

‘WELCOME TO ITALY’ GUIDE

Presentation

The guide ‘**Welcome to Italy**’ is written by the Euro-African network ‘**Welcome to Europe**’, which was formed by hundreds of activists and organisations in 2009. They offer direct support to migrants and refugees throughout Europe and North Africa; they promote freedom of movement and equal rights for all who are struggling to move between borders, and they support those who are subject to discrimination and military and repressive policies of the European Union and their allies elsewhere in the world.

This guide is addressed to all the migrants who arrive in Italy with the intention of staying here or going to another European country.

In this guide you will find independent information about your fundamental rights here in Italy, how to apply for international protection (political asylum), about your arrival and the first and second level of the reception system, Italian and European legislation and practices in the field of migration and international protection. You will find also information about how you can travel around Italy and have access to help, and who to contact for help in various Italian cities.

This guide is free and among us who have written it there are no representatives of governments, police, United Nations or organisations funded by governments. We are all activists, independent groups and associations. Our goal is not only to offer support to migrants in the areas where each of us is living but, first of all, to help you to be independent and able to continue on the path you have chosen, or will choose, to organise yourself, to find people and groups with whom to cooperate and to strive for a better future – yours, ours and that of the society we live in.

This version of the guide was written and published in January 2016 and by the time you receive it, there may have been some changes (e.g. in the legislation or in the reception system in Italy). We will do our best to update it periodically. Anyway, remember that **your fundamental rights** (which you will find listed throughout this guide) always remain the same.

In addition to the main information you need, **you will find in CHAPTER 6 the list of activists and organisations that can help you.**

In case of emergencies, problems and requests , please contact your nearest organisation, which you can find in this guide and/or write to w2eu_info@yahoo.com or w2eu@hotmail.com or visit www.w2eu.info and the ‘contact’ section of the website.

Welcome to Italy and Europe!

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CHAPTER 1

1.1 What are your fundamental rights as a migrant and an asylum seeker in Italy and in Europe?

When you arrive in Italy and in Europe, you have fundamental rights that are guaranteed by International, European and Italian laws. Among these rights are:

- you have the right not to be returned to a country where you may be subjected to persecutions and discriminations based on race, sex, language, nationality, religion, political views, personal or social conditions (according to the ‘Geneva Convention’);
- you have the right to stay in Italy (and therefore not to be expelled) if you are part of a ‘vulnerable group’ (minors, pregnant women, people with disabilities, victims of severe psychological, physical or sexual violence, victims of human trafficking, or if you are a parent of a child younger than six months);
- you have the right of 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 care free of charge;
- in reception centres you are entitled to food and water at least three times a day and to be housed in places that are adequately equipped and not overcrowded;
- you have the right to receive essential information, in your native language or in a language that you understand, on how to apply for asylum, on how long you will stay in the hosting facility, and on details about the area where you are staying and its possibilities of transport;
- It must be guaranteed that you understand what is written in all documents that are given to you. You have the right to refuse to sign the documents, if you cannot read them, or people read them to you in a language that you do not understand;
- you have the right to have a paper copy of all important documents you receive;
- you have the right to contact, by phone or internet, your family and friends in your home country or in Italy and Europe. You have also the right to have a linguistic mediator with whom you can talk about your situation and who can provide you with the information you need;
- you have the right, if necessary, to ask for a lawyer and not to suffer physical and/or verbal violence by security forces or other people;
- you have the right of ‘family reunification’, which means to be able to always be together with your closest relatives (father, mother, brother, sister, husband, wife, children);
- If you are a woman, or a couple with children, you have the right to stay in specific facilities where you can receive the support and services you need;
- If you are an unaccompanied minor, you have the right to stay in a safe place and you are entitled to have a ‘guardian’ (for more information on children's rights and ‘vulnerable subjects’ read **FACT SHEET n. 6**);
- you have the right to obtain legal aid free of charge (*gratuito patrocinio*).

1.2 Who is an asylum seeker (*richiedente asilo*)?

According to Italian law and European regulations, you can obtain a residence permit by applying for asylum. The asylum application can be filed by anyone, at any time.

The **applicant for international protection** (or asylum seeker) is a person who has made the request and is waiting for the decision on the recognition of refugee status or another form of protection. According to the **Geneva Convention of 1951**, you can **apply for international protection** (*protezione internazionale*) if you were a victim, or 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 or internal armed conflict; or if you risk being condemned, killed or tortured or exposed to inhumane or degrading treatment, if you go back to your country of origin.

Please bear in mind that poverty, economic problems and your wanting to find a job in Italy are not valid reasons to ask for international protection.

Once you have formalized your application for asylum, you will be granted a **‘permit of stay as an asylum seeker’ valid for 6 months. With this permit, you have the right to work after 2 months of continuous stay in Italy.** Remember that **it is everyone’s right to apply for international protection (political asylum)** and you can do so by the *‘manifestazione di volontà’* (expressing of your wish), which means saying or writing (in a language you know) that **you wish to claim political asylum. When you apply for international protection, you need to explain briefly why you are in danger** in your country. Read **CHAPTER 5 and FACT SHEET n. 2.**

INFORMATION ABOUT THE EUROPEAN AGENCY FRONTEX

Frontex is the European Agency in charge of border control.

The European Union is increasing funds for this agency and in the coming months many members of Frontex will be sent to Italy and especially to Sicily, where new centres called ‘hotspots’ will be opened where many migrants will be settled. Here migrants arriving in Italy are likely to be divided into those who will have the chance to ask for international protection (political asylum), and those unable to apply for asylum and being detained, expelled or forced to remain in Italy without a regular residence permit. You should be aware that the main purpose of Frontex is not to protect human rights, but to patrol and surveil European and non-European maritime and land borders. Under the new European guidelines Frontex members will be increasingly present at the landing sites of migrants (especially in Sicily) and newly arrived migrants will be questioned more frequently to decide whether to consider them as ‘asylum seekers’ or ‘economic migrants’. They also try to

understand movements of migration better through those interviews, with the goal of increasing border controls and militarisation. **Frontex is not there to help you and is not an NGO but a police agency. If you talk to Frontex agents, remember that they will communicate what you told them to the Italian police and to the police of other European countries.**



IMPORTANT! The Italian police and members of the European agencies (such as Frontex and Europol) may ask you some trick questions to qualify you as an ‘economic migrant’ rather than as an ‘asylum seeker’. If they ask you, for example: "why did you come to Italy?" and you respond "to work" they prevent you from applying for political asylum. In the places where immigrants arrive, Italian and European authorities have also for several weeks been using a **form which does not clearly state that applying for asylum is possible, whilst other options (such as ‘work’ and ‘reunification with family’)** are written **very clearly.** First of all remember that you have the right to apply for political asylum and to explain and/or write briefly in a language you know (or with the help of a translator) why you cannot go back to your country and that you wish to apply for international protection.

IMPORTANT! Keep all your personal documents safe and remember that you have the right to understand all documents that are given to you. 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.

1.3 Migrants coming from ‘third countries’ (not their country of origin)

A particular issue concerns people applying for political asylum because **they are fleeing dangerous situations in a country that is not their country of origin** (such as Libya or Tunisia) and therefore called ‘third country’ (*Paese terzo*).

You are entitled to apply for international protection if there are serious humanitarian reasons, i.e. if you have lived in, or are arriving from a country (not your home country) where an internal or international conflict is going on, or has recently ended. In these cases, obtaining a form of international protection is difficult, because of the restrictive laws in Italy and Europe, even though both the European Union (Directive 2001/55/EC) and Italy (article 20 of the ‘*Testo Unico Immigrazione*’) provide the possibility of issuing a ‘permit of stay on humanitarian grounds’. Unfortunately, these laws are almost never enforced, so it is likely that during the examination of your application for asylum, they will only examine the situation in your home country and not that in the country where you last lived, or through which you travelled.

1.4 What to do if you are stopped by the police in Italy and you would like to apply for international protection ?

If you are stopped by the police and you just arrived, you have to ask immediately what your rights are and ask for an interpreter, giving no regard to any type of question and intimidation, and declare (preferably in English or French) your details (first name/last name/date/place of birth) and that you want **to request international protection** (or political asylum, *asilo politico* in Italian). Please note that your application can NEVER be rejected by the police.

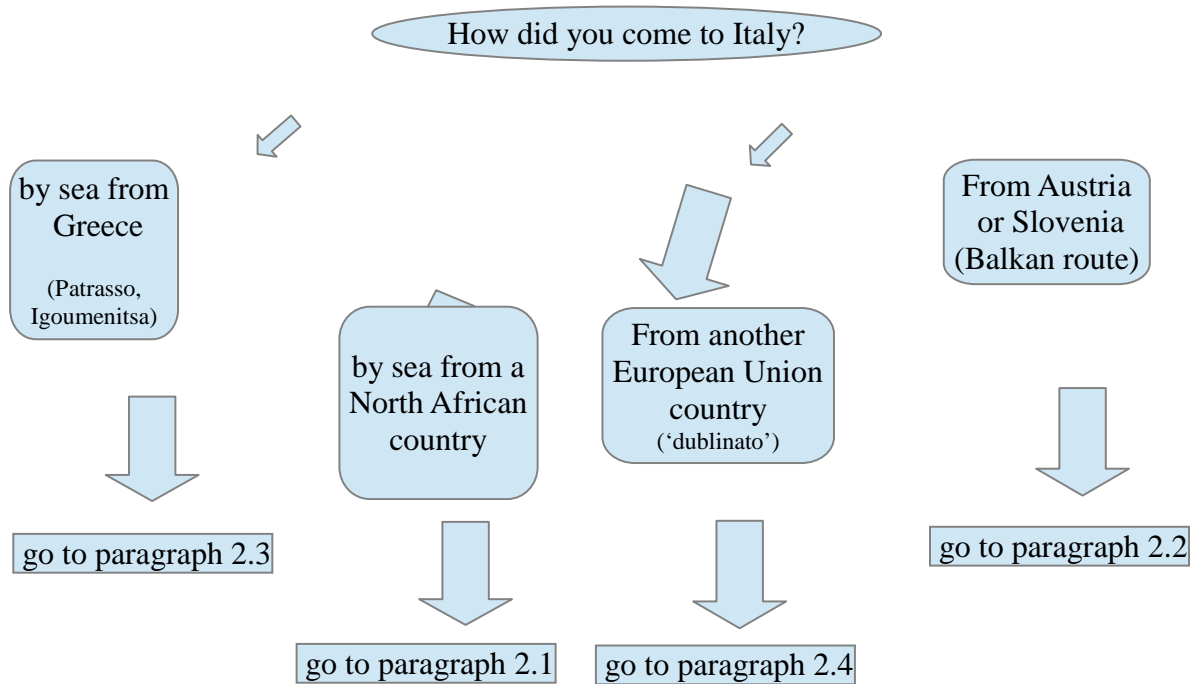
If they prevent you from filing the asylum application, write on a sheet of paper your general information, the date and city where you are and, in capital letters, the words: “CHIEDO ASILO” (I ask for asylum) and your signature and then take a picture of this sheet and send it to an association (see **CHAPTER 6**), or to your contacts.

After this declaration you will have **to contact a lawyer and a mediator** (associations to contact in your city are listed in **CHAPTER 6**). You are anyway entitled to have a legal-aid lawyer.

IMPORTANT! Do not respond to provocations by the police.

IMPORTANT! When you apply for international protection/political asylum, you must specify the current dangers in your country (remember that poverty, finding a job and economic or environmental problems are not valid reasons).

CHAPTER 2 - HOW DID YOU COME TO ITALY?



IMPORTANT: be sure to read all of CHAPTER 3 carefully

2.1 YOU ARRIVED BY SEA FROM A NORTH AFRICAN COUNTRY



Many of the migrants arriving in Italy leave the countries of North Africa by boat and disembark in Sicily. When you arrive by sea from one of these countries you are normally taken to a reception centre or a 'hotspot' (see **FACT SHEET n.1** for more information on the

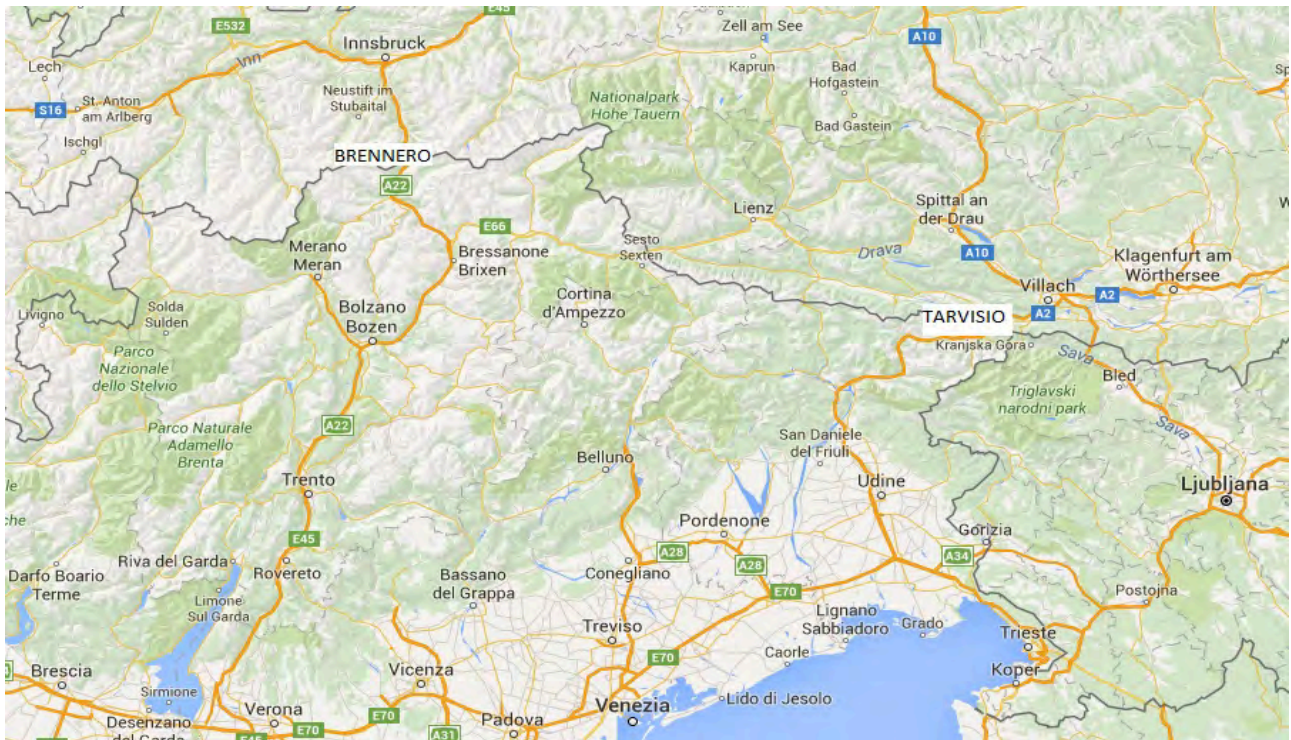
new centres called ‘hotspots’) in Sicily or in another region of South Italy (Calabria, Campania, Puglia). The identification procedures can happen directly at sea, after arriving at an Italian port or at the reception centre to which you have been assigned.

REMEMBER: the migrants who arrive on the coasts of South Italy are increasingly transferred to reception centres in Central and Northern Italy, by busses of Italian or foreign companies. Even in these cases you have the right to receive first medical support, food, water, blankets and dry clothes just after your arrival, and to receive all the information you need.

IMPORTANT! With the new regulations of the European Union approved in October and November 2015, the identifications under Dublin Regulation III and the cases where migrants receive a ‘**rejection decree**’ (*decreto di respingimento*), a sheet which says 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. As written above, the right to asylum is a fundamental right that cannot be violated, and **everyone can apply for asylum at any time, by saying or writing down the sentence “I want to apply for asylum”,** even in their native language. The police must take reception of this asylum application and be sure to photocopy or to take a picture of your application in front of someone (e.g. a volunteer or a member of an organisation), who can testify. **If you need any help or you are denied the right to apply for asylum, contact the nearest reception centre that you can find in CHAPTER 6.**

2.2 YOU ARRIVED FROM AUSTRIA OR SLOVENIA (Balkan route)





The last months saw an increase of the number of migrants arriving in Italy - mainly coming from Afghanistan and Pakistan – and travelling along the so-called ‘Balkan route’ (Greece, Macedonia, Bulgaria, Serbia, Croatia, Slovenia, Austria). The arrivals are usually from Austria and migrants cross the borders of the Brennero (South Tyrol, near Bolzano) and Tarvisio (Friuli Venezia Giulia). At the moment, there is no way of crossing the border between Slovenia and Croatia and, since December 2015, the Government of Slovenia has been building a wall of barbed wire on the west border between Croatia and Slovenia (near the Slovenian town Koper). Migrants’ main cities of arrival coming from the ‘Balkan route’ are Udine, Trieste, Gorizia, Bolzano, Pordenone, but arrivals in the cities of the Veneto are also increasing (Verona, Venice, Treviso).

When crossing the border between Austria and Italy or between Slovenia and 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)**. In any case, read **paragraph 3.1** of this guide carefully .

One of the main problems is the difficulty of obtaining international protection (political asylum). Go to the central police station of the city where you are (called *Questura*) and say that you are an asylum seeker; you have the right to ask for international protection and if you are denied this possibility, insist or come back again to the *Questura*. There are also problems concerning the lack of accommodation for people applying for asylum in these cities. Many migrants have to live on the streets or in abandoned buildings. For information and help and to report violence, threats, refoulement and other violations of your rights you can find the contacts in **CHAPTER 6** of this guide.

IMPORTANT: if you are arriving in Italy via the Balkan route, it could be possible that your fingerprints have already been taken in another country of the European Union where the Dublin Regulation is active. If you decide to request international protection in Italy anyway, you will be issued a residence permit labelled ‘*DUBLINO*’. This means that it is necessary to determine the country responsible for your asylum application and, according to the Dublin Regulation, you could be sent back to the first country where your fingerprints were taken. Remember that Greece has been declared an unsafe country and that any refoulement to

Greece is therefore illegal. For the whole of the duration of the residence permit labelled ‘DUBLINO’, you are entitled to access to the Italian reception system, but you have no right to work.

For more information about requesting international protection and about the Dublin Regulation, go to CHAPTER 4 and CHAPTER 5.

2.3 YOU ARRIVED BY SEA FROM GREECE



If you arrived from the port of Patras or Igoumenitsa, you are now in one of the following cities: Brindisi, Bari, Ancona, Ravenna, Venice or Trieste (see the map of Italy in this guide).

IMPORTANT: according to many investigations and judgements (such as those of the European Court of Human Rights of 2011 and 2014), **Greece has been considered an ‘unsafe country’**, because of many violations of migrants’ rights and the inadequate reception conditions. Any refoulement to Greece is illegal and represents a violation of the fundamental rights of migrants.

When you arrive in Italy from Greece, you have the right to apply for asylum and you can apply in your native language, orally or in writing, without risk of being sent back to Greece.

If you need any help just after arriving in Italy, contact the associations of Bari, Ancona, Venice and Trieste listed in **CHAPTER 6**.

2.4. YOU ARRIVED FROM ANOTHER EUROPEAN UNION COUNTRY (‘DUBLINATO’)

If this is the case, it means the country you went to, sent you back to Italy because that country has proved that the first country where you arrived was Italy, so according to the Dublin Regulation, Italy has to consider your asylum application. However, there are some

exceptions, listed in **paragraph 4.3**

IMPORTANT: remember that, with the help of a lawyer, you can anyway invoke the ‘discretionary clauses’ of the Dublin Regulation. These are the ‘sovereignty clause’ and the ‘humanitarian clause’. Until your appeal 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. Contact the associations or lawyers in the European country where you are at the moment, so that they can help you bring an appeal against your refoulement to Italy. You can find contacts in these countries on our website www.w2eu.info.

CHAPTER 3 - GENERAL INFORMATION

3.1 What happens when you arrive?

As soon as you arrive in Italy, the first procedure will usually be to carry out your ‘identification’ (*identificazione*) . The law states: “Every foreign citizen or stateless person who submits an application for issue or renewal of a residence permit, is subjected to digital fingerprinting (*rilievi fotodattiloscopici*) and the taking of a photo (*fotosegnalamento*) in the office of the central police station (*Questura*)”. This means that they take a picture of you, register your personal data (name and surname, place and date of birth) and take your fingerprints. The identification occurs when a migrant applies for asylum, when s/he is stopped by the police for entering Italy without regular documents, or when s/he is rescued at sea. This can happen when you arrive - by sea or by land - or during your stay in a reception centre.

The official and most frequent registration and identification procedure is the ‘complete’ one, which consists of the taking of a photo (*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 **CHAPTER 4** and **CHAPTER 5**).

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 photo of you (*fotosegnalamento*), create an ‘identification number’ and in some cases they take the fingerprint of your thumb.

ATTENTION! we are not able to tell you where and when you may be identified with the use of the ‘simple’ procedure: it is a discretionary practice which depends on the time, place and the orders that the police receives, as well as on the nationality of the arriving migrants. According to the latest information we have collected, it seems that this type of identification is becoming less and less common.

ATTENTION! It may be 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! Fingerprinting cannot be demanded from children under 14 years.

IMPORTANT! the procedure and times at which the identification occurs can change depending on the time and place where you are located. We are therefore not able to tell you how and when you will be identified. In any case you must know that **the identification**

procedures may never violate your fundamental human rights, since the police are not allowed to force you, by using violence and/or threats, to be fingerprinted (*rilievi fotodattiloscopici*), or to carry out any other identification procedure, and they cannot deprive you of your freedom for the mere purpose of identification.

A person of any nationality who is accused of committing a crime, and therefore under investigation, has to be identified, if necessary even by making a photo or other inspections. Such identification must occur even if the person is accused of having committed a crime which does not result in an immediate arrest (as e.g. the crime of illegal immigration called *reato di clandestinità*.) If the person refuses to be identified (or shows documents which are presumably false), s/he may be forced to go to the police. There, s/he can be detained for identification to take place, but only for a maximum of 12 hours. If the identification is particularly complex, the maximum detention time becomes 24 hours, but the person has the right to alert family or a co-inhabitant (even somebody not from the family). Anyway, the police have to immediately report to the Public Prosecutor all cases of preventive detention, making it clear whether the period of detention will be extended to 24 hours. Similarly, the Public Prosecutor must be informed about the release of the person. There is no legal assistance during the identification procedure, but the person has the right to demand that the Public Prosecutor be informed immediately, so that he/she can be certain to be released after the maximum period of 24 hours.

REMEMBER that if you refuse to have your photo taken by passive resistance - that is without using force or threats - you commit a minor offence called 'refusal to inform about one's identity'. It is an offence which carries a minor penalty (a fine up to 206 euros) and normally no detention (although the law provides the possibility of detaining the offender for a period of up to one month). For this crime an immediate arrest is never the case. Therefore, if the police use force (such as grabbing an arm or hand, pushing, taking off clothing, etc.) against a person who passively resists identification through fingerprinting, photos and collecting personal data, the police are committing crimes called 'personal violence' and 'bodily injury' (if any injuries are sustained). In addition, body inspections made against the will of the person, or any form of torture and/or physical and psychological injuries are never permitted. Remember that, if you wriggle trying to free yourself, your behaviour could be interpreted by the police as 'resisting a public official'.

According to the Italian Constitution and the European Convention on Human Rights, any act of physical or psychological violence against a person subjected to restrictions of her/his personal freedom is punishable, and all kinds of inhumane or degrading treatment are prohibited.

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 **CHAPTER 6**.

In the absence of an explicit law which permits the use of force, any use of force when carrying out identification procedures is strictly prohibited. Therefore, any police officer who ignores this is committing an act of personal violence and bodily injury (if any injuries are sustained). Anyone who is subjected to, or is informed about, a forced identification that violates the rules described above, can report it to the police or directly to the Prosecutor's Office.

3.2 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, all migrants (except those who are not intercepted by the police when arriving by land or by sea, or recently some migrants coming through the so-called ‘Balkan route’) are usually sent to one of the ‘centres of first reception’ (*centri di prima accoglienza*). There will soon be some changes in the number and the type of these centres, but at the moment (January 2016) there are the following ones :

- **CPSA: first aid and reception centres (*centri di primo soccorso e accoglienza*)**: these are centres where migrants are received just after having arrived in Italy. These centres usually make a photo (see **paragraph 3.1**) and in some cases they start the application for asylum. According to the law, the maximum stay at a reception centre must be 3 days (72 hours). Now in Italy CPSAs are in Lampedusa, Otranto (Lecce) and Pozzallo (Ragusa).

- **CAS: extraordinary reception centres (*centri di accoglienza straordinaria*)**: these are another type of reception centre. 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 (so according to when and where these centres are located, they can serve both as ‘first reception’ and ‘second reception’ centres).

- **CDA and CARA: reception centres and reception centres for asylum seekers (*centri di accoglienza e centri di accoglienza per richiedenti asilo*)**:

according to the Ministry of the Interior, CDAs guarantee initial reception to foreigners found on national territory, for the purposes of identification and for the verification of her/his residence status in Italy. Migrants who are not registered, and who are applying for international protection, are sent to a reception centre for asylum seekers (CARA). Here, identification can take place and the process of applying for international protection can be initiated. By law, the maximum duration of stay in the CDA is a few days, whereas in the CARA, the maximum stay is 35 days. Now the centres (CDAs and CARAs) in Italy are: Arcevia (Ancona), Castelnuovo di Porto (Rome), Borgo Mezzanone (Foggia), Palese (Bari), Restinco (Brindisi), Don Tonino Bello (Lecce), Località S. Anna (Crotone), Mineo (Catania), Pozzallo (Ragusa), Contrada Pian del Lago (Caltanissetta), Lampedusa, Salina Grande (Trapani), Elmas (Cagliari); to these must be added the CARAs in Gradisca d’Isonzo (Gorizia) and Milan, previously used as CIEs (see **FACT SHEET n.4**) and that therefore show the typical characteristics of a detention centre.

A few weeks ago, the first ‘regional hubs’ were opened in Agrigento and Bologna, as implementation of the new Italian and European policies (for more information read **FACT SHEET n.1**). In South Italy there are also other reception centres, which are unclassified and not regulated. These centres are often inadequate in size, facilities and location and therefore the migrants accommodated in these buildings have to face many difficulties and inconveniences.

In addition to the CAS, the **centres** called **SPRAR** (Protection System for Asylum Seekers and Refugees), are also ‘**second level reception centres**’. These are for those who are applying for international protection, or those who have already been granted international protection. These are managed on a territorial level by local authorities and organisations of the third sector and offer a type of reception which guarantees not only the basic needs but also activities, support and guidance throughout the territory. The problems associated with the Italian reception system mean that the second level reception is not exclusively offered 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 the SPRAR centres.

IMPORTANT: whenever you leave a reception centre (even for a short time), always take the original residence permit with you or, if you do not have it, an official document (the original version) that proves that you are waiting to be issued a residence permit. According to Italian law, if the Italian police undertake an inspection and you do not have the original residence permit (or a similar document), you risk being sentenced to one year in prison and a 2,000 euros fine. Always have the ‘declaration of hospitality’ with you, which was given to you by the reception centre where you are staying; this is needed to prove where you are living at the moment.

IMPORTANT: if you go away without permission from any centre where you are staying, you lose the right of reception, but not the right of protection and the right of asylum. However, if you leave your centre, you risk not receiving any news about your meeting at the Commission for asylum, or other important meetings. So if you leave, always give them an address where they can send you the date of your hearing at the Commission.

Remember that every centre has its own rules and time schedules (in some reception centres for example you must be back at dinner time). You have to follow these rules otherwise you risk to lose your right of reception. It is your right to be informed about the rules of the centre where you are staying in verbal or written form and in a language you understand.

- In addition to these centres, in Italy there are also the **CIEs**, the **Centres of identification and expulsion (centri di identificazione ed espulsione)**, 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 do not meet the requirements to be granted protection” and also those who do not have a residence permit (*permesso di soggiorno*) and have received the ‘expulsion order’ or ‘rejection decree’ (*decreto di espulsione/respingimento*) and who, once identified, may be expelled. According to the law, the duration of stay maximum is 90 days, or 12 months if the asylum application is made after receipt of the decree of detention. in the CIE. The CIEs are in: Turin, Rome, Bari, Trapani, Caltanissetta and the two CIEs which have just been reopened in Restinco (Brindisi) and Crotona. For more information about the CIEs read **FACT SHEET n.4**.

3.3 Which of my fundamental rights may be violated? Which problems could I have?

First of all remember to read **paragraph 1.1 on your fundamental rights**.

Based on our experiences and on testimonies of migrants we know, 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:** on your arrival, in almost all cases you are not given the main information about your request for asylum, about 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:** it is your right to be able to communicate in a language you speak or understand and thus to give and receive information. However, you may meet people who speak only Italian and who do not have the skills to act as mediators;
- **lack of medical assistance and medicines:** medical assistance on your arrival and within the reception centres is often inadequate; this situation may occur at any time you need free medical assistance (respiratory problems, burns, wounds, fever, skin diseases, mental disorders, fractures, muscle pains) and sometimes it applies also to people who are particularly vulnerable (pregnant women, children, elderly). Another problem is the lack of medicines that you should have for free and that you cannot buy by yourself since you are not

given any money. In some cases you are not even given the prescription to buy the medicines you need;

- **Lack of legal support:** Although it is your right, frequently you are not given the opportunity to speak to a lawyer who can help you for free during all the stages of your asylum request, as well as if you see your rights violated (see **paragraph 1.1**);
- **inadequate reception conditions:** many reception centres are located in buildings that are inadequate as accommodation as, for example, abandoned buildings, barracks, small and overcrowded buildings, old schools, sport centres. These places often become overpopulated, there is a lack of beds and mattresses, scarcity of showers and toilets, a lack of heating in winter or too hot temperatures in summer. Often the buildings are located far outside the cities and it is hard to get to the nearest towns.
- **lack or scarcity of basic necessities (water, food, clothes):** particularly in the reception centres in southern Italy (Sicily, Calabria, Campania, Puglia), there may not be enough water and food, as well as clothes (shoes, trousers, shirts, winter clothes).
- **lack of other goods and services needed:** those in charge of the reception centre must give you a daily 'pocket money' (approximately 2,50 euros), either in cash or in shopping vouchers. You are also entitled to some telephone cards (or the money needed to buy them) and, if you are staying at a reception centre for at least 2 or 3 weeks, you also have the right to attend Italian language courses. In some reception centres, it may be the case that you are not guaranteed one or more of these things, even though the institutions that manage the centres have enough money to provide them.
- **total or partial restriction of your personal freedom:** in some reception centres and CIEs, according to Italian laws that are in conflict with International Human Rights conventions and laws and/or following decisions taken by the police and local authorities, you may be prevented from entering or leaving the building. In some reception centres you may be locked inside until the end of your identification procedure;
- **physical and/or verbal violence by the police force or others:** various cases of physical and/or verbal violence by the police force and/or other people towards migrants have been reported; the most frequent cases can be: violence carried out in order to force the migrants to be identified through fingerprinting, or physical and/or verbal aggression enacted in cases of protests or specific requests by the migrants. Even without particular violations, the attitude and language used by the police and by those who work for the authorities managing the reception centres are in some cases arrogant, indifferent and/or lacking respect toward the hosted migrants. Verbal aggression and racist acts of various type by extreme right-wing political groups and/or by the residents of cities and areas around the reception centres are also increasing;
- **problems with the police officers of the *Questura* and *Prefettura*:** delayed release of permits; lack of information and/or absence of linguistic mediators; you may also be a victim of institutional discrimination (restrictive interpretation of laws, disruption, disrespectful attitude of the staff). In these cases, before you pay a mediator or a lawyer, contact the nearest associations to obtain political and legal support.

3.4 Who is responsible and what can you do in such cases?

These violations of your fundamental rights can be perpetrated either by the national or European police authorities (police, *Questura* and *Prefettura*, *Carabinieri*, *Vigili Urbani*, *Guardia di Finanza*, Coast Guard, border police services, members of the European agencies Frontex and Europol or others), **as well as by the staff of the institutions which run the reception centres and the newly established hotspots.** Sometimes - such as in cases of physical and verbal aggression - the person responsible may be a member of an **extreme right-wing political group, or groups of citizens or individuals** living in the area where the

reception centres are located. The municipalities of the areas where the reception centres are located may also be responsible if, for example, they refuse to guarantee support and services they are supposed to offer.

The institutions (cooperative, consortia, associations, etc. ...) who run the reception centres are paid to offer you all the services you are entitled to, and with this money it is possible to guarantee a respectable reception for everyone. Remember that **the management of reception and of all aspects related to immigration is in the hands of the Prefectures** (the local offices of the Ministry of the Interior), which make agreements with the institutions running the reception centres (except for the SPRAR centres, which are run by the local municipalities).

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 (see CHAPTER 6) in order to report what has happened.** Report problems also 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 rights and the essential services.

Remember, though, that if you do not have a valid residence permit in Italy, you are committing the crime of illegal immigration. Therefore, if you have to denounce something or somebody, speak to the contacts you find in CHAPTER 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 materials (such as letters, notes, pictures, videos) available.

CHAPTER 4 - WHAT DO YOU WANT TO DO NOW?

4.1 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 **CHAPTER 5**. There you will find all information about the application for international protection. Remember to always check the place and residence 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 under 'contacts' in **CHAPTER 6**.

Now read the CHAPTER 5

4.2 You want to go to another Italian city

We recommend that you look carefully at the Italian map available in this guide. In **CHAPTER 6** you will find groups and associations that can help you and, if you want to, they can put you in touch with your compatriots in the city or region where you want to go.

REMEMBER that as long as you have only had your photo taken 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 very high prices to 'organise' your travel by bus, train, taxi or car. When you arrive at the bus or train stations, first check the prices of the tickets carefully.

Now read the **CHAPTER 7**

4.3 You want to go to another country of the European Union

Within the European Union, there is 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 and which came into effect with new provisions on 1 January 2014.

Read paragraph 3.1 If you are identified using the 'simple' procedure, you have the possibility to leave Italy and apply for international protection in another country of the European Union, without the risk of being sent back to Italy (although we are not able to assure you that your asylum request will be accepted by the country where you want to go). If you are identified according to the 'complete' procedure, you are registered in the EURODAC system and, according to the Dublin Regulation, Italy must examine your application for international protection. Therefore, if you go to another country, you may be sent back to Italy.

However, according to 'Dublin Regulation III' there are the following exceptions:

- a) the '**discretionary clauses**' (the '**sovereignty clause**' and the '**humanitarian clause**') stipulate that, for specific individual situations, the application for international protection must be examined 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 by 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.

In any case, we suggest that you contact the contacts listed in **CHAPTER 6** to have more information.

CHAPTER 5

YOU WANT TO APPLY FOR INTERNATIONAL PROTECTION IN ITALY

5.1 How to apply for international protection (*protezione internazionale*)?

An applicant for political asylum or for international protection is a person who has filed an application and is waiting for a decision regarding refugee status or another form of protection.

An application for international protection (political asylum) 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 (e.g. skin colour or ethnic group membership as well as membership of a tribe, community or minority);
- religion (e.g. belonging or not belonging to a particular religion or a particular religious group);
- nationality (e.g. belonging to an ethnic or linguistic minority);
- belonging to a social group (group of people who share a common characteristic or who are perceived as a group in society based, e.g. on sex, gender, sexual orientation, family, culture, education, occupation);
- political opinion (e.g. for political opinions, political activities, for political opinions attributed to conscientious objection);
- if the country of origin is involved in an international or an internal armed conflict;
- if, in case of return to the country of origin, there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment which violates the person's freedom and dignity.

5.2 How, when and where can you apply for international protection?

EVERYONE can file an application for international protection (political asylum) at any moment by a '*manifestazione di volonta*', i.e. by stating, verbally or in writing, the **wish to ask for political asylum**; You can do this either **verbally in your language or in a language you know or in writing**.

IMPORTANT ! When you ask for international protection you have to explain why you are in danger in your country. At first you do not have to tell all the details, but only the main reasons why you cannot go back to your country.

ATTENTION: from the moment you obtain the 'permit of stay as an asylum seeker' until receipt of the decision of the Territorial Commission, you are not allowed to leave Italy.

Nobody can prohibit you from applying for international protection because it is a right guaranteed to everyone. There is no deadline for submission of an application for asylum, and your request for international protection cannot be dismissed simply because you have not submitted it promptly.

An application for international protection (asylum) is an individual procedure (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 terrestrial or

maritime border, or to the Immigration Police (*Ufficio Immigrazione di Polizia*) near you if you are already in Italy.

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

5.3 What is the procedure to apply for international 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 will be a police officer who will take a photo of you, as well as your fingerprints (these procedures are called '*fotosegnalamento*' and '*rilievi dattiloscopici*'); please read paragraph 3.1 carefully.

When you apply for international protection, you receive a document which mentions the date of your appointment to formalise your application for international protection. This is done by filling out the form 'C3' ('form for the recognition of refugee status under the Geneva Convention').

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 3 to 4 months before you will be 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 story, your journey from your country to Italy and why you left your country. You can attach to form 'C3' a sheet detailing your story 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 '**attestato nominativo**', stating that you are waiting for recognition of your refugee status, which is usually released after 30 days. Once form 'C3' has been completed and processed, you receive the '**permit of stay as an asylum seeker**', which is valid for 6 months and gives you the right to work after two months from the issue date.

IMPORTANT :

- When you fill out form 'C3', explain clearly and concisely why you are asking for political asylum, i.e. why you left your country, what kind of situation there is in your country, what risks you would face if you had to go back to your country. Then explain these reasons in more detail when you tell your story (*memoria*), which you must present to the Commission that will examine your application for 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. If the Commission wants to deport you or you are having any other problems, they can help you to apply for asylum and enforce your rights;
- the waiting time for a hearing with the Commission is not clearly defined. It usually ranges from 6 to 12 months and depends on the Commission that will examine your application and on the number of applicants who wait for hearings with each Commission;
- If someone cannot read and/or write, s/he can inform officials or the police;
- When verbalizing your request, you must give the police the address where you want to receive all communications relating to your request for international protection. Always

inform the police when your address changes;

- Always keep copies of all the documents that you submit to the police headquarters, the Prefecture and the Commission and keep all the notifications that you receive from these authorities.

5.4 What are your rights as an applicant for international protection?

→ **What are your rights once you have applied for international protection and have been granted the ‘permit of stay as an asylum seeker’?**

- all rights listed at the beginning of this guide in **paragraph 1.1**;
- right to remain on Italian territory until your application has been examined by the Territorial Commission (before which you will have to plead your case) and, in case of rejection of your asylum request, until the final decision is taken in response to your appeal against the rejection;
- right of access to a reception centre with accommodation, meals and all the necessary facilities until your hearing before the Commission that will examine your application, and even until the final decision in the event you appeal against the rejection;
- right to have a socio-cultural mediator and/or an interpreter to whom you can speak in your native language about your situation;
- right to contact UNHCR and NGOs and organisations concerned with protection of asylum seekers and migrants in general;
- the right to the ‘*codice fiscale*’, which allows you to subscribe to the national health service and have access to health care (register with a general practitioner, access to medical screenings and medical examinations);
- right to work (2 months after issue of the first residence permit, if you are still waiting for the Commission hearing).

IMPORTANT! While you are waiting for the Commission's decision regarding your application for international protection, you cannot leave Italy.

5.5 How do you prepare your story (*memoria*)? Who processes your application for asylum?

Your request for international protection will be examined by a special body called the ‘*Commissione Territoriale*’, which is usually found in the city or region where you are staying. Therefore, 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 story (*memoria*) and will send it to the territorial commission.

For further information read **FACT SHEET n.2** carefully and in any event, ask for help from the organisations listed in **CHAPTER 6**, because, in some cases, the operators of reception centres do not have the relevant skills and knowledge to help you sufficiently. If you have documents that you think may be relevant to the outcome of the Commission hearing (e.g. medical examinations, medical and/or psychological reports, documents from your country), bring them with you on the day of the hearing and deliver them in the hands of the relevant authorities during the interview.

→ **What are your rights?**

- You can ask to postpone the date of the hearing for reasons of health. However, this must be certified by your doctor;
- You can ask to be interviewed by a single member of the Commission or by a member of the same gender;
- You can express yourself in your mother tongue. It is your right to have an interpreter who speaks your native language. If you do not understand the interpreter or if you are having trouble understanding, report it at the beginning of the hearing. The Commission may decide to suspend and to postpone the hearing;
- In the event that you have a physical or psychological problem during the hearing, you are entitled to request assistance from a staff member of the reception centre.

IMPORTANT!

- what you say during the hearing will be transcribed in a document and at the end of the interview you will be asked to sign the document. Ask for the translation of all that has been written to ensure that everything you said was transcribed correctly.

-If you do not attend a hearing without requesting a postponement, the Commission will make a decision according to the documents submitted.

-If you are a minor, the Commission conducts your hearing only in the presence of a parent or guardian and may decide not to call you for the hearing and decide on the basis of the documents submitted.

In all the Italian regions, there is a Commission responsible for your application. The police will inform you of the date of your hearing at the relevant '*Commissione Territoriale*'.

IMPORTANT! In the decision phase the Commission may require additional documents. Seek help from officials at the reception centre to forward those documents to the Commission.

5.6 What decision can the Commission take?

By law, the Commission shall decide within three working days. However, it may take several months to hear the final outcome of your application for asylum. The Commission may decide to:

- recognize your refugee status, or your entitlement to subsidiary protection;
- reject your application for international protection, but request that the police grant you a 'permit of stay on humanitarian grounds' with a validity of 2 years;
- reject the application for international protection and any other form of protection and issue an expulsion order to leave the Italian territory within 30 days; in this case, contact a lawyer to submit an appeal;
- reject the application on the basis that there are no grounds for applying for international protection, or that the request has been made for the sole purpose of delaying or preventing an expulsion; also in this case, contact a lawyer to submit an appeal;
- declare your application invalid, as it was filed and processed in another European country. In this case, the 'Dublin Regulation' comes into force.

5.7 What happens if you are granted refugee status or subsidiary protection?

-If the Commission recognizes your refugee status, you can obtain a residence permit with a validity of five years, which you can renew at maturity, and a travel document.

-If the Commission recognizes your entitlement to subsidiary protection, you can obtain a

residence permit with a validity of five years, which you can renew at maturity after a new examination by the Territorial Commission, as well as a travel permit. If it is impossible for you to go to the embassy of your home country, the Questura will grant you a travel permit with the same validity period as the residence permit and also renewable at maturity. You have the right to ask for the travel permit, without having to go to your embassy if this can be dangerous for you.

The request for the issuance of a residence permit must be submitted to the police headquarters in your place of residence.

Remember the police often operate in a discretionary manner and very long waiting times may occur. It is possible that a permission will be granted late, that you will not be provided information about the status of your request, or that they will ask you to provide additional documents that are not required by law (for example the size of your accommodation in square metres, or registration at the land registry).

→ **What are your rights?**

- Right of access to employment;
- Right to family reunification: If you have been granted **refugee status**, it is enough to indicate the relatives with whom you want to reconnect and show documents proving kinship and your family will obtain a residence permit for the same length of time granted on your residence permit; If you have been granted **subsidiary protection**, you have a right to accommodation and a minimum income;
- Right to health care;
- Right to a travel document if you obtained refugee status or a travel permit if you have been granted subsidiary protection;
- Right to public education;
- Right to free movement in the European Union without a visa for a maximum period of 3 months;
- Italian citizenship after 5 years of continuous residence in Italy if you obtained refugee status or 10 years of continuous residence in Italy if you obtained subsidiary protection;
- Right to the social services provided to every Italian citizen: you can obtain a social security benefit, a disability allowance, *esenzione sanitaria* (which means you don't have to pay for medicine), maternity benefit, a housekeeping allowance and other aid and services of which you will be informed.
- Right to participate in the tender for public housing;
- Right to be granted a driving licence;
- Those who have obtained refugee status, can also ask to include their children in the refugee status ; those who want to marry in Italy must request UNHCR clearance.

5.8 What happens if you are granted humanitarian protection?

If the Commission rejects the application for international protection but recommends that the Police grant you a 'permit of stay on humanitarian grounds', you can obtain a residence permit with a validity of two years, which you can renew at maturity after a new examination by the Commission, as well as a travel permit. If it is impossible for you to go to the embassy of your home country, the Questura will grant you a travel permit with the same validity period as the residence permit and also renewable at maturity. You have the right to ask for the travel permit, without having to go to your embassy if this can be dangerous for you.

Your ‘permit of stay on humanitarian grounds’ can also be converted into a workers’ residence permit, if you are in possession of an identity document (passport or travel document) before the expiry of the permit of stay.

The request for the issuance of a residence permit must be submitted to the police headquarters in your place of residence.

→ **What are your rights?**

- Right of access to employment;
- Right to Italian citizenship after 10 years of continuous residence in Italy;
- Right to health care;
- Right to receive a travel permit for foreigners, which can be used if you do not have a passport, or if you have a good reason for not contacting your Embassy.

5.9 Can you travel to another European country after obtaining the residence permit?

If you were granted international protection, subsidiary protection or humanitarian protection, and if you have the electronic residence permit and the travel document/travel permit, you have the right to move freely within the territory of the European Union (except Denmark, Great Britain and Ireland) without a visa for a maximum period of three months. The three-month period starts from the moment when you are officially registered by the authorities of the State in which you are travelling. That may not coincide with the date of entry into that country.

If you have been granted international protection and at least five years have passed from the time you formalised the asylum application, you can request an EU residence permit for long-term residents. If you have this type of residence permit – which has a limited validity – you can stay in another Schengen State for a period longer than 90 days, according to the laws in force in that Member State.

5.10 What happens if you receive a denial (*diniego*)?

If your application for international protection is declined and you receive a denial from the Territorial Commission, you can contact a lawyer to appeal before the Court. The court which hears your appeal is the one located in the capital of the District of the Court of appeal in which your Territorial Commission is established, or the SPRAR if you are in such a centre. From the date of the denial by the Commission, you have 30 days to file an appeal, upon expiry of which you no longer have the right to stay in Italy legally.

If you are in a ‘CIE’ or ‘CARA’ you have 15 days to file an appeal.

Please refer to the operators of your reception centre or to the organisations close to where you are (see CHAPTER 6) to find a lawyer to take your appeal. You can ask an Italian State assistant called ‘legal aid’ about the possibility to appeal against the denial free of charge if you have an income less than approximately 11,000 euros.

CHAPTER 6 USEFUL CONTACTS IN ITALY

The list of contacts below was last updated in **January 2016**. 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. in the morning and afternoon from Monday to Friday). If you don't find here the contacts for your region or the city where you are now, look for contacts nearest to your region or town or call the national contacts. For any emergency and information, you can always write to w2eu_info@yahoo.com or w2eu@hotmail.com and visit www.w2eu.info and the '[contacts](#)' [section](#).

IMPORTANT: the services and activities provided by contacts included in this chapter are free of charge

Remember: If you do not have an Italian phone number, you have to type the country code 0039 at the beginning of the number

IMPORTANT: If you are in touch with friends, relatives or acquaintances who may 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 ask for rescue operations. You can also call it, if there is a risk of expulsion and pushback.

WATCH THE MED ALARM PHONE
+ 334 86 51 71 61

LOCAL CONTACTS OF ACTIVISTS, SOCIAL MOVEMENTS AND CENTRES, LOCAL ASSOCIATIONS, GROUPS OF 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 combating 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 contacts 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.

SOUTH ITALY

SICILIA

Borderline Sicilia Onlus email: borderline-sicilia@libero.it facebook: *Borderline Sicilia Onlus* (information, monitoring, support)

PALERMO

- **Centro Astalli**, Piazza Santi Quaranta Martiri al Casalotto, 10-12, 90134 PALERMO, phone number: +39 091 9760128, email: astallipa@libero.it, website: www.centroastallipalermo.it
- **Forum Antirazzista di Palermo** email: forumantirazzistapalermo@mail.com facebook: *Forum Antirazzista Palermo* (information, political support);
- **Osservatorio contro le discriminazioni razziali 'Noureddine Adnane'** email palermonondiscrimina@gmail.com facebook: *Osservatorio contro le discriminazioni razziali Noureddine Adnane* phone 3881749722 (information, support to victims of discrimination);
- **Laici Missionari Comboniani** phone 3280920872 www.laicicombonianipalermo.org (information);
- **Emergency – Poliambulatorio Via G. La Loggia 5/a** phone: 0916529498 Open from Mon to Fri 09:00 am – 07:00 pm (health care, social and health advice, socio-cultural mediation, information).

CATANIA

- **Rete Antirazzista Catanese**, phone 3803266160 / 3209532159 facebook: *Rete Antirazzista Catanese* (information, political and logistic support);
- **Centro Astalli Via Tezzano**, 71 phone 095535064 email: astallict@virgilio (information, legal support, health care and Italian lessons).

SIRACUSA

- **Associazione AccoglieRete Via Piave 167** facebook: *Accoglierete Onlus* (support activities for unaccompanied minor migrants)
- **Emergency – clinic near the reception centre Umberto I: Via Canonico Barreca, 7** phone: 3357203964. from Mon to Fri 9:30 am – 1:30 pm and 3:00 – 6:00 pm (health care, health and social advice, socio-cultural mediation)

POZZALLO (Ragusa)

- **Caffè Letterario ‘Rino Giuffrida’** phone 3348361675 facebook: *Caffè letterario Rino Giuffrida*; email: coopmondoacolori@alice.it (information, support, Italian lessons)

RAGUSA

- **Team MEDU (Medici per i Diritti Umani)** in the CAS centres of Ragusa region phone 3662391554 email co-sicilia@mediciperidirittiumani.org (information, health care, social and health advice);

SCICLI (Ragusa)

- **Casa delle Culture – Mediterranean Hope** <https://mediterraneanhope.wordpress.com/> phone 09321838807 email: mhscicli@fcei.it facebook: *MH – Casa delle Culture* (information)

CALTANISSETTA

- **Sportello Immigrati Via Re D'Italia 14** phone 3335468651 / 3387000682 (social care and advice, socio-cultural mediation. information, legal aid and advice)

NAPOLI

- **Associazione Garibaldi 101** phone 3406235274 (information, political and legal aid, first aid, support to victims of torture and people threatened by the camorra);
- **Less ONLUS Corso Garibaldi 261** phone: 081455270 E-mail: info@lessimpresasociale.it (reception services, legal aid, cultural mediation);
- **Cooperativa Dedalus** www.coopdedalus.it phone 0817877333 – 08119571368 (support to minors and victims of trafficking, cultural mediation);
- **Emergency – ambulatorio Via Pacioli, 95** phone 08119579909 From Mon to Fri 09:00 am – 01:00 pm and 02.00 – 06.00 pm (health care, health and social advice, information);

CASERTA

- **Csoa Ex Canapificio Viale Ellittico, 27** www.csaexcanapificio.it phone 0823216332 email info@csaexcanapificio.it **Call centre** 3804739467 Tue and Fri 09:00 am – 01:00 pm (reception, information, legal aid). Wed and Fri desk office for immigrants and refugees;
- **Emergency – ambulatorio di Castelvoturno Via Domitiana, 288 Castel Volturno** phone 3420999790. Open from Mon to Fri 09:00 – 06:00 pm (health care, health and social advice, socio-cultural mediation, information).

REGGIO CALABRIA

- **Emergency – Poliambulatorio di Polistena Via Catena, 45 – Polistena** phone 0966444400. Open from Mon to Fri 09:00 am – 06:00 pm (health care, health and social advice, socio-cultural mediation, information);

BARI

- **Rivoltiamo la precarietà** facebook: *Rivoltiamo la Precarietà* (information, housing emergency);
- **Associazione Gruppo Lavoro Rifugiati** via Dalmazia 139 phone 0809242286. email glrbari@hotmail.it, website gruppolavororifugiati.wordpress.com (reception, support to minors, legal assistance, cultural mediation)

BRINDISI

- **MEDU (Medici per i Diritti Umani) – clinci for migrants Via Appia 64** phone 3474730097 email: medupuglia@gmail.com (health care, health and social advice, information).

CAGLIARI

- **Presidio Piazzale Trento** information desk for migrants phone 3510044055 email: piazzaletrento@gmail.com (information)

CENTRAL ITALY

ROMA

- **Yo Migro – Strike spa Via Umberto Partini n. 21** email: segreteria@yomigro.org facebook: Yo Migro Roma (health care, political and legal aid);
- **Lab! Puzzle Via Monte Meta n. 21** email: info.scuolaitaliano@gmail.com facebook: Scuola di Italiano Lab Puzzle (information, legal support, Italian lessons);
- **Infomigrante – ESC Atelier Via dei Volsci 159** email: sportello.infomigrante@gmail.com facebook: Esc infomigrante (information, Italian lessons);
- **Action Diritti In Movimento, Via di Santa Croce in Gerusalemme 57-59**, Social support desk, Wed 3:00 – 5:00 pm actiondirittinet@gmail.com (legal, medical and work support); **Scuola popolare Icbie Europa Onlus** Wed 6:00 – 8:00 pm (Italian lessons)
- **Centro Baobab – Infopoint Via Cupa 5** (every day from 10 am to 7 pm) email amicidelbaobabroma@gmail.com facebook: amicidelbaobab.wordpress.com/ (information);
- **MEDU (Medici per i Diritti Umani) – Mobile clinic for rights Via dei Zeno, 10** phone 3343929765 (information, first aid, health and social support);
- **Laboratorio 53 Via Valeriano 3F** phone 3286640571 / 3297297314 email: info@laboratorio53.it (Italian lessons, legal aid, psychological support);
- **Senza confine Via di Monte Testaccio 23**, Mon and Wed 06:00 – 08:00 pm phone 0657289579 (legal support);
- **Asinitas Onlus Via Ostiense, 152/b** email: contatti@asinitas.org (information, Italian lessons for asylum seekers, women and children);
- **Associazione di volontariato Binario 15 Onlus – Stazione Ostiense** phone 3292243129 Email: info.binario15@gmail.com (information, logistic support);
- **Medici senza camice**, every two weeks on Fri 6:00 – 8:00 pm in SPINTIME in Action **Via santa croce in gerusalemme 57-59** (health care);
- **Casa dei diritti sociali: Centro di Tutela e Orientamento Via Giolitti N. 225-00185** phone 064461162 email: esquilino@dirittisociali.org; **scuola di italiano (Italian school) Via Giolitti N. 241** phone 3338040906 (information, legal aid, Italian lessons);
- **Progetto Diritti Via Ettore Giovenale 79** email: segreteria@progettodiritti.it Mon and Tue 9:30 – 12:30 am and Mon to Fri 04:30 – 07:30 pm (legal aid and health care).

ANCONA

- **Ambasciata dei Diritti** phone 3475349286 email ambasciata@glomeda.org ambasciatadeidiritti.blogspot.it/ (information, political and logistic support)

FIRENZE

- **MEDU (Medici per i Diritti Umani) - Via Monsignor Leto Casini, 11** – phone 3351853361 www.mediciperidirittiumani.org (information, social and medical support);
- **Gli Anelli Mancanti Onlus Via palazzuolo 8** – phone 0552399533 email: glianellimancanti@yahoo.it (information, social and medical support, Italian lessons).

NORTH ITALY

MILANO

- **NAGA: Via Zamenhof 7A** phone 0258102599 **Clinic** (Mon to Fri 8:30 am – 2:00 pm) and **Information Desk SOS Expulsions** (legal aid against expulsions, detentions, rejections of asylum applications) Mon to Fri 07:00 am – 09:00 pm;
- **Centro NAGA Har per richiedenti asilo, rifugiati, vittime della tortura (Centre for asylum seekers, refugees, victims of torture) – Via San Colombano, 8** phone and fax 02 39 25 466-338 67 57 563 – Open each day 02:30 – 06:30 pm;
- **Associazione Interculturale Arci ‘Todo Cambia’ Via Oglio 21** Mon 06:15 – 08.30 pm; email: info.todocambia@gmail.com (information, legal advice)
- **Associazione ‘SOS ERM’ (Emergenza Rifugiati Milano) Sottopasso Mortirolo (Stazione Centrale)** soserm.wordpress.com facebook: *SOS ERM* (first aid, information)
- **Comitato ‘Cambio Passo’** phone 3511073743 / 3512116910 (5:00 – 12:00 pm) email: comitatocambiopasso@gmail.com facebook: *Cambio Passo Milano* (information about reception services, legal aid and assistance);
- **Emergency - Politruck** Mon to Fri 11:00 am 6:00 pm phone 3441996250 (health care, social and health advice, socio-cultural mediation, information).
- **Network ‘People before borders’** facebook: *People Before Borders* (information, political support)
- **Bresso a misura di** facebook: *Bresso A Misura Di* email: bressoamisuradi@gmail.com www.bressoamisuradi.it (information, political support)

EMILIA ROMAGNA

- **Coordinamento migranti Emilia Romagna** phone 3275782056 coo.migra.bo@gmail.com, (information, political and legal aid)

BOLOGNA

- **Sportello Migranti: Centro sociale TPO – Via Casarini 17/4**, Wed 6:00 – 8:00 pm (information, political and legal support);
- **Refugees Welcome Point - Labas Occupato – Via Orfeo 46**, Wed 5:00 – 10:00 pm, (housing information) and Thu 6:00 – 8:00 pm (information and support);
- **Associazione Sokos Via Gorki, 12** phone 051.0416380 (free health care);
- **Sportello medico-giuridico XM24 – Via fioravanti 24**, facebook: *Sportello Medico Giuridico XM24* (free health care and legal aid)

BRESCIA

- **Cross Point** cross-point.gnumerica.org/ **Via Battaglie 33/b** (information, political and legal support)

VENICE-MESTRE

- **Associazione SOS Diritti** phone 3285548382 email: sosdirittivenezia@gmail.com (support, information about local services);
- **Scuola di Italiano Liberalaparola (presso Centro Sociale Rivolta)**

liberalaparola.wordpress.com email: liberalaparola@gmail.com (information and Italian lessons);
Boutique Solidale - Centro Sociale Rivolta (information, support) facebook: *Boutique Solidale Via F.lli Bandiera 45 - Marghera*

- **Aps ComuniCare** phone 3289276156 (support, information about local services);
- **Emergency - Poliambulatorio di Marghera Via Varè 6 - Marghera** phone 0410994114 Mon to Fri 09:00 am – 06:00 pm (health care, health and social support, socio-cultural mediation, information).

TREVISO

- **Cso Django Via Monterumici 11** facebook: *Cso Django Treviso* (information, political support)
- **Casa dei Beni Comuni Via Zermanese, 4** – phone 0422403535 facebook: Casa dei Beni Comuni <http://www.casadeibenicomuni.org/> (information, Italian lessons, legal aid).

PADOVA

- **Scuola ‘Libera la Parola’ presso CSO Pedro in Via Ticino, 5** email: liberalaparola@live.it (Italian lessons, information, political support);

TRENTO

- **Centro sociale Bruno Via Lungadige San Nicolò 4** - phone 3289173733 email: csabruno@gmail.com (information, political support, Italian lessons);
- **Centro Astalli Via alle Laste, 22** phone 4611238720 email: segreteria.astallitn@vsi.it (information, legal aid, cultural mediation, Italian lessons).

VICENZA

- **Centro Sociale Bocciodromo Via Rossi, 198** <http://bocciodromo.blogspot.it/> facebook: Bocciodromo Vicenza (information, political support);

TURIN

- **Comitato Solidarietà Rifugiti e Migranti - Ex-Moi occupata** phone 3293384406 email: comitatosolidarietarifugiati@gmail.com facebook: *Exmoi Occupata rifugiati* (information, housing and logistic support, political support, Italian lessons)
- **Csoa Gabrio: sportello di autodifesa ‘Il-legale’ e ambulatorio popolare autogestito Via Millio 42 (Zona San Paolo)**, email: contact@csoagabrio.info facebook: *Csoa Gabrio* (information, political support, legal aid, health care);
- **ASAI - Associazione dei Animazione Interculturale Via S. Anselmo 27/e** phone 011657114 email: info@asai.it www.asai.it (information, Italian lessons);
- **Associazione Mosaico – Infopoint Casa del Quartiere di San Salvario, Via Morgari 14, 10125**, phone 3203895841 mosaicoar@gmail.com www.mosaicorefugees.org Wed 3:00 – 6:00 pm (information, legal aid, social aid, medical care);
- **Camminare insieme - ambulatorio medico gratuito Via Cottolengo 24/A** phone 0114365980 www.camminare-insieme.it (Specialist medical visits and information about the medical services in the territory);
- **Cammini di salute Via Lemie, 29** info@camminidisalute.org www.camminidisalute.org (medical care and social aid, psychological support, information).

VERONA

- **Laboratorio Paratodos Corso Venezia, 51** facebook: *Laboratorio Autogestito Paratodos* (information, political support, legal aid)

FRIULI VENEZIA GIULIA

- **Rete Diritti di Cittadinanza FVG: presso Associazione-Centro di accoglienza E.**

Balducci, Piazza della Chiesa 1 Zugliano - Pozzuolo del Friuli - Udine phone 0432560699 email retedirittifvg@gmail.com (information, support);

– **Rete regionale Crocicchio (coordinator Nuovi Vicini Soc. Cooperativa Sociale) Via Madonna Pellegrina 11 - Pordenone** (information, legal aid, reception for asylum seekers)

PORDENONE

– **Rete Solidale Pordenone** facebook: *Rete Solidale Pordenone* Mail: retesolidalepn@gmail.com (information and support);

– **Associazione Immigrati di Pordenone** email: assomigrapn@gmail.com (information and legal aid).

UDINE

– **Associazione Ospiti in Arrivo** email: ospitinarrivo@gmail.com - facebook: *Ospiti in Arrivo* (logistic and political support, information about the local services)

TRIESTE

– **Refugees Welcome to Trieste** facebook: *Refugees Welcome to Trieste* (information, political and logistic support);

– **Casa delle Culture Via Orlandini 38** facebook: *Casa delle Culture Trieste* www.casadelleculture.info/ (information, political and logistic support);

– **ICS - Consorzio Italiano di Solidarietà Via Di Scorcola n. 2** phone 00403476377 email: info@icsufficiorifugiati.org (support, information, legal advice, first and second reception).

GENOVA

– **Casa di Quartiere Ghettup - Sportello 'Sans papier' - Comunità di San Benedetto al Porto Vico Croce Bianca, 7** (information)

VENTIMIGLIA

– **Presidio No Borders - Freespot Via don bosco 68 – Vallecrosia (Imperia)** phone 33758190182 facebook: *Presidio Permanente No Borders – Ventimiglia* (information, political and logistic support)

GORIZIA

– **Aps Tenda per la Pace e i Diritti** email: tendapace@gmail.com (political, legal and logistic support);

– **Insieme con voi Onlus** email: insiemeconvoi.gorizia@gmail.com facebook: *Insieme con voi* (information and first aid);

– **MSF (Medici Senza Frontiere) ex asilo San Giuseppe Via Vittorio Veneto 74** phone 3807788682 email msfocb-gorizia-fieldco@brussels.msf.org (health care, social and health advice, information)

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 located.

HEALTH CARE AND HEALTH/SOCIAL ADVICE

– **Emergency Via Gerolamo Vida 11, Milano** phone 02881881 email: info@emergency.it

– **MEDU (Medici per i Diritti Umani) - Via dei Zeno, 10, Roma** phone 0697844892 mobile

3343929765 email: posta@mediciperidirittiumani.org www.mediciperidirittiumani.org

– **MSF (Medici Senza Frontiere)** Via Magenta 5 - Roma phone 0688806000 email: msf@msf.it

– **Croce Rossa Italiana** toll-free number 800166166 email: urp@cri.it website www.cri.it

INFORMATION AND LEGAL AID

– **A-DIF (Associazione Diritti e Frontiere)** email: info@a-dif.org facebook: *ADIF* (information, legal aid);

– **ASGI (Associazione Studi Giuridici sull'Immigrazione)** email: segreteria@asgi.it, info@asgi.it **Service against discrimination: antidiscriminazione@asgi.it** phone 0114369158 / 0432507115; you can find ASGI lawyers in many Italian cities

– **Associazione Onlus 'Avvocato di strada', Headquarters: Via Malcontenti 3, Bologna** phone 051227143 - email: info@avvocatodistrada.it. You can find the desk offices of the association 'Avvocato di strada' in many Italian towns: Ancona, Bari, Bologna, Bolzano, Catania, Firenze, Genova, Milano, Napoli, Padova, Palermo, Roma, Salerno, Siracusa, Turin, Trieste, Venice, Verona, Vicenza.

ASYLUM SEEKERS AND REFUGEES

– **UNHCR – United Nations High Commissioner for Refugees Via Alberto Caroncini, 19 - 00197 Roma** - phone 06 80212;

– **C.I.R. (Italian Refugee Council) Headquarters: Via del Velabro 5/A Roma** phone 0669200114 email: cir@cir-onlus.org. You can find C.I.R. branches in Catania, Caserta, Salerno, Bologna, Milano, Bergamo, Verona and Gorizia.

SUPPORT FOR MINORS

– **Terre des Hommes Via M. M. Boiardo 6, Milano** phone 02 28970418 email: info@tdhitaly.org

– **Save the Children Via Volturmo, 58 Roma** phone 064807001 email: info.italia@savethechildren.org

OTHER ORGANISATIONS/ASSOCIATIONS THAT PROVIDE SERVICES

– **ARCI: toll free number 800905570 - Via dei Monti di Pietralata, 16 - 00157 Roma** (information, support and advice);

– **Caritas: Via delle Zoccolette, 19 - 00183 Roma** phone 066861554 – 066875228 (first reception, information, other reception services);

– **Centro Astalli – Servizio dei Gesuiti per i rifugiati in Italia Via degli Astalli, 14, 00186 Roma** phone 066781246 / 0667700306 (information, legal aid for asylum application, health care, etc.);

PLACES WHERE YOU CAN EAT AND SLEEP FOR FREE

Consider that some cafeterias and especially some dorms may be full, so if you do not find space in any of the places below, ask them to help you find another place. Remember that in some of these places you could be asked to show a document

SOUTH ITALY

CATANIA

where to eat

– **Help Centre Caritas Piazza Giovanni XXIII (opposite the train station),** phone

095530126;

- **Cavalieri della Mercede Via di Sangiuliano 58**, phone 095532753;
- **Centro Astalli Via Tezzano 71**, phone 095535064.

NAPOLI

where to eat

- **Caritas, Binario della solidarietà, Via Taddeo da Sessa 93**, phone 0815539275;
- **Centro Prima Accoglienza, Basilica del Carmine Maggiore**, phone 0815635785;
- **Mensa S. Chiara e S. Francesco, Piazza del Gesù 13 (Montesanto) 201**;
- **San Vincenzo De Paoli, Piazza E. Di Nicola 65**, phone 081450690.

where to sleep

- **Centro di Prima Accoglienza Comune di Napoli, Via de Blasis 10**, phone 0817956987;
- **Centro d'accoglienza Home Sun, Vico Santa Maria Vertecoeli 62 (P. Cavour)**, phone 0815571332;
- **Centro Astalli Sud, Via Mazzini 7, Grumo Nevano (NA)** phone 0815054921.

CENTRAL ITALY

ROMA

where to eat

- **Caritas 'Giovanni Paolo II', Via delle Sette Sale 30**, (soup kitchen during the day) phone 0688815230;
- **Caritas 'Don Luigi Di Liegro' (Mensa serale), Via Casilina 144**, (dinner) phone 0688815200;
- **Comunita' S. Egidio, Via Dandolo 10**, phone 065895478;
- **Centro Astalli Mensa, Via degli Astalli 14/a**, phone 0669700306

where to sleep

- **Centro di Accoglienza 'Ferrhotel', Via del Mandrione 291**, phone 0676910326;
- **Casa di Accoglienza 'Villino La Palma', Via Paolo Martinez 8**, phone 0688815350;
- **Ostello Stazione Termini 'Don Luigi Di Liegro', Via Casilina 144**, phone 0688815200;
- **Centro di Accoglienza Santa Giacinta, Via Casilina Vecchia 15**, phone 0688815220.

NORTH ITALY

MILANO

where to eat

- **Osf Opera San Francesco Per I Poveri, Viale Piave 2**, phone 0277122400;
- **Caritas Ambrosiana, Via S. Bernardino 4**, phone 02760371;
- **Refettorio Ambrosiano, Piazza Greco 11.**

where to sleep

- **Comune di Milano, Centro Aiuto Stazione Centrale** (from November 15 to March 31), phone 02-88447649; for Cold Weather Emergencies go to Via Ferrante Aporti 3;
- **Comune di Milano, Viale Ortles 6** (all year long) phone 0288445238 / 0288445239;
- **Caritas Ambrosiana Accoglienza per uomini, Via Sammartini 114**;
- **Casa dell'accoglienza, Via Zurigo 65** (for women and mothers with children) phone 024157866;

- **Fondazione Casa della Carità Angelo Abriani Onlus, Via Brambilla 8/10** phone 02259351201;

BOLOGNA

where to eat

- **Mensa dell'Antoniano, Via Guinizelli 3**, phone 0513940226;
- **Caritas, Mensa della Fraternità Centro San Petronio, Via S.Caterina 8**, phone 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 22/2**.

VENICE-MESTRE

where to eat

- **Convento cappuccini Chiesa Redentore, Giudecca 194, Venice**;
- **Convento Cappuccini, Via Andrea Costa 7, Mestre**;
- **Miani, Via Altobello 4, Mestre**.

where to sleep

- **Dormitorio maschile Papa Francesco, Via Mameli 37/m, Marghera**, phone 041922167
- **Dormitorio maschile Betlemme, Castello 2129, Venice**, phone 0415289888
- **Dormitorio femminile Betania, Cannaregio 2601/a, Venice**, phone 041720480

TREVISO

where to eat and to sleep

- **Caritas, Via Venier 50**, phone 0422 545316;
- **Dormitorio e mensa Comune di Treviso, Via Risorgimento 9**, phone 0422658302/03 0422545316

where to sleep

- **Caminantes (Cso Django), Via Monterumici 11**, (from November to March) phone 3661393298

GENOVA

where to eat

- **Convento Padre Santo, Piazza Cappuccini**, phone 0108392307;
- **Comunità di Sant'Egidio Centro Genti di Pace, Via Vallechiara 29**, phone 0102468712;
- **Auxilium-Mensa Il Chicco di grano Sal. Nuova, N.S. del Monte 2, (S.Fruttuoso)** phone 010515609.

where to sleep

- **Auxilium, Centro di accoglienza, Via Gagliardo 2, (S.Teodoro)**, phone 0102463555;
- **Massoero c/o Villa S.Teodoro V. Dino, Col 13**, phone 010255972;
- **Associazione San Marcellino, Via al Ponte Calvi 2/4**, phone 0102470229 email: segreteria@sanmarcellino.it.

VENTIMIGLIA

where to eat and to sleep

- **Caritas, Centro Ascolto Intemelia, Via San Secondo 20**, phone 0184355058.

TRIESTE

where to eat

- **Caritas, Via dell'Istria 73**, phone 040361005 (lunch 11:30 – 12:30 am, dinner 6:00 – 7:00 pm);

where to sleep

- **Comunità di S.Martino al Campo, Via Udine 19**, (the office is opposite the Central Station, Piazza della Libertà 8, and is open every day from 6:00 am – 8:00 pm).

UDINE

where to eat

- **Caritas, Via Ronchi 2**, phone 0432414502 (lunch 11.00-12.00 am, dinner: 06:00 - 08:00 pm);
- **Centro solidarietà Giovani, Viale Ledra 4**, from Mon to Fri (meals, free showers, washing clothes).

TRENTO

where to eat and to sleep

- **Cooperativa Punto d'incontro, Via Del Travai 1**, phone 0461984237.

TURIN

where to eat and to sleep

- **Sermig, Arsenale della Pace, Piazza Borgo Dora 61**, phone 0114368566, www.sermig.org ;(for women the address is Lungo Dora Agrigento 61).

- **Asili notturni Umberto I, Via Ormea 119**, phone 0115660804, 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.**

CHAPTER 7 TRAVELLING AROUND ITALY AND TO ANOTHER EUROPEAN COUNTRY

IN ITALY

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, more expensive

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 or call the number 892021.

Here you can find some information about the connections between the main Italian cities:

DEPARTURE CITY	ARRIVAL CITY	NUMBER OF DAILY TRAINS	PRICE
CATANIA	ROMA	4 daily trains	1 9 0 from 39 to 69
CATANIA	MILANO	1 daily train	1 0 from 69 to 110
ROMA	MILANO	4 daily trains	1 4 from 19 to 51

ROMA	BOLOGNA	4 daily trains (same departure times as trains from Rome to Milan)		from 19 to 37,5
ROMA	FIRENZE			
ROMA	VENICE	3 daily trains	1	from 29 to 54
UDINE	MILANO	2 daily trains	9	from 29 to 51
UDINE	VENICE	Every hour from 4:31 to 22:07		11,65
TRIESTE	MILANO	3 daily trains	1	from 29 to 53,5
TRIESTE	VENICE	Every hour from 5:15 to 22:06	0	from 12 to 18
MILANO	GENOVA	Every hour from 6:10 to 21:10		from 9 to 20,5
MILANO	VERONA	Every hour from 6:25 to 22:25		from 12 to 21
VERONA	MILANO	Every hour from 5:40 to 21:40		from 12 to 21
VENICE	MILANO	Every hour from 5:52 to 20:02		from 19 to 37,5

BUSES FROM AND TO THE MAIN ITALIAN CITIES

For schedules and exact prices, contact the following companies:

- **BALTOUR/EUROLINES:** www.baltour.it - phone 0039 (0)861 1991900

email: info@baltour.it (*ticket office in Rome at Largo Guido Mazzoni - Biglietteria B*)

- **SALEMI** (Sicily): www.autoservizisalemi.it - phone 0039 (0)923-9811020

- **SAIS AUTOLINEE** (Sicily): www.saisautolinee.it toll-free number 800211020 -

from mobile phone 199244141

General information about the main connections between Catania, Rome and Milan

CATANIA	ROME	3 buses a day	40 - 43 euros	SAIS AUTOLINEE AND SALEMI
CATANIA	MILAN	3 buses a day	69 - 78 euros	BALTOUR/SALEMI
ROME	MILAN	4 buses a day	19 - 48 euros	BALTOUR

GOING TO ANOTHER EUROPEAN COUNTRY

BY TRAIN

GENERAL RECOMMENDATION FOR TRAIN JOURNEYS TO THE BORDERS

- In the main 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;
- The smaller stations are usually served by the same trains as the main stations;
- 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 the destination;
- In every border railway station there is a border police station, which checks the

documents and monitors the route.

SWITZERLAND



Trains to Switzerland (the first city in Switzerland is Chiasso) leave from Milan Central Station..
From Milan Central to Lugano and Zurich (Switzerland) there are 8 trains a day from 8:25 until 20:25
(from 19 euros). From Milan Central to Bern and Basel there are 3 trains a day (from 29 euros)

For schedules and exact prices contact:

- **Trenitalia:** www.trenitalia.it- phone 892021
- **Trenord** www.trenord.it – phone 0039 (0)2-72494949
- **FFS (Swiss railways):** www.ffs.ch - phone 0900300300

AUSTRIA AND GERMANY



From Verona (Porta Nuova) there are 6 trains to Austria (Innsbruck) and Germany daily (price from 39 euros). There are also some night trains:

Milan Central - Verona - Trento - Bolzano - Innsbruck (Austria) – Vienna - Munich (Germany) (prices from 59 euros)

Roma Termini - Florence - Bologna - Verona - Trento - Bolzano - Innsbruck (Austria) - Munich (Germany) (prices from 59 euros)

Roma Termini - Florence - Bologna - Venice - Tarvisio - Klagenfurt (Austria) - Villach (Austria) - Vienna (Austria) - Munich (Germany) (prices from 95 euros)

From the Venice-Mestre train station there are trains to Vienna (Austria) and to Innsbruck (Austria) - Munich (Germany) (prices from 95 euros)

For schedules and exact prices contact:

- **Trenitalia:** www.trenitalia.it- phone 892021

- **OBB (Austria railways):** www.obb-italia.com - phone +43 (0)5 1717 (English/German), +39 02 3041 5023 (Italian)

FRANCE



From Turin (Lingotto station): train to Turin-Cuneo and then Cuneo-Ventimiglia to the French stations of Vievola-Tende- La Brigue- ST Dalmas de Tende - Fontan Saorge-Bresil sur Roya.
 From Genoa (Piazza Principe station): trains R, IC, EC to Ventimiglia; trains EC 'Thello' to Nice and Marseille (France);
 From Genoa (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 Nice ville, Cannes and Grasse.
 'Thello' trains from Milan Central to Nice and Marseille via Turin, Genoa and Ventimiglia (prices from 30 euros) and from Venice-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- phone 892021
- **SNCF (French railways):** www.sncf.com - phone 0039 (0)2 40326435

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.itwww.baltour.it phone 0039 (0)861 1991900 - email: info@baltour.it (ticket office in Rome at Largo Guido Mazzoni - Biglietteria B)

CHAPTER 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 THE INTERIOR (MINISTERO DELL'INTERNO): is the central administration of the state which is competent on issues of immigration and asylum.

PREFECTURE (PREFETTURA): is the decentralised administrative body of the Ministry of the Interior on the territory of the province, which serves as the Government's territorial Office.

POLICE HEADQUARTERS (QUESTURA): is the administrative body that manages and organises the activities of the police in each province. Within each police station, there is an aliens' department that deals with the paperwork of immigrants and asylum seekers.

TERRITORIAL COMMISSIONS (COMMISSIONE TERRITORIALE) FOR THE RECOGNITION OF INTERNATIONAL PROTECTION : have the task of examining the applications for recognition of international protection status.

RESIDENCE PERMIT (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, unmarried and staying in a member state of the EU, unaccompanied by a responsible adult who is older than eighteen years..

RELATIVE (FAMILIARE): your husband/wife or your partner (the 'partner' status is not recognised in every country); your children who are unmarried and dependent on you. If you are a minor and unmarried, 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 cardboard with a photo that is given to the person who has gone to the police station to file an application for asylum and to have his/her fingerprints taken. In this document successive appointments with the police are listed.

EURODAC: Database that can be accessed by the authorities of all EU member 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 application procedure, during which, at the police station, the form 'C3' is filled out, the applicant answering written questions concerning him/herself, his/her family and the journey that brought him/her to Italy.

SCHENGEN AREA (SPAZIO SCHENGEN): free circulation area that includes a group of 26 European countries, including 22 of the 28 EU Member States, with the exception of Great Britain and Ireland (opt-out) and Cyprus, Croatia, Bulgaria and Romania (which will join the Schengen Area shortly). In addition four associated states, which are not members of the EU: Iceland, Liechtenstein Norway and Switzerland.

ITALIAN-ENGLISH DICTIONARY AND PHRASE BOOK

Introducing yourself			
Ciao/Salve	Hello	Buongiorno	Good morning
Buonasera	Good evening	Arrivederci	Good bye
Scusa	Excuse me	Per favore	Please
Grazie	Thank you	Prego	You are welcome
Il mio nome è...	My name is ...	Il mio cognome è...	My last name is...
Ho anni	I am old	Vengo da...	I'm from...
Family			
Fratello	Brother	Sorella	Sister
Padre	Father	Madre	Mother
Figlio	Son	Figlia	Daughter
Marito	Husband	Moglie	Wife
Nonno	Grandfather	Nonna	Grandmother
Zio	Uncle	Zia	Aunt
Cugino	Cousin (male)	Cugina	Cousin (female)
Mio/a... vive a ...	My ... lives in ...	voglio chiamare mio/a..	I would like to call my ...
Asking for and giving information			
Dove mi trovo?	Where am I?	C'è un traduttore?	Is there a translator?
C'è un avvocato?	Is there a lawyer?	Non capisco	I don't understand
Puoi scrivermelo?	Can you write it down for me?	Parli ?	Do you speak ... ?
Non parlo italiano	I don't speak Italian	Ho bisogno di ...	I need to ...
Quanto tempo starò in questo posto?	For how long I will stay in this place?	Voglio la traduzione di questo documento	I would like to see the translation of this document
Non lo so	I don't know	Non ho soldi	I have no money
Dove posso mangiare?	Where can I eat?	Dove posso dormire?	Where may I sleep?
Avete acqua?	Do you have water?	Dov'è il bagno?	Where's the bathroom?
Dov'è la stazione dei treni?	Where is the train station?	Dov'è la stazione degli autobus?	Where is the bus station?
Dove posso comprare il biglietto?	Where can I buy the ticket?	Quanto costa il biglietto?	How much is the ticket?
Dove posso fare una doccia?	Where can I take a shower?	Dove posso chiedere aiuto e informazioni?	Where can I get help and information?
Posso fare una telefonata?	Can I make a phone-call?	Dove posso comprare una scheda telefonica?	Where can I buy a phone card?
Health			
Ho bisogno di un medico	I need a doctor	Devo andare in ospedale	I have to go to the hospital
Ho bisogno di una medicina	I need a medicine	Sono ferito	I'm hurt
Mi fa male qui	I feel pain here	Il dolore è forte	The pain is bad

Sono malato	I am ill	Ho la febbre	I have a fever
Sono allergico a...	I am allergic to ...	Mi gira la testa	My head is spinning
Sono stato picchiato	I was beaten	Ho mal di testa	I have a headache
Ho mal di gola	I have sore throat	Non respiro bene	I have problems breathing
Ho problemi alla pelle	I have skin problems	Ho mal di denti	I have toothache
Soffro di asma	I am asthmatic	Soffro di bronchite	I suffer from bronchitis
Potrei essere incinta	I may be pregnant	Ho perdite di sangue	I have heavy bleeding
Ho subito violenza sessuale	I am a victim of sexual violence	Ho la tubercolosi	I have tuberculosis
Ho la malaria	I have malaria	Ho la scabbia	I have scabies
Clothes and other things			
Scarpe	Shoes	Maglione	Sweater
Maglietta	T-shirt	Pantaloni	Pants
Calze	Socks	Mutande	Underwear
Giubbotto	Vest	Cappello	Hat
Guanti	Gloves	Sciarpa	Scarf
Letto	Bed	Sacco a pelo	Sleeping bag
Coperte	Blankets	Cuscino	Pillow
Cellulare	Cell phone	Batteria	Battery
Computer	Computer	Connessione internet	Internet connection
Torcia	Torch	Sapone	Soap
Spazzolino	Toothbrush	Dentifricio	Toothpaste
Directions, places and transportation			
stanco	tired	scomodo	uncomfortable
lontano	Far away	vicino	near
grande	large	piccolo	small
economico	cheap	costoso	expensive
sporco	dirty	pulito	clean
caldo	hot	freddo	cold
nuovo	new	vecchio	old
Directions, places and transportation			
Nord	North	Sud	South
Ovest	West	Est	Est
Sinistra	Left	Destra	Right
Dentro	Inside	Fuori	Outside
Avanti	Forward	Indietro	Back
Ospedale	Hospital	Ufficio Postale	Post Office
Questura	Police Headquarters	Prefettura	Prefecture
Porto	Port	Aeroporto	Airport
Autobus	Bus	Treno	Train
Nave	Ship	Taxi	Taxi

Documents and political asylum

Ho un documento	I have a document	Non ho un documento	I don't have a document
Ho perso il mio documento	I lost my document	Mi hanno rubato il mio documento	They stole my document
passaporto	passport	Permesso di soggiorno	Residence permit
Attestato/certificato	Attestation/certificate	avvocato	Lawyer
Richiesta d'asilo	Asylum application	Ricorso/appello	Petition/appeal
Voglio chiedere asilo politico	I want to claim political asylum	Non voglio contattare la mia ambasciata	I don't want to contact my Embassy
espulsione	expulsion	arresto	arrest
persecuzione	persecution	violenze	violence
guerra	war	crimini	crimes
minacce	threats	torture	torture
Arruolamento forzato	Forced recruitment	Conflitti tribali/etnici	Tribal/ethnic conflicts
Gruppi militari	Military groups	Polizia di frontiera	Border police
Diritti umani	Human rights	leggi	laws
Vità	Life	Libertà	Liberty
Non posso tornare al mio Paese	I cannot go back to my country	Nel Paese da cui provengo sono in pericolo	In the country I come from I would be in danger
Sono stato/a vittima di discriminazioni...	I have been a victim of discrimination ...	Perchè sono di un gruppo etnico e sociale	Because I belong to an ethnic group
Per il colore della pelle	Because of my skin colour	Per la mia religione	Because of my religion
Per le mie opinioni politiche	Because of my political views	Per il mio orientamento sessuale	Because of my sexual orientation

FACT SHEET n.1
LATEST NEWS IN ITALY AND EUROPE FROM THE END OF 2015

Hotspots

The opening of hotspots assures that the European Asylum Office (EASO), Frontex and Europol give their support to the Member States to speed up the identification, registration and fingerprinting practices of migrants. The main result will be the separation between migrants who will be given the right to ask for international protection (political asylum) and those that will be regarded as ‘economic migrants’ and may receive an expulsion order before they can exercise this right. According to the agreements between the European Union and the Italian Government, those ‘economic migrants’ will probably have to stay within the hotspot for a few days before receiving a *‘respingimento differito’* (an expulsion order notifying the migrant that he must leave the country within 7 days). Any migrant who is arrested in the Italian territory with this document will risk ending up in a CIE (identification and expulsion centre).

The plan is to concentrate the arriving migrants in some ports, especially in Sicily, where all procedures will be carried out: health screening, pre-identification, registering, fingerprinting and the making of a photo. A hotspot has already been opened in Lampedusa and a further three will follow in Pozzallo, Porto Empedocle and Trapani, which will be added to those in Augusta and Taranto. After medical screening every person will be interviewed by immigration officials who will fill out a *‘foglio notizie’*, with biographical data, basic information and information on the applicant’s wish to apply for international protection. Based on these procedures, people will have their photo taken. Then they will be identified either as CAT2 (illegal entry), or as persons eligible for relocation (CAT1: asylum-seekers), or who express their wish to apply for international protection and will formalise this intention by completing form ‘C3’, in facilities for asylum seekers (regional hubs), to where they will be transferred after registration. Those belonging to CAT1 are eligible for relocation to other EU countries. With the help of EASO officials they will have to complete the special form ‘C3’ in English. Those considered as CAT2 will be transferred, by buses or planes, to centres of identification and expulsion (CIEs).

Relocations

Those countries of origin for which relocations (i.e. being sent from Italy to another EU country which is not directly chosen by the applicant) are allowed, are currently only Syria, Iraq, Eritrea and the Democratic Republic of Congo. Those relocations are still very few (until December 2015 only 129 asylum seekers were relocated from Italy).

Those who are not from these four countries and choose to apply for international protection in Italy, are likely to be transferred from the ‘hotspots’ to **regional hubs** (at the moment only those of Genoa and Bologna are active, but soon there should be a hub for each Italian region). Those who refuse the identification and photo taking procedures are likely to be detained within a CIE (see FACT SHEET n.4).

Forced returns and bilateral agreements

In 2015 almost 4000 migrants, deemed not to be entitled to political asylum or to receive humanitarian protection, were deported to their countries of origin. These deportations often violate migrants’ rights, both in terms of how they are carried out and the risks that the returnees will face in their countries of origin.

European governments, including Italy, have already entered into or will enter into bilateral agreements with some countries of origin of migrants (such as Egypt, Tunisia, Morocco, Nigeria and soon probably Gambia, Ivory Coast, Ghana, Senegal, Bangladesh, Pakistan and maybe others). All these countries – along with others – are or will be regarded as ‘safe countries’ and then migrants from these countries will most likely be denied the possibility of seeking political asylum in Italy and Europe.

Last update: December 15th, 2015

FACT SHEET n.2
HOW TO PREPARE YOUR STORY AND YOUR INTERVIEW/HEARING
AT THE TERRITORIAL COMMISSION

When applying for international protection (political asylum), you have to prepare your story (*memoria*) which you must then present to the Territorial Commission that will examine your application. Always remember that you can get help from the social worker of the reception centre and from your lawyer. They will help you both in preparing your story (*memoria*) and in preparing your hearing before the Commission.

Below we give you **some tips on 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 are your parents, 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. You have to give an explanation of these problems, even if they stem from something bad you have done in your home country (an incident that has caused the death of somebody, culpable homicide, voluntary manslaughter, because they belonged to a sect, or party ...).

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; 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.

IMPORTANT!

From the moment you apply for international protection (political asylum) you must keep all documents, letters, reports, certificates that can prove what you say and show that - based on your membership of a group, ethnicity, religion, sexual orientation etc. - your life and your freedom are in danger. If you can, let a friend or family member, who is still in your country of origin, send an original letter, saying that you cannot return to your country because you are in danger. They should attach to it a document made out in your name . Explain also the reasons for this danger (you may use email and facebook as sources of evidence). Other documents can be drawn up in Italy: photographs of signs of torture or injury, medical certificates, medical reports stating that scars and injuries are directly related to the story you told. If you are religious you can obtain an attestation by a priest if you are a Christian or by an imam if you are a Muslim.

REMEMBER: it is important that you give the precise names of places in your town/village (names of squares, churches, mosques, mountains, rivers, highways). If you are a member of a political party or group, mention the names of the leaders, the colours of the coat of arms, etc. If you are being persecuted because you are homosexual, mention when and how you found out and if there is an association that helps you in your country. If you are persecuted because of your religion, mention the name of an imam, bishop or religious leader. When you talk about specific events (such as massacres, conflicts, arrests, etc ...), remember to give exact dates and locations.

Last update: December 15th, 2015

FACT SHEET n. 3

THE NEW LAW ON INTERNATIONAL PROTECTION

(Legislative decree 142/2015 which implements the directive 2013/33/UE and 2013/32/UE)

What is new in the latest laws concerning the arrival and reception of asylum seekers:

- Welcoming measures apply to applicants for international protection in Italy, including at the borders, in transit zones and territorial waters, from the moment of the applicant's expressing the wish (*manifestazione della volontà*) to apply for protection (and not from the moment of the formalisation of the application by completing form 'C3');
- The applicant for international protection is entitled to the issue of a residence permit for a period of six months, which is renewable, and after two months (but no longer after six months) he/she has the option of to working in Italy;
- To submit an application for international protection, it is no longer necessary to submit documents concerning the domicile;
- The applicant for international protection cannot be detained for the sole purpose of examining his/her asylum application;
- An applicant for international protection may only enter into a reception centre, if he initially needs assistance and if it is necessary to determine his/her legal position. This means that if these two conditions are not given, an applicant for international protection shall be entitled to access the second level reception directly, where, in addition to room and board, services aimed at integration into society (legal guidance, job placement, counselling, health and social care, etc) are provided;
- The applicant for international protection is entitled to stay within the SPRAR system (*Sistema di Protezione per Richiedenti Asilo e Rifugiati* = Protection System for Asylum Seekers and Refugees) for the duration of the procedure and, in the event of an appeal, until the end of the appeal;
- The reception can also be in private homes;
- Vulnerable people (minors, unaccompanied minors, disabled people, pregnant women, single parents, victims of trafficking, the seriously ill or those who suffer from mental disorders, victims of torture or serious violence) are entitled to special services within the reception system.

What is new in the standards of procedures:

- The applicant for international protection must be heard by the Territorial Commission which is competent for the reception centre where he resides;
- the application for international protection may be submitted by the parent of a child, even if the parent is not the applicant; for unaccompanied foreign minors, the child's guardian may submit the application;
- The applicant for international protection is entitled to receive information about the asylum procedure even at border crossing points;
- The Territorial Commission may decide to omit the hearing, if the applicant is from one of the countries mentioned by the Commission (listed in Fact Sheet 1) and has enough reasons to award subsidiary protection. Once informed, the applicant has three days to decide whether or not he wants nevertheless to appear before the Commission;
- The Commission has 6 months to make a decision (and 9 in the event of a mass influx).
- The Commission may examine priority applications submitted by minors or vulnerable people. There is also an accelerated procedure for clearly invalid applications.
- Last update: December 15th, 2015

FACT SHEET n. 4
THE CIEs (IDENTIFICATION AND EXPULSION CENTRES)

→ **Why did you receive an expulsion order (*foglio di via*)?**

You will receive the expulsion order (*foglio di via*) in one of these cases:

- You entered Italy without passing by a border crossing point;
 - You entered Italy regularly, but did not apply for international protection;
 - You have been refused a residence permit, or the permit was revoked and you **have stayed/been detained** in Italy for more than 15 days;
 - Your residence permit expired more than 60 days ago and you have no good reason for not having renewed it;
 - You have been convicted of a crime, or if you are suspected of having committed serious crimes.
- The expulsion is executed by accompanying you to the border, or repatriating you to your country of origin.

IMPORTANT!

- If you cannot be detained, you are handed an expulsion order '*foglio di via*' telling you to leave Italy within 5 days.
- Minors, holders of a EU residence permit for long-term residents, spouses or cohabiting relatives (grandparents/ grandchildren, siblings) of Italian citizens, pregnant women, or women who are in the first 6 months after birth, cannot be expelled.
- If you received an expulsion order, you have the right to appeal within 60 days. If the expulsion order is not executable (e.g. if you do not have identity documents, or must acquire travel documents), you can be detained in a Centre for identification and expulsion (CIE).

→ **What are the CIEs? Why are you in a CIE?**

The CIEs are detention centres where citizens from outside the European Union are detained, who do not have a regular residence permit and are waiting to be expelled. In general, those who are detained in a CIE have not committed any crime which could justify their detention. Currently there are five CIEs, located in Rome, Caltanissetta, Bari, Turin and Trapani, but it is likely that others will be opened as required by decisions taken at European and national level (read Fact sheet No 1 for more information on new legislation ; be sure to contact the associations listed in Chapter 6 for information and help).

By law (*decreto legge 142/2015*), if you are an asylum seeker you can be detained if one of the following situations occurs:

- you have committed serious crimes;
- you are considered a danger to public order or State security;
- there is an escape risk (e.g. in the past you gave false information to avoid an expulsion order);

In all these cases, detention in a CIE is allowed only, when alternative coercive measures cannot be applied.

→ **What is administrative detention?**

The term 'administrative detention' refers to the practice, enforced by Italian legislation, to limit the freedom of foreigners who do not have a residence permit, by detaining them in a special facility, with the purpose of identifying and expelling them. The detention is called administrative, because it is not a punishment for committing a crime, it does not involve a trial and does not require a judge's ruling. It is a regime of deprivation of an individual's liberties for having violated an administrative rule, such as not having a residence permit.

→ **How long can I be detained in a CIE?**

The maximum period of detention within a CIE should be 90 days. If you have already been detained in a prison for 90 days, the maximum period of detention in a CIE is 30 days. In reality, however, the period of detention may be extended for much longer.

Last update: December 15th, 2015

FACT SHEET N.5
INFORMATION CONCERNING THE ITALIAN HEALTH CARE SYSTEM

The Italian Constitution protects health as a fundamental right of the individual. It is a right that should be guaranteed to ALL, even to those who are not in possession of a regular residence permit. In Italy EVERYBODY has the right to health care in the public and private structures of the national health system (S.S.N.)

If you do not have a residence permit, you can ask for the STP card (*Straniero Temporaneamente Presente = foreign person who lives temporarily in Italy*). This card gives you access to outpatient and emergency hospital care, even on an ongoing basis, as well as access to preventive medicine and pharmaceutical care. Health care can be free of charge for some medical examinations, as it is for Italian citizens, e.g. examinations during pregnancy, access to women clinics and mental health centres, examinations made by the Department of Prevention (vaccines, HIV tests and prevention, health screening) and examinations for children under the age of 6 and people over the age of 65.

You can obtain the STP card at any health centre in every city (emergency rooms, outpatients' clinics, child health centres, etc.); you only have to mention your particulars without showing any identification.

The card has a duration of 6 months, renewable for another 6 months and is valid throughout Italy.

If you have the 'permit of stay as an asylum seeker', or as a holder of international, subsidiary or humanitarian protection, you can subscribe to the S.S.N. (National Health System) at the health centres of the city where you live. The registration is valid for the duration of your residence permit and can be renewed after the renewal of your residence permit. The S.S.N. membership gives you the same rights granted to Italian citizens (general practitioner, free hospitalisation, pharmaceutical care, outpatient and specialist medical examinations, vaccinations, blood tests, etc...).

IMPORTANT! If you have not asked for the STP card but you need urgent medical care, you have the right to go to an emergency room and receive the necessary treatment.

IMPORTANT!

– For medical personnel it is forbidden to make any report to the police. Nobody working inside the health centres can make a complaint against you (according to art. 35 comma 5, D.Leg 286/1998);

– To subscribe to the S.N.N. you must carry proof of your place of residence, or a statement of the reception centre where you are accommodated;

– The cost of medical visits starts at 15 euros and can be up to 100 euros. If you do not work or you have an income of less than 8000 euros per year, you can apply for exemption for the cost of any medical examination, or medicines in pharmacies. Exemptions are granted differently according to the region where you are living;

– **IMPORTANT!** To subscribe to the S.N.N. you need to have the fiscal code (*codice fiscale*), issued by a public agency called 'Agenzia delle Entrate' which is present in every Italian town. The 'codice fiscale' is a code of sixteen characters, numbers and letters, which codify your particulars (name, surname, date and place of birth) and serves to uniquely identify the citizen/foreigner residing in Italy for tax and administrative purposes.

– Last update: December 15th, 2015

FACT SHEET n. 6
THE RIGHTS OF MINORS AND VULNERABLE PEOPLE

Foreign minors cannot be expelled and the police must inform the authorities and the competent Court for minors as soon as possible of their presence.

With the new decree-law 142, which entered into force on September 30, 2015, minors are entitled to special services within the reception system.

If you are a minor and you are alone in Italy:

- you have the right to be housed in facilities appropriate to your age;
- you cannot be expelled;
- you have the right to be housed with your parents, unmarried siblings, or an adult who is legally responsible;
- you are entitled to have a guardian who will help you while you are in Italy (in particular with the procedure to apply for international protection);
- you have the right to search for your family. All the information you need to find them, will remain confidential. Be aware that according to Dublin Regulation III, you are entitled to be reunited with any family member or relative in another European country.
- you have the right to attend the courses of public schools;
- to verify your age you can be subjected to the ‘examination of the wrist’ only if you give your consent. If you refuse, you do not lose the right to submit an application for international protection and to remain within the facility where you are staying.

You are entitled to special help if you are a minor, an unaccompanied minor, a disabled person, a senior, a pregnant woman, a single parent with a minor, a victim of trafficking or torture, or a person with a serious illness or mental disorder.

- Pregnant women and those who have given birth less than six months ago cannot be expelled and are entitled to a residence permit;
- For victims of trafficking there is a specific procedure for reception and protection in specialised facilities;
- Patients with a physical or psychological condition are entitled to a special reception system providing specific help;
- Torture victims are entitled to support and appropriate medical and psychological care.
- Last update: December 15th, 2015

FACT SHEET n.7
ASSISTED VOLUNTARY RETURN

If you are in Italy and would like to return to your home country, you must know that the Italian Government has initiated a series of assisted repatriation plans through the International Organisation for Migration (IOM). As these programmes are already effective, it is necessary for you to declare your desire to go back to your home country. You can call the toll-free number 800 722071 for more information about the programme.

The programmes can provide concrete help in arranging the trip, paying the costs, in obtaining the necessary documents and in giving you any support for your social and economic reintegration in your home country.

IMPORTANT! You cannot obtain an assisted voluntary return if you have been issued an expulsion order .

IMPORTANT! If you decide to join the programme, you will lose your status and your residence permit in Italy.

Last update: December 15th, 2015

FACT SHEET n. 8
THE RIGHT OF RESIDENCE

The Italian Constitution (article 16) protects the freedom of movement and residence anywhere in the country.

All foreigners holding a residence permit (applicants for international protection, subsidiary protection and humanitarian protection) are entitled to be registered in the Register of Births, Deaths and Marriages of the city where they live.

With the registration you are entitled:

- to receive the social services and benefits provided by your municipality;
- to access to other social rights, including participation in tenders for the allocation of accommodation;
- to be granted citizenship after a certain period of legal residence in Italy;
- to obtain an identity card and when needed extracts/copies from the registers;
- to request a driver's licence or the conversion of a foreign driving licence.

Last update: December 15th, 2015