i Diritti Umani) Ragusa area

information, health assistance,  
social and health advices

- ✉️ cosicilia@mediciperi dirittiumani.org
- 📞 3662391554

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## SCICLI (Ragusa)

### Casa delle Culture – Mediterranean Hope

Information

- 🌐 mediterraneanhope.wordpress.com/

- ✉️ mhscicli@fcei.it
- 🌐 **facebook:** MH – Casa delle Culture
- 📞 09321838807

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## CALTANISSETTA

### Sportello Immigrati

social assistance and advice, socio-cultural mediation, information, legal assistance and advice

- 📍 via Re D'Italia 14
- 📞 3335468651 / 3387000682

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## NAPOLI

### Associazione Garibaldi 101

Information, political and legal assistance, first assistance, support to the victims of torture and the people threatened by camorra




- 📞 3280364920
- ✉️ yasmina14@hotmail.it

### Je so' Pazzo

- 📍 Viale Matteo Renato Imbriani 218
- ✉️ exopgoccupato@gmail.com
- 🌐 <http://jesopazzo.org/index.php> (info, support)



**Less ONLUS**

Reception services, legal assistance,  
cultural mediation

-  Corso Garibaldi 261
-  081455270
-  [info@lessimpresasociale.it](mailto:info@lessimpresasociale.it)




**Cooperativa Dedalus**

Support to minors and victims of  
trafficking, cultural mediation

-  [www.coopdedalus.it](http://www.coopdedalus.it)
-  0817877333 – 08119571368

**Emergency – Clinic**

health assistance, health and  
social advices, information

-  via Pacioli, 95
-  0811 9579909 , 3428627270
-  Monday to Friday 9am –  
1pm and 2 –6 pm




**BENEVENTO****ASD Atletico Briganti**

(information, sport activities)

-  **facebook:**  
[https://www.facebook.com/pg/atleticobrigante/about/?ref=page\\_internal](https://www.facebook.com/pg/atleticobrigante/about/?ref=page_internal)




**AVELLINO, SALERNO,  
BENEVENTO****Campagna LasciateCIEntrare**

(monitoring of reception centres,  
information, legal support)

-  **facebook:**  
[www.facebook.com/pg/atleticobrigante/](http://www.facebook.com/pg/atleticobrigante/)
-  [info@lasciatecienrare.it](mailto:info@lasciatecienrare.it)
-  3280364920;3381167397

**CAVA DEI TIRRENI (Salerno)****Spazio Pueblo**

(information)

-  Via Raffaele Baldi 1
-  [www.spaziopueblo.org](http://www.spaziopueblo.org)
-  **facebook:**  
<https://www.facebook.com/spaziopueblo>

**CASERTA**

Csoa Ex Canapificio

reception, information, legal support. Wednesday and Friday desk office fo immigrants and refugees

-  [www.csaexcanapificio.it](http://www.csaexcanapificio.it)
-  Viale Ellittico, 27

- 📞 0823216332
- ✉ info@csaexcanapificio.it
- 📞 Call center 3804739467:  
Tuesday and Friday from  
09:00 am to 01:00 pm

### Emergency -

#### **ambulatorio di Castelvoturno**

health assistance, health and social advices, socio-cultural mediation, information

- 📍 via Domitiana, 288 Castel Volturmo (Caserta)
- 📞 342 0999790
- 🕒 Monday to Friday 9am – 6pm

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## REGGIO CALABRIA

### Emergency -

#### **Poliambulatorio di Polistena**

Health assistance, health and social advices, socio-cultural mediation, information

- 📍 via Catena, 45 – Polistena
- 📞 0966 444400
- 🕒 Monday to Friday 9am – 6pm

#### **Cosmi at CSOA La Cartella**

- 📍 Via Quarnario 1, Gallico Marina (RC)

- 🌐 [www.progettocosmi.org/pagina/cosmi](http://www.progettocosmi.org/pagina/cosmi)
- 🌐 [www.facebook.com/csoacartella/](https://www.facebook.com/csoacartella/)

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## LAMEZIA TERME

### **Altra Lamezia**

(information, legal support)

- 🌐 [www.altralamezia.org](http://www.altralamezia.org)
- 🌐 [facebook](#): Altra Lamezia

### **Campagna LasciateCIEntrare**

monitoring of reception centres

- 📧 [info@lasciatecientrare.it](mailto:info@lasciatecientrare.it)

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## COSENZA

### **Ass. La Kasbah**

legal support, reception, support for victims of torture

- 🌐 [facebook](#): Rivoltiamo la Precarietà
- 🌐 [www.lakasbah.eu](http://www.lakasbah.eu)
- ✉ [info@lakasbah.eu](mailto:info@lakasbah.eu)
- 📞 0984.76339

**Campagna LasciateCIEntrare**


monitoring of reception centres

 [info@lasciatecientrare.it](mailto:info@lasciatecientrare.it)

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**BARI****Rivoltiamo la precarietà**

Information, housing emergency

 [facebook:](#)  
Rivoltiamo la Precarietà**Associazione Gruppo****Lavoro Rifugiati**


Reception, support to minors, legal assistance, cultural mediation

 via Dalmazia 139 0809242286 [glrbari@hotmail.it](mailto:glrbari@hotmail.it), [gruppolavororifugiati.wordpress.com](http://gruppolavororifugiati.wordpress.com)


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**BRINDISI****MEDU (Medici per i Diritti****Umani) – clinci for migrants**

health assistance, helath and social advices, information

 Via Appia 64 3474730097 [medupuglia@gmail.com](mailto:medupuglia@gmail.com)**FOGGIA****Baobab**

legal support, information

 Via Candelaro N90 F 08811961401

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**LECCE****Ass. Meticcìa**



Italian language school, information, legal support

 Piazza S.Pietro 13 [meticcìa@gmail.com](mailto:meticcìa@gmail.com)


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**TARANTO****Centro interculturale "C'entro"**

information, Italian courses

 via general Messina 71 [italianobabele.centro@libero.it](mailto:italianobabele.centro@libero.it) **FB:** Babele associazione promozione soc**Associazione Ohana**

information, language courses

 via Blandamura 7 3512539943

## CAGLIARI

### Presidio Piazzale Trento

information desk for migrants

📞 3510044055

✉️ piazzaletrento@gmail.com

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## SASSARI

### Emergency – Clinic

information, medical assistance

📍 c/o ASL 1 via Monte Grappa  
82

📞 345 3719597

✉️ infosassari@emergency.it

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## SASSARI, ORISTANO

### Campagna LasciateCIEntrare

monitoring of reception centres

📧 info@lasciatecientrare.it

## CENTRAL ITALY

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## ROMA

### Yo Migro – Strike spa

Health advice, political and legal support

📍 Via Umberto Partini n. 21

✉️ segreteria@yomigro.org

📱 [facebook](#): Yo Migro Roma

### Lab! Puzzle

Information, legal support,  
Italian lessons

📍 Via Monte Meta n. 21

✉️ info.scuolaitaliano@  
gmail.com

📱 [facebook](#):  
Scuola di Italiano Lab Puzzle

### Infomigrante ESC Atelier

Information, Italian lessons

📍 Via dei Volsci 159

✉️ sportello.infomigrante@  
gmail.com

📱 [facebook](#): Esc infomigrante

### Action Diritti In Movimento

Legal, medical and work support  
Social support desk

🕒 Wednesday 3- 5 pm

📍 Via di santa croce in  
gerusalemme 57-59


✉️ actiondirittinet@gmail.com

### CSOA La Strada

📍 Via Francesco Passino, 24 -


📱 [https://csoalastrada.  
jimdo.com](https://csoalastrada.jimdo.com)

 csoalastrada@gmail.com

 06 5143 6006

### Be Free Cooperativa Sociale

 0689533659

 befree.segreteria@gmail.com  
(support to victims of human trafficking and violences);

### Baobab Experience

First aid and info point

 Piazzale Maslax (Via Gerardo Chiaromonte)

 baobabexperience@gmail.com


 baobabexperience.org

### Scuola popolare

#### Icbie Europa Onlus

Italian lessons

 Wednesday 18 – 20 h

 Lungotevere d. Artigiani n.28

 06 89010848


 info@icbieuropaonlus.org

 www.icbieuropaonlus.org

### Laboratorio 53

Italian lessons, legal support, psychological support

 Via Valeriano 3F

 3286640571 / 3297297314


 info@laboratorio53.it

### Senza confine

Legal support



 Via di Monte Testaccio 23

 Mon. & Wed. 6 – 8pm

 0657289579

### **Asinitas Onlus**




information, italian lessons for asylum seekers, women & children

 Via Ostiense, 152/b   
contatti@asinitas.org

### **Associazione di volontariato**



#### **Binario 15 Onlus**

information, logistic support

 Stazione Ostiense  
 329 224 3129  
 info.binario15@gmail.com

### **Medici senza camice**

#### **health assistance**

 every two weeks on Friday from 6 to 8 pm  
 SPINTIME in Action, via santa croce in gerusalemme 57-59

### **Casa dei diritti sociali: Centro di Tutela e Orientamento**

#### **information, legal support,**




#### **Italian lessons**

 Via Giolitti N. 225  
 06.4461162  
 esquilino@dirittisociali.org

**Casa dei diritti sociali: scuola di italiano (Italian school)** via Giolitti N. 241 - tel. 338040906

### **Progetto Diritti**

Legal and health support

 via Ettore Giovenale 79  
 segreteria@progettodiritti.it  
 Mon, Tue 9.30am to 12.30am  
Mon – Fri 4:30 to 7:30 pm



### **Sportello globale**

Legal and health support

 Villaggio Globale Testaccio ex mattatoio  
 yasmina14@hotmail.it  
 Tuesday from 4 to 7 pm (legal support, monitoring of reception centres)  
 [www.facebook.com/sportelloglobale](http://www.facebook.com/sportelloglobale)



### **Medici Senza Frontiere (Doctors Without Borders)**

Rehabilitation center for torture survivors and victims of cruel and degrading treatment

 Biancamano 28  
 06 70495842

### **Centro MEDU Psychè**

psychological and psychiatric support for victims of torture and cruel, inhuman and degrading treatments

 0631078379  
 medupsyche@gmail.com



🕒 Mon, Tue 9.30am to 12.30am  
 Mon – Fri 4:30 to 7:30 pm

📍 Via Monsignor Leto Casini 11  
 📞 3351853361  
 🌐 [www.mediciperidiritti umani.org](http://www.mediciperidiritti umani.org)

## CAMPOBASSO

### The Road Onlus

reception, information, legal support, support for victims of human trafficking

📞 0861796666, 0861762327  
 🌐 [www.ontheroadonlus.it](http://www.ontheroadonlus.it)  
 📧 [info@ontheroadonlus.it](mailto:info@ontheroadonlus.it)

### Gli Anelli Mancanti Onlus

information, social and medical support, Italian lessons

📍 Via palazzuolo 8  
 📞 0552399533  
 📧 [glianellimancanti@yahoo.it](mailto:glianellimancanti@yahoo.it)

## NORTHERN ITALY

## ANCONA

### Ambasciata dei Diritti

information, political and logistic support in all Marche region

📞 3475349286  
 📧 [ambasciata@glomeda.org](mailto:ambasciata@glomeda.org)  
 🌐 [ambasciatadeidiritti.blogspot.it](http://ambasciatadeidiritti.blogspot.it)

## MILANO

### Community Center CSD Diaconia Valdese - Oxfam

support for Dublin cases: legal support, information and other services

🕒 Mon to Fri 7 to 9 pm  
 📞 3355963982  
 📍 via Porro Lambertenghi, 28  
 📧 [milanocenter@diaconiavaldese.org](mailto:milanocenter@diaconiavaldese.org)

## FIRENZE

### MEDU (Medici per i Diritti Umani)

Information, social and medical support

### NAGA Clinic

🕒 Mon to Fri 8:30am – 2pm

### **NAGA** Information Desk SOS

Expulsions (legal support against expulsions, detentions, rejections of asylum applications)

🕒 Mon to Fri 7 to 9 pm

📞 0258110001

📍 Via Zamenhof 7A

### **Centro NAGA Har**

Centre for asylum seekers, refugees, victims of torture

📍 Via San Colombano 8

🕒 every day 2:30 to 6:30pm

📞 02 39 25 466, 338 67 57 563

### **Associazione Interculturale**

#### **Arci Todo Cambia**

Information, legal advice

📍 Via Oglio 21

🕒 Mon 6:15 to 8:30pm;

📧 info.todocambia@gmail.com

### **Associazione “SOS ERM”**

(Emergenza Rifugiati Milano)  
first help, information

📍 Sottopasso Mortirolo  
(Central Station)

🌐 [soserm.wordpress.com](http://soserm.wordpress.com)

🌐 [facebook: SOS ERM](#)

### **Comitato “Cambio Passo”**

Information about reception services, legal support and assistance

📞 3511073743 / 3512116910

🕒 from 5 to 12 pm

📧 [comitatocambiopasso@gmail.com](mailto:comitatocambiopasso@gmail.com)

🌐 [facebook: Cambio Passo Milano](#)

### **Emergency – Politruck**

Health assistance, social and health advices, sociocultural mediation, info

🕒 Mon to Fri 11am – 6pm

📞 3441996250

### **Network**

#### **“People before borders”**

Information, political support

🌐 [FB: People Before Borders](#)

#### **Bresso a misura di**

Information, political support

🌐 [facebook: Bresso A Misura Di](#)

📧 [bressoamisuradi@gmail.com](mailto:bressoamisuradi@gmail.com)

🌐 [www.bressoamisuradi.it](http://www.bressoamisuradi.it)

**COMO****Rete "Como senza frontiere"  
(Como without borders)**

Orientamento, informazioni

📞 3466270950

✉️ comosenzafrontiere@gmail.com (info, support)

**Network "Como Accoglie"**

📱 facebook: Como Accoglie

**"Porta Aperta" aid services**

information, legal, administrative and health support, access to services as food, dormitory, clothes and essential goods

📍 Via Primo Tatti n°1

📞 031267010

🕒 lun-mer-ven 9-12

✉️ porta.aperta@caritascomo.it

**"Porta Aperta" info point**

information, legal support

📍 Via Primo Tatti n°18,

🕒 Monday, Wednesday, Friday from 9 to 12 am

**Osservatorio Legale (legal office)**

information, legal support

📍 Via Grandi n°6

🕒 Tuesday and Friday from 2:30 to 5:30 pm

**EMILIA ROMAGNA****Coordinamento migranti****Emilia Romagna**

Information, political and legal support

✉️ coo.migra.bo@gmail.com

📞 3275782056

**BOLOGNA****Sportello Migranti:****Centro sociale TPO**

Information, political &amp; legal support

📍 Via Casarini 17/5

🕒 Wed 6 – 8pm

**Scuola di italiano Newen Centro Sociale TPO**

Italian language school

📍 Via Casarini 17/5

✉️ Scuola.newen@autistici.org


📞 393341826860 – 0510935901

**Sportello Lavoro Migranti Labàs**


(job search and orientation: CV preparation, research for training)

and work opportunities, guide to useful services, defense of labor rights

 Vicolo Bolognetti 2

 051.0416380


 sportellolavoroad@gmail.com

 Monday from 4:30 to 6:30 pm; Friday from 10 to 12

### Associazione Sokos

Free health care

 via Gorki, 12

 051.0416380

### Sportello medico-giuridico XM24

Free medical and legal support

 Via Fioravanti, 24

 [facebook](#): Sportello Medico Giuridico XM24

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## RIMINI

### Casa Madiba Network

Information, political and legal support

 Via Dario Campana n. 59/F

### Sportello diritti per tutti


information, support

 349 9745299

 [www.casamadiba.net](#)


### Scuola popolare Madiba

Italian language school

 Monday, Wednesday and Thursday from 4 to 5:30 pm

### Guardaroba Solidale Madiba

distribution of clothes and essential goods, shower service and cellular recharge

 Monday and Thursday from 3 to 5 pm and Friday from 10 to 12 am

### Casa Don Andrea Gallo

#### #perlautonomia

night and day centre for homeless people

 Via L. De Varthema n. 26  
Rimini

### Sportello Ascolto

information, general and health support


 Monday from 4 to 6 pm

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## BRESCIA

### Cross Point

Information, political and legal support


 [www.cross-point.gnumeric.org](#)

 via Battaglie 33/b

**EMERGENCY – info point**

Information, political  
and legal support

 Vicolo delle Lucertole, 1E

 3421830402


 healthpointbrescia@  
emergency.it

 from Monday to Friday 9 am  
– 6 pm

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**VENEZIA-MESTRE****Associazione SOS Diritti**

Support, information  
about local services

 3285548382

 sosdirittivenezia@  
gmail.com

**Scuola di Italiano Liberala parola**

Information and Italian lessons

 presso Centro Sociale Rivolta

 liberalaparola.  
wordpress.com

 liberalaparola@gmail.com

**Boutique Solidale****Centro Sociale Rivolta**


Information, support

 [facebook](#): Boutique Solidale

 Via F.lli Bandiera 45,  
Marghera


**Aps ComuniCare**


Support, information  
about local services

 3289276156

**Emergency:****Poliambulatorio di Marghera**

Health assistance, health and  
social support, socio-cultural me-  
diation, information

 via Varè 6 (Marghera)

 0410994114


 Mon– Fri 9am – 6pm

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**TREVISO****CSO Django**

Information, political support


 via Monterumici 11

 [facebook](#): CSO Django  
Treviso

**Casa dei Beni Comuni**

Information, Italian lessons  
and legal support

 Via Zermanese, 4

 0422403535

 [facebook](#):  
Casa dei Beni Comuni

 [www.casadeibenicomuni.org](http://www.casadeibenicomuni.org)

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## PADOVA

### Scuola “Libera la Parola”

Italian lessons, information, political support


 presso CSO Pedro, via Ticino, 5


 [liberalaparola@live.it](mailto:liberalaparola@live.it)

### Legal Point Vis à Vis

information, legal support

 Via Brigata Padova 5

 351 277 833

 Saturday from 3 to 6 pm

### Office against discriminations and racism

information, support to victims of discriminations

 Ponte San Leonardo 1

 [info@arisingafricans.com](mailto:info@arisingafricans.com)

 Thursday from 6:30 to 8:30 pm

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## TRENTO

### Centro sociale Bruno

Information, political support, Italian lessons

 Via Lungadige San Nicolò 4


 3289173733

 [csabruno@gmail.com](mailto:csabruno@gmail.com)

### Centro Astalli


Information, legal support, cultural mediation, Italian lessons

 Via alle Laste, 22

 0461 1238720

 [segreteria.astallitn@vsi.it](mailto:segreteria.astallitn@vsi.it)

### Antenne Migranti

 3494554670


 [antennemigranti@gmail.com](mailto:antennemigranti@gmail.com)

 facebook: Antenne Migranti (information, support)

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## BOLZANO/BRENNERO

### Antenne Migranti


 3738687839

 [antennemigranti@gmail.com](mailto:antennemigranti@gmail.com)

 Antenne Migranti (information, support)

### Associazione SOS Bozen

information, legal support


 3339566666

 [sosbozen@gmail.com](mailto:sosbozen@gmail.com)

 facebook: SOS Bozen

### Schuetzhuetten/Rifugio

temporary reception centre for vulnerable migrants

 3756160432

 schutzb1rifugio@gmail.com

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## VICENZA

### Centro Sociale Bocciodromo

Information, political support

 via Rossi, 198

 bocciodromo.blogspot.it


 FB Bocciodromo Vicenza

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## TORINO


### Carovane Migranti

 facebook:  
carovanemigranti

 www.carovanemigranti.org  
info, support

### Comitato Solidarietà Rifugiati e Migranti Ex-Moi occupata

Information, housing and logistic support, political support, Italian lessons

 3293384406

 comitatosolidarieta  
rifugiati@gmail.com

 facebook:  
Exmoi Occupata rifugiati

### Csoa Gabrio

Sportello di autodifesa “Il-legale” e ambulatorio popolare autogestito. Information, political and legal support, health care

 via Millio 42 (Zona San Paolo)


 contact@csoagabrio.info

 facebook: Csoa Gabrio

### ASAI – Associazione dei Animazione Interculturale

Information, Italian lessons

 Via S. Anselmo 27/e

 011657114


 info@asai.it


 www.asai.it

### Associazione Mosaico

Infopoint Casa del Quartiere di San Salvario. Information, legal and social and medical assistance

 via Morgari 14, 10125

 Wed 3 – 6pm

 3203895841


 mosaicoar@gmail.com

 www.mosaicorefugees.org

### Camminare insieme

Ambulatorio medico gratuito. Specialist medical visits and info

 Via Cottolengo 24/A

 0114365980

 [www.camminare-insieme.it](http://www.camminare-insieme.it)

### Cammini di salute

Medical and social assistance and support, psychological support, information

 Via Lemie, 29

 [info@camminidisalute.org](mailto:info@camminidisalute.org)

 [www.camminidisalute.org](http://www.camminidisalute.org)

### Medici Senza Frontiere

information about local health services

 3426721045

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## VERONA


### Laboratorio Paratodos

Information, political and legal support

 Corso Venezia, 51

 [facebook](#): Laboratorio Autogestito Paratodos

### Antenne Migranti

 3479870015

 [antennemigranti@gmail.com](mailto:antennemigranti@gmail.com)


 [Antenne Migranti](#) (information, support)

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## FRIULI VENEZIA GIULIA

### Rete Accoglienza FVG

at Associazione-Centro di accoglienza E. Balducci Information, support


 Piazza della Chiesa 1  
Zugliano – Pozzuolo del Friuli (Udine)

 0432560699

 [retedirittivfg@gmail.com](mailto:retedirittivfg@gmail.com)

### Rete regionale Crocicchio

Information, legal support, reception for asylum seekers



 via Madonna Pellegrina 11,  
Pordenone

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## PORDENONE

### Rete Solidale Pordenone

Information and support

 [facebook](#):  
Rete Solidale Pordenone  
 [retesolidalepn@gmail.com](mailto:retesolidalepn@gmail.com)



**Associazione****Immigrati di Pordenone**

Information and legal support

 [assomigrapn@gmail.com](mailto:assomigrapn@gmail.com)

**UDINE****Associazione Ospiti in Arrivo**

Information, logistic and political support, information about the local services)

 [info@ospitinarrivo.org](mailto:info@ospitinarrivo.org)

 **facebook:** Ospiti in Arrivo

 [www.ospitinarrivo.org](http://www.ospitinarrivo.org)

**Circolo Arci Misskappa**

Information, logistic and political support, information about the local services)

 [Misskappa.arci@gmail.com](mailto:Misskappa.arci@gmail.com)

 Via Bertaldia 38

 **facebook:** Circolo Arci MissKappa

**TRIESTE****Refugees Welcome to Trieste**


Information, political and logistic support

 **facebook:**  
Refugees Welcome to Trieste

**Casa delle Culture**

Information, political and logistic support

 Via Orlandini 38

 **facebook:** Casa delle Culture Trieste

 [www.casadelleculture.info](http://www.casadelleculture.info)

**ICS – Consorzio Italiano di Solidarietà**

Support, information, legal advice, first and second reception

 Via Di Scorcola n. 2

 00403476377

 [info@icsufficiorifugiati.org](mailto:info@icsufficiorifugiati.org)

**GORIZIA****Aps Tenda per la Pace e i Diritti**

political, legal and logistic support

 [tendapace@gmail.com](mailto:tendapace@gmail.com)

 [www.memoriaeimpegno.org](http://www.memoriaeimpegno.org)

**Insieme con voi Onlus**

Information and first assistance

 [insiemeconvoi.gorizia@gmail.com](mailto:insiemeconvoi.gorizia@gmail.com)

 **facebook:** Insieme con voi

**L'Altra Voce**

Information

 **facebook:** L' ALTRA VOCE

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## GENOVA


### **Casa di Quartiere Ghettup - Sportello "Sans papier"**


Information

 Comunità di San Benedetto al Porto Vico Croce Bianca, 7

### **Ufficio Migranti ARCI**

 Via al Molo Giano (casa 25 aprile)

 Tuesday and friday 9am – 1pm wednesday 2-6 pm

 3484719581 (information)


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## VENTIMIGLIA

### **Caritas Intermelia**

information, food, clothes, health care

 Via San Secondo 20 Ventimiglia (IM)

 0184 355058

 **facebook:** Caritas Intermelia Organizzazione di Volontariato

### **Eufemia Info and Legal Point**

information, mobile recharge, internet, clothes

 Via Tenda 8 c

 **facebook:** Eufemia Info&Legal Point

### **Terre des Hommes Italia,**


information, legal support to minors and families

 337143639 / 3337453952

 faroventimiglia@tdhitaly.org

### **Oxfam Italia-Diaconia Valdese**

information, legal support

 3511181423 / 3493508473

 ventimigliainclusione@diaconiavaldese.org

### **Intersos**

Informazioni, Assistenza legale a minori e famiglie). Mobile road unit and/or inside Caritas and Campo Roja centres

### **Croce Rossa Italiana - Campo Parco Roja**

Località Bevera- Ventimiglia (food, accomodation, clothes, health care, legal support)

**IMPORTANT**

● read before the information about Ventimiglia at page 27

## NGOs, NATIONAL ASSOCIATIONS, INSTITUTIONS

Here is a list of national and international organisations which usually have a central office (often in Rome) and offices/projects/activities in other Italian cities. You can call these contacts for information and to find out whether the organisations have offices, contact persons or carry out activities in the city or region where you are.

### HEALTH ASSISTANCE AND HEALTH/SOCIAL ADVICE

#### Emergency Milano

Via Santa Croce 19  
02881881  
info@emergency.it

#### Emergency Roma

Via dell'Arco del Monte 99 A  
06688151

info@emergency.it

#### Emergency Venezia

Isola della Giudecca 212  
041877931  
info@emergency.it

In addition to those listed above in the individual cities, Emergency is currently present with its projects in Sicily at the seaports of Pozzallo and Augusta, in two reception centers in Noto and Rosolini, in the province of Latina, in the city of Milan and in the province of Caserta.

#### MEDU (Medici per i Diritti Umani)

Roma Via dei Zeno, 10  
0697844892, 3343929765  
posta@mediciperi  
dirittiumani.org  
www.mediciperi  
dirittiumani.org

In addition to those listed above in the individual cities, MEDU is currently present with its projects in Sicily at the "Centro Polifunzionale" in Ragusa, the CARA di Mineo and the CPSA of Pozzallo, in Cal-

abria in the "Piana di Gioia Tauro" area with a mobile unit and in various areas of Rome with "Un camper per i diritti".

### **Croce Rossa Italiana**

 free 800166166

 [www.cri.it](http://www.cri.it)

 [urp@cri.it](mailto:urp@cri.it)

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## **INFORMATION AND LEGAL SUPPORT**

### **A-DIF (Associazione Diritti e Frontiere)**

Information, legal support

 [info@a-dif.org](mailto:info@a-dif.org)

 **facebook:** ADIF


### **ASGI (Associazione Studi Giuridici sull'Immigrazione)**

 [segreteria@asgi.it](mailto:segreteria@asgi.it),  
[info@asgi.it](mailto:info@asgi.it)

### **Service against discrimination**


You can find ASGI lawyers and offices in many Italian cities;


 [antidiscriminazione@asgi.it](mailto:antidiscriminazione@asgi.it)

 3894988460, 0114369158,  
0432507115

### **Associazione Onlus "Avvocato di strada"**

Their offices are in many Italian cities: Ancona, Bari, Bologna, Bolzano, Catania, Firenze, Genova, Milano, Napoli, Padova, Palermo, Roma, Salerno, Siracusa, Torino, Trieste, Venezia, Verona, Vicenza and others.

 Headquarter: Via  
Malcontenti 3, Bologna

 051 227143

 [info@avvocatodistrada.it](mailto:info@avvocatodistrada.it)

### **Campagna LasciateCIEntrare**

 [antidiscriminazione@asgi.it](mailto:antidiscriminazione@asgi.it)

 email for information and support about Dublin cases:  
[yasmina14@hotmail.it](mailto:yasmina14@hotmail.it)

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## **ASYLUM SEEKERS AND REFUGEES**


### **UNHCR – United Nations High Commissioner for Refugees**

 via Alberto Caroncini 19,  
00197 Roma

 06 80212

### **C.I.R. (Italian Refugee Council) Via del Velabro 5/A, Roma**

 0669200114

 [cir@cir-onlus](mailto:cir@cir-onlus) C.I.R.

**SUPPORT TO MINORS****Terre des Hommes**


 Via M. M. Boiardo 6, Milano

 02 28970418

 info@tdhitaly.org

**Save the Children**

 Via Volturmo 58, Roma

 064807001

 info.italia@savethechildren.org


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**OTHER ORGANISATIONS/  
ASSOCIATIONS THAT  
PROVIDE SERVICES**
**ARCI**

Information, support and advice

 800 905 570

 numeroverderifugiati@arci.it

 via dei Monti di Pietralata, 16  
– 00157 Roma

**Caritas**

First reception, information, other reception services


 via delle Zoccolette, 19,  
Roma

 06 6861554, 06 6875228

**Centro Astalli**

Servizio dei Gesuiti per i rifugiati in Italia. Information, legal support for asylum application, health assistance, etc.

 Via degli Astalli, 14, 00186  
Roma

 06 6781246, 06 67700306

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**National hotline  
against human trafficking**

 800290290

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**PLACES TO EAT &  
SLEEP FOR FREE**

Consider that some places where to eat and to sleep may be full, so if you do not find space in any of the places below, ask the organisations where you are located for information, so that you can be directed to another place. Remember that in some of these places you could be asked to show a document



## SOUTHERN ITALY

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### CATANIA

WHERE TO **EAT**



#### Help Center Caritas

-  Piazza Giovanni XXIII  
(opposite the train station)
-  095530126

#### Cavalieri della Mercedes

-  Via di Sangiuliano 58
-  09553275, 3687277976

#### Centro Astalli



-  Via Tezzano 71
-  095535064

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### NAPOLI

WHERE TO **EAT**

#### Caritas. Binario della solidarietà

-  Via Taddeo da Sessa, 93
-  0815539275;



#### Centro Prima Accoglienza

-  Basilica del Carmine  
Maggiore
-  0815635785

#### Mensa S. Chiara e S. Francesco

Piazza del Gesù 13

#### San Vincenzo De Paoli

-  Piazza E. Di Nicola, 65 
- 081450690.

WHERE TO **SLEEP**

**Centro di Prima Accoglienza** Via  
de Blasis, 10 - tel. 0817956987

**Centro Astalli Sud** Via Mazzini, 7-   
0815054921.

#### Caritas Diocesana

Via Pietro Trinchera 7 – telefono  
08118997310 – email:  
immigraticaritasna@libero.it

**Casa di Tonia** via S. Maria degli  
Angeli alle Croci 12  
tel: 800814081-  
email: callcenterdellasolidarieta@  
innomedellavita.it

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## CENTRAL ITALY

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### ROMA


WHERE TO **EAT**

**Caritas “Giovanni Paolo II”**  
Soup kitchen during the day

-  Via delle Sette Sale 30
-  0688815230

**Caritas “Don Luigi Di Liegro”**

 Via Casilina 144

 688815200

**Comunita' S. Egidio**

Via Dandolo 10

 065895478

**Centro Astalli Mensa**


 Via degli Astalli 14/a

 0669700306

WHERE TO [SLEEP](#)

**Centro di Accoglienza “Ferrhotel”**

 Via del Mandrione 291

 0676910326

**Casa di Accoglienza “La Palma”**

 Via Paolo Martinez, 8

 0688815350

**Ostello Stazione Termini****“Don Luigi Di Liegro”**

 Via Casilina, 144

 0688815200

**Centro di Accoglienza****Santa Giacinta**

 Via Casilina Vecchia, 15


 0688815220

**NORTHERN ITALY****MILANO**

WHERE TO [EAT](#)


**Osf Opera San Francesco  
Per I Poveri**

 Viale Piave, 2

 027712 2400

**Caritas Ambrosiana**

 Via S. Bernardino, 4

 02760371

**Refettorio Ambrosiano**

 Piazza Greco, 11

WHERE TO [SLEEP](#)

**Comune di Milano****Centro Aiuto**

 Stazione Centrale

 from November 15th to  
March 31st

 0288447649

 for winter emergency go to

 Via Ferrante Aporti 3

### Comune di Milano

all year long

📞 0288445238, 0288445239

📍 Viale Ortles 6

### Caritas Ambrosiana (for men)

📍 Via Sammartini 114

### Casa dell' accoglienza

(for women and mothers with children)

📞 024157866

📍 Via Zurigo 65

### Fondazione Casa della Carità

Angelo Abriani Onlus

📞 02259351201

📍 Via Brambilla 8/10

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## COMO

WHERE TO **SLEEP** (FOR MORE INFO

READ THE DETAILED SHEET ABOUT  
COMO AT PARAGRAPH 4.2)

### Porta Aperta

📍 Via Primo Tatti n°18

🕒 Monday, Wednesday and  
Friday from 9 to 12 am

WHERE TO EAT

### Lunch

📍 Via Primo Tatti n°7 (access  
through Porta Aperta)

### Dinner

🕒 from 7 to 8 pm

📍 Via Tomaso Grossi n°20  
(free access)

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## BOLOGNA

WHERE TO **EAT**

### Mensa dell'Antoniano

📍 Via Guinizelli 3

📞 0513940226;

### Caritas Mensa della Fraternità

#### Centro San Petronio

📍 Via S.Caterina 8

📞 0516448015

WHERE TO **SLEEP**

### Dormitorio Sociale e Refugees

#### Welcome Point, Labas Occupato

📍 Via Orfeo 46

### Centro di accoglienza notturno Casa Willy

📍 via Pallavicini 12- first floor



**Centro di accoglienza “Beltrame”**

 Via Sabatucci 2


**Rifugio notturno della solidarietà**

 Via del Gomito 22

**VENEZIA-MESTRE**

WHERE TO **EAT**

**Convento cappuccini****Chiesa Redentore**

 Giudecca 194 (Venezia)

**Convento Cappuccini**

 Via Andrea Costa 7 (Mestre)


**Miani**

 Via Altobello 4 (Mestre)

WHERE TO **SLEEP**


**Dormitorio maschile****Papa Francesco**

 via Mameli, 37/m  
(Marghera)


 041922167


**Dormitorio maschile Betlemme**

 Castello 2129 (Venezia)

 0415289888

**Dormitorio femminile Betania**

 Cannaregio 2601/a (Venezia)

 041720480

**TREVISO**

WHERE TO **EAT** AND **SLEEP**


**Caritas**

 Via Venier 50

 0422 545316

**Dormitorio e mensa****Comune di Treviso**

 Via Risorgimento 9


 0422658302/03, 0422545316

WHERE TO **SLEEP**

**Caminantes (Cso Django)**

 Via Monterumici 11

 (from November to March)


 3661393298

**GENOVA**

WHERE TO **EAT**

**Convento Padre Santo**


 Piazza Cappuccini

 0108392307


### Comunità di Sant'Egidio


Centro Genti di Pace

 Via Vallechiara, 29

 0102468712

### Auxilium – Mensa Il Chicco di grano


 Sal. Nuova N.S. del Monte, 2  
(S.Fruttuoso)

 010515609

WHERE TO **SLEEP**

### Auxilium – Centro di accoglienza

 Via Gagliardo, 2 (S.Teodoro)

 0102463555


### Massoero

 Villa S.Teodoro V. Dino Col, 13

 010255972

### Associazione San Marcellino

 Via al Ponte Calvi 2/4

 0102470229

 [segreteria@sanmarcellino.it](mailto:segreteria@sanmarcellino.it)


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## VENTIMIGLIA

WHERE TO **EAT**

### Caritas – Centro Ascolto Intemelja


 Via San Secondo, 20


 0184355058

## TRIESTE

WHERE TO **EAT**: Caritas


 Via dell'Istria 73 phone

 040361005

 (lunch 11:30 – 12:30,  
dinner 18:00 – 19:00)

WHERE TO **SLEEP**

### Comunità di S.Martino al Campo

 Via Udine 19 (go to the office  
opposite the Central Station  
in Piazza della Libertà 8)


 every day from 6 – 8pm

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## UDINE

WHERE TO **EAT**: Caritas

 Via Ronchi 2

 0432414502

### Centro solidarietà Giovani

 Viale Ledra 4

 from Monday to Friday.


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## TRENTO

WHERE TO **EAT** AND **SLEEP**

### Cooperativa Punto d'incontro

 via Del Travaì 1


 0461984237


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### TORINO

WHERE TO [EAT](#) AND [SLEEP](#)

### Sermig – Arsenale della Pace


 Piazza Borgo Dora 61,  
(for women: Lungo Dora  
Agrigento 61)

 0114368566

 [www.sermig.org](http://www.sermig.org)

### Asili notturni Umberto I

 Via Ormea 119

 0115660804

 [www.asilinotturni.org](http://www.asilinotturni.org)

WHERE TO [SLEEP](#)

### Casa di ospitalità notturna Cooperativa Stranaidea

 Via Carrera 181

### Casa di ospitalità notturna Coop. Animazione Valdocco

 Via Ghedini 6

## 7 TRAVELLING IN ITALY AND/OR TO ANOTHER EUROPEAN COUNTRY

### ! WARNING

● Consider that currently, due to increased checks and push-backs on all borders, it is very difficult and dangerous to go from Italy to another European country.

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## 1 TRAVELLING IN ITALY BY TRAIN

In Italy, there are the following types of trains: R: Regional (stops in many stations on the route, cheapest option); IC: Intercity (only a few stops on the route); EC: Eurocity (international trains, police checks on board when crossing the border and at the first station across borders).

For schedules and exact prices, go to the website [WWW.TRENITALIA.IT](http://WWW.TRENITALIA.IT) or call the number 892021.



## 2 TRAVELLING IN ITALY BY BUS

For schedules and exact prices, contact the following companies:




### BALTOUR/EUROLINES

-  [www.baltour.it](http://www.baltour.it)
-  0039 (0)861 1991900
-  [info@baltour.it](mailto:info@baltour.it)
-  ticket office in Rome Largo Guido Mazzoni – Biglietteria

### SALEMI (Sicily)

-  [www.autoservizisalemi.it](http://www.autoservizisalemi.it)
-  0039 (0)923-9811020

### SAIS AUTOLINEE (Sicily)

-  [www.saisautolinee.it](http://www.saisautolinee.it)
-  free 800211020
-  from mobile 199244141

### ! IMPORTANT

● if you travel from the South to the North of Italy, you should know that there are 3 buses a day to go from Catania to Roma (40-43 euros), 3 buses a day from Catania to Milano (69-78 euros) and 4 buses a day from Roma to Milano (19-48 euros).

## CONNECTIONS AMONG THE MAIN ITALIAN CITIES

DEPARTURE	ARRIVAL	NO. DAILY TRAINS	PRICE
CATANIA	ROMA	4 daily trains	39 to 69 €
CATANIA	MILANO	1 daily train	69 to 110 €
ROMA	MILANO	4 daily trains	19 to 51 €
ROMA	BOLOGNA	4 daily trains	19 to 37,5 €
ROMA	FIRENZE	4 daily trains	19 to 37,5 €
ROMA	VENEZIA	3 daily trains	29 to 54 €
UDINE	MILANO	2 daily trains	29 to 51 €
UDINE	VENEZIA	1 x hr from 4:31 to 22:07	11,65 €
TRIESTE	MILANO	3 daily trains	29 to 53,5 €
TRIESTE	VENEZIA	1 x hr from 5:15 to 22:06	12 to 18 €
MILANO	GENOVA	1 x hr from 6:10 to 21:10	9 to 20,5 €
MILANO	VERONA	1 x hr from 6:25 to 22:25	12 to 21 €
VERONA	MILANO	1 x hr from 5:40 to 21:40	12 to 21 €
VENEZIA	MILANO	1 x hr from 5:52 to 20:02	19 to 37,5 €

## 2 MOVING TO ANOTHER EUROPEAN COUNTRY BY TRAIN

### GENERAL RECOMMENDATION FOR TRAIN JOURNEYS TO THE BORDERS

- In the main railway stations of the major cities there is always a Railway Police Station; in these stations travellers are usually subject to daily checks, either in the station areas or before getting to the platform;
- Always have the ticket with you when travelling: ticket inspectors of the State Railways are public

officers, they can call the police if there is any irregularity and can ask to check your documents;

- Trains departing from border towns are subject to frequent controls from the departure station along the way up to destination;

### ! IMPORTANT

- In every border railway station there is a border police station, which checks the documents and monitors the route.

### TO SWITZERLAND

The first city in Switzerland is Chiasso) leave from Milan Central Station.



### ► FROM MILANO CENTRAL

to Lugano and Zurich (Switzerland) there are 8 trains a day from 8:25 until 20:25 (from 19 euro). From Milan Central to Bern and Basel there are 3 trains a day (from 29 euro). For schedules and exact prices contact:


#### Trenitalia

 [www.trenitalia.it](http://www.trenitalia.it)

 892021

#### Trenord

 [www.trenord.it](http://www.trenord.it)

 0039 (0)2-72494949

### FFS (Swiss railways)

 [www.ffi.ch](http://www.ffi.ch)

 0900300300

## TO AUSTRIA AND GERMANY

### ► FROM VERONA

(Porta Nuova) there are 6 trains to Austria (Innsbruck) and Germany daily (price from 39 euros). Night trains: from Milan Central – Verona – Trento – Bolzano – Innsbruck (Austria) – Vienna – Munich (Germany) (prices from 59 euros)

### ► FROM ROMA

(station Termini) – Florence – Bo-



logna – Verona – Trento – Bolzano – Innsbruck (Austria) – Munich (Germany) (prices from 59 euros); from Roma Termini – Florence – Bologna – Venezia – Tarvisio – Klagenfurt (Austria) – Villach (Austria) – Vienna (Austria) (prices from 59 euros)

▶ **FROM VENEZIA-MESTRE**

there are trains to Vienna (Austria) and to Innsbruck (Austria) – Munich (Germany) (prices from 95 euro). For schedules and exact prices contact:


**Trenitalia**

 [www.trenitalia.it](http://www.trenitalia.it)

 892021

**OBB (Austria railways)**

 [www.obb-italia.com](http://www.obb-italia.com)

 +43 (0)5 1717  
(English/German),  
+39 02 3041 5023 (Italian).

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**TO FRANCE**

▶ **FROM TURIN**

(Lingotto station): train to Torino-Cuneo and then Cuneo-Ventimiglia to the French stations of Vievola-Tende-La Brigue- ST Damals de Tende – Fontan Saorge-Bresil sur Roja.

▶ **FROM GENOVA**

(Piazza Principe station): trains R, IC, EC to Ventimiglia; trains EC “Thello” to Nice and Marseille (France); (Brignole station): trains R and IC to Ventimiglia.

▶ **FROM SAVONA**

trains R, IC, EC to Ventimiglia arriving from Genoa and Turin; trains EC “Thello” to Niece Ville and Marseille (France). From Ventimiglia to Nice: regional trains (R) run by French railways SNCF, departing from Ventimiglia to Cannes, Nice ville and Grasse. “Thello” trains from Milan Central to Nice and Marseille via Turin, Genoa and Ventimiglia (prices from 30 euros).

▶ **FROM MILANO CENTRALE**

to Nice and Marseille (France) via Torino, Genova and Ventimiglia (prices from 30 euros). From Venezia-Mestre to Dijon and Paris (France) via Padova, Vicenza, Verona, Brescia and Milan (prices from 67 euros) For schedules and exact prices contact:

**Trenitalia**


 [www.trenitalia.it](http://www.trenitalia.it)

 892021



**SNCF (French railways)**

 [www.sncf.com](http://www.sncf.com)

 0039 (0)2 40326435

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## **3** MOVING TO ANOTHER EUROPEAN COUNTRY BY BUS

There are many buses connecting the main Italian cities with Germany, France, Austria and Switzerland. Some of the most frequent routes are: Rome-Paris, Rome-Munich, Milan-Paris, Milan-Vienna, Milan-Zurich, Venice-Paris, Milan-Basel, Venice-Vienna, Milan-Munich, Venice-Munich, Genoa-Marseilles. For schedules and exact prices contact the following transport companies:

**Baltour/Eurolines**

 [www.eurolines.it](http://www.eurolines.it)

 [www.baltour.it](http://www.baltour.it)

 0039 (0)861 1991900

 [info@baltour.it](mailto:info@baltour.it)

 ticket office in Rome at Largo Guido Mazzoni – Biglietteria B)

# 8 GLOSSARY

▶ **ASYLUM SEEKER  
(RICHIEDENTE ASILO)**

a person who presents an asylum application for the recognition of refugee status, according to the Geneva Convention of 1951. The asylum request can be made by any person and at any time.

▶ **MINISTRY OF INTERIOR  
(MINISTERO DELL'INTERNO)**

is the central administration of the state which has primary authority on issues of immigration and asylum.

▶ **PREFECTURE (PREFETTURA)**

is the administrative body of the Ministry of Interior, the decentralised Office of Internal Affairs of the province and the Government's territorial Office.

▶ **POLICE HEADQUARTER  
(QUESTURA)**

is the administrative body that manages and organises the activities of the police in each province. Within each police station, there is a foreign office that deals with the paperwork of immigrants and asylum seekers.

▶ **TERRITORIAL COMMISSIONS  
(COMMISSIONE TERRITORIALE) FOR  
THE RECOGNITION OF  
INTERNATIONAL PROTECTION**

has the task of evaluating the applications for recognition of international protection status.

▶ **PERMIT OF STAY  
(PERMESSO DI SOGGIORNO)**

is the document that authorises you to stay legally on Italian territory.

▶ **UNACCOMPANIED MINOR  
(MINORE NON ACCOMPAGNATO)**

A person who is under eighteen years of age, who is not married and is located in a European country, unaccompanied by a responsible adult who is older than eighteen years.

**▶ RELATIVE (FAMILIARE)**

your husband/wife or your partner (partner is not recognised in every country); your children who are not married and are dependent on you. If you are a minor and you are not married, your father, your mother and the legal “guardian” are also considered members of the family.

**▶ “CEDOLINO”**

a document in the form of a strip of card with a photo that is given to the applicant who has attended the police station to apply for asylum and to have fingerprints taken. This document details successive appointments with the police.

**▶ EURODAC**

Database that can be accessed by all European States in which the fingerprints of applicants for asylum and certain categories of irregular migrants are stored.

**▶ DUBLIN REGULATION (REGOLAMENTO DUBLINO)**

European regulation that establishes the state responsible for examining an asylum application.

**▶ VERBALIZATION (VERBALIZZAZIONE)**

phase of the asylum procedure where at the police headquarters the C3 form is filled out (written questions asking for information about the applicant, his/her family and the way you had taken to arrive in Italy).

**▶ SCHENGEN AREA (SPAZIO SCHENGEN)**

free circulation area that includes a group of 26 European countries, including 22 EU Member States. 22 European states of the 28 take part with the exception of Britain and Ireland (opt-out), Cyprus, Croatia, Bulgaria and Romania. In addition: Iceland, Liechtenstein Norway and Switzerland.

# D

## CTIONARY

### Introduce yourself

#### Presentarti

Buongiorno – **Good morning**

Ciao/Salve – **Hello**

Arrivederci – **Good bye**

Buonasera – **Good evening**

Per favore – **Please**

Scusa – **Excuse me**

Prego – **You are welcome**

Grazie – **Thank you**

Il mio cognome è... – **My surname is**

Il mio nome è... – **My name is ...**

Vengo da... – **I'm from...**

Ho .... anni – **I am .... old**

#### Family – Famiglia

Sorella – **Sister**

Fratello – **Brother**

Madre – **Mother**

Padre – **Father**

Figlia – **Daughter**

Figlio – **Son**

Moglie – **Wife**

Marito – **Husband**

Nonna – **Grandmother**

Nonno – **Grandfather**

Zia – **Aunt**

Zio – **Uncle**

Cugina – **Cousin (female)**

Cugino – **Cousin (male)**

voglio chiamare mio/a...

**I would like to call my...**

Mio/a... vive a ... – **My ... lives in ...**

#### Asking for and giving information – Chiedere e dare informazioni

C'è un traduttore?

**Is there a translator?**

Dove mi trovo? – **Where am I?**

Non capisco – **I don't understand**

C'è un avvocato? –

**Is there a lawyer?**

Parli .... ? – **Do you speak ... ?**

Puoi scrivermelo?

**Can you write it down?**

Ho bisogno di ... – **I need to ...**

Non parlo italiano

**I don't speak Italian**

Posso fare una telefonata?

**Can I make a phone-call?**

Voglio la traduzione di questo

documento – **I want the**

**translation of this document**

Quanto tempo starò in questo posto? – **For how long I will stay in this place?**

Non ho soldi – **I have no money**

Non lo so – **I don't know**

Dove posso dormire?

**Where can I sleep?**

Dove posso mangiare?

**Where can I eat?**

Dov'è il bagno?

**Where is the bathroom?**

Avete acqua? – **Do you have water?**

Dov'è la stazione degli autobus?

**Where is the bus station?**

Dov'è la stazione dei treni?

**Where is the train station?**

Quanto costa il biglietto?

**How much is the ticket?**

Dove posso comprare il biglietto?

**Where can I buy the ticket?**

Dove posso chiedere aiuto e informazioni? – **Where can I get help and information?**

Dove posso fare una doccia?

**Where can I take a shower?**

Dove posso comprare una scheda telefonica?

**Where can I buy a phone card?**

## Health – Salute

Devo andare in ospedale  
**I need to go to the hospital**

Ho bisogno di un medico  
**I need a doctor**

Sono ferito – **I'm hurt**

Mi serve una medicina  
**I need a medicine**

Il dolore è forte – **The pain is bad**

Mi fa male qui – **I feel pain here**

Ho la febbre – **I have a fever**

Sono malato – **I am ill**

Mi gira la testa  
**My head is spinning**

Sono allergico a... **I am allergic to**

Ho mal di testa – **I have a headache**

Sono stato picchiato  
**I was beaten**

Non respiro bene  
**I have problems breathing**

Ho mal di gola  
**I have sore throat**

Ho mal di denti  
**I have toothache**

Ho problemi alla pelle  
**I have skin problems**

Soffro di bronchite  
**I suffer from bronchitis**

Soffro di asma – **I am asthmatic**

Ho perdite di sangue  
**I have heavy bleeding**

Potrei essere incinta  
**I may be pregnant**

Ho la tubercolosi  
**I have tuberculosis**

Ho subito violenza sessuale  
**I am a victim of sexual violence**

Ho la scabbia – **I have scabies**

Ho la malaria – **I have malaria**

**Clothes and other things –  
Vestiti e altri oggetti**

Maglione – **Sweater**

Scarpe – **Shoes**

Pantaloni – **Pants**

Maglietta – **T-shirt**

Mutande – **Underwear**

Calze – **Socks**

Cappello – **Hat**

Giubbotto – **Vest**

Sciarpa – **Scarf**

Guanti – **Gloves**

Sacco a pelo – **Sleeping bag**

Letto – **Bed**

Cuscino – **Pillow**

Coperte – **Blankets**

Batteria – **Battery**

Cellulare – **Cell phone**

Connessione internet  
**Internet connection**

Computer – **Computer**

Sapone – **Soap**

Torcia – **Torch**

Dentifricio – **Toothpaste**

Spazzolino – **Toothbrush**

**Adjectives – Aggettivi**

scomodo – **uncomfortable**

stanco – **tired**

vicino – **near**

lontano – **Far away**

piccolo – **small**

grande – **large**

costoso – **expensive**

economico – **cheap**

pulito – **clean**

sporco – **dirty**

freddo – **cold**

caldo – **hot**

vecchio – **old**

nuovo – **new**

**Directions, places  
and transportation –  
Indicazioni, luoghi e trasporti**

Sud – **South**

Nord – **North**

Est – **East**

Ovest – **West**

Destra – **Right**

Sinistra – **Left**

Fuori – **Outside**

Dentro – **Inside**

Indietro – **Back**

Avanti – **Forward**

Ufficio Postale – **Post Office**

Ospedale – **Hospital**

Prefettura – **Prefecture**

Questura – **Police Headquarters**

Aeroporto – **Airport**

Porto – **Port**

Treno – **Train**

Autobus – **Bus**

Taxi – **Taxi**

Nave – **Ship**

**Documents and political asylum –  
Documenti e asilo politico**

Non ho un documento  
**I don't have a document**

Ho un documento  
**I have a document**

Mi hanno rubato il mio  
documento  
**They stole my document**

Ho perso il mio documento  
**I lost my document**

Permesso di soggiorno  
**Permit of stay**

Passaporto – **Passport**  
avvocato – **Lawyer**

Attestato/certificato –  
**Certificate**

Ricorso/appello – **Appeal**

Richiesta d'asilo  
**Asylum application**

Non voglio contattare la mia  
ambasciata – **I don't want to  
contact my embassy**

Voglio chiedere asilo politico  
**I want to claim political asylum**

Arresto – **Arrest**

Espulsione – **Expulsion**

Violenze – **Violence**

Persecuzione – **Persecution**

Crimini – **Crimes**

Guerra – **War**

Torture – **Torture**

Minacce – **Threats**

Conflitti tribali/etnici  
**Tribal/ethnic conflicts**

Arruolamento forzato  
**Forced recruitment**

Polizia di frontiera **Border police**

Gruppi militari – **Military groups**

Leggi – **Laws**

Diritti Umani – **Human Rights**

Libertà – **Liberty**

Vita – **Life**

Nel Paese da cui provengo  
sono in pericolo – **In the country  
I come from I would be in danger**

Non posso tornare al mio Paese  
**I can't go back to my country**

Perchè sono di un gruppo etnico  
o sociale – **Because I am in an  
ethnic or social group**

Sono stato/a vittima di  
discriminazioni...  
**I have been a victim of  
discrimination ...**

Per la mia religione  
**Because of my religion**

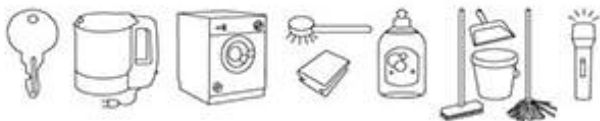
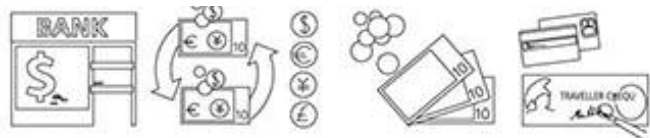
Per il colore della mia pelle  
**Because of my skin colour**

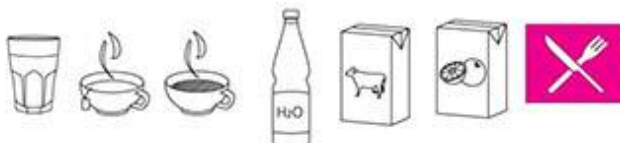
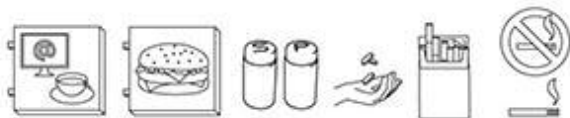
Per il mio orientamento sessuale  
**Because of my sexual orientation**

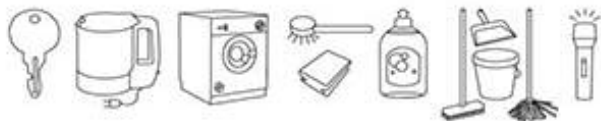
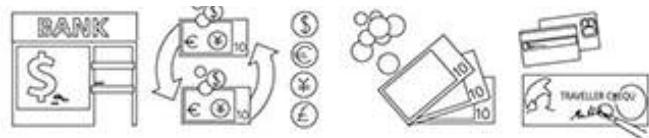
Per le mie opinioni politiche  
**Because of my political views**

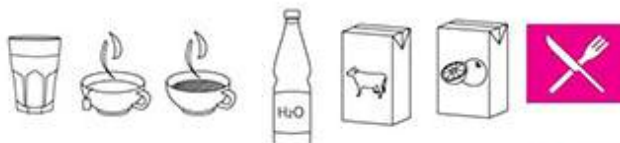




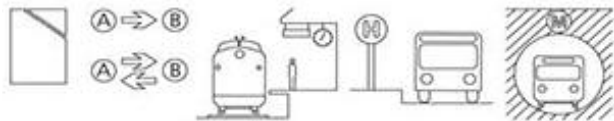


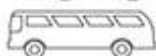






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We are for open borders, open minds and open hearts.  
We are on the right side of History.*

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DELLA CHIESA VALDESE

**otto**  
**8 per**  
**mille**  
CHIESA VALDESE  
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