

# "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, of individual European States 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 your stay in reception centers Italian and European legislation and practices on 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 areas where each of us lives but, first of all, to help make you independent and able to continue on the path you have chosen or you will choose to organise yourself, to find people and groups with whom to cooperate and strive for a better future – yours, ours and of the society in which we live.**

This version of the guide was written and published in January 2016 and by the time you receive it, there might have been some changes (e.g. in the legislation or in the reception system in Italy). We will do our best to update periodically and, in any event, 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 which can help you.**

**In cases 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](mailto:w2eu_info@yahoo.com) or [w2eu@hotmail.com](mailto:w2eu@hotmail.com) or visit [www.w2eu.info](http://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 approved in International, European and Italian laws. Among these rights there are the following ones:

- you have the right not to be returned to a country where you might be subject 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 violences, 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 and free assistance;
- in reception centres you are entitled to have 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 on how to apply for asylum and details about the local area where you are staying in your native language or in a language that you understand. You also have the right to know how long you will be in the hosting facility and the possibilities of transport in the area where you live;
- 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 they are not written or read to you in a language that you understand;
- you have the right to have a written 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 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 the security forces or other people;
- you have the right of "family unity", that 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 have legal protection with "*gratuito patrocinio*" (free of charge legal support).

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

**According to Italian and European regulations, you can obtain a residence permit through an application for asylum. The asylum request can be made 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 make a **request for**

**international protection (*protezione internazionale*)** if you were a victim or if you fear that you will become a victim of violence, persecution, threats and, in general, violations of your fundamental rights in your country of origin for reasons related to ethnicity, religion, nationality, membership of a social group, or because of your political opinions; or if your country is involved in an international armed conflict or internal armed conflict or if there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment if you come back to your country of origin.

**Please bear in mind that poverty, economic problems and your willingness 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 **"residence permit for a request for international protection" lasting 6 months. With this permit, you have the right to work after 2**

**months of continuous stay in Italy.** Remember that **it is a right for everyone to apply for international protection (political asylum)** and you can do so with the "manifestazione di volontà", i.e. saying or writing (in a language you know) that **you wish to claim political asylum. When you ask 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 funding for this agency and many members of Frontex will be sent in the coming months to Italy and especially to Sicily, where there will new kind of centres called "hotspots" where many migrants will be settled. These are new centres where migrants arrived 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 (or forced to do it only after being detained or after getting the "expulsion paper" ) with the risk to be held, deported or forced to remain in Italy without a regular document. 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 in 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 with those interviews, with the goal to increase 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, 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) might ask you some trick questions to qualify you as an "economic migrant" rather than an "asylum seeker".** If they ask you, for example: "why did you come to Italy?" and you respond "to work" they prevent you from apply for political asylum. For several weeks, in the places where immigrants arrive, Italian and European authorities have also been using a **form which does not clearly state that applying for asylum is possible, whilst the other options are written very clearly (such as "work" and**

**"reunification with family").** First of all remember that you have the option of ask for political asylum and remember 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 your will to apply for international protection.

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

#### **1.4 Migrants coming from a "third country" (not their country of origin)**

One particular issue concerns people requesting political asylum because **they are fleeing dangerous situations in a country that is not their country of origin** (such as Libya or Tunisia) called third country" (*Paese terzo*).

You are entitled to request international protection if there are serious humanitarian reasons, i.e. if you have lived or you are arriving from a country (different from 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 in spite of both the European Union (Directive 2001/55/EC) and Italy (article 20 of the "*Testo Unico Immigrazione*") provide for the possibility of issuing a temporary residence permit for humanitarian reasons. Unfortunately, these laws are almost never enforced, so it is likely that while they examine your request for asylum, they will only evaluate the situation in your home country and not in the country where you last lived or travelled through.

#### **1.5 What to do if you are stopped by police in Italy and you would like ask 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 language). Please note that your application can NEVER be rejected by the police.

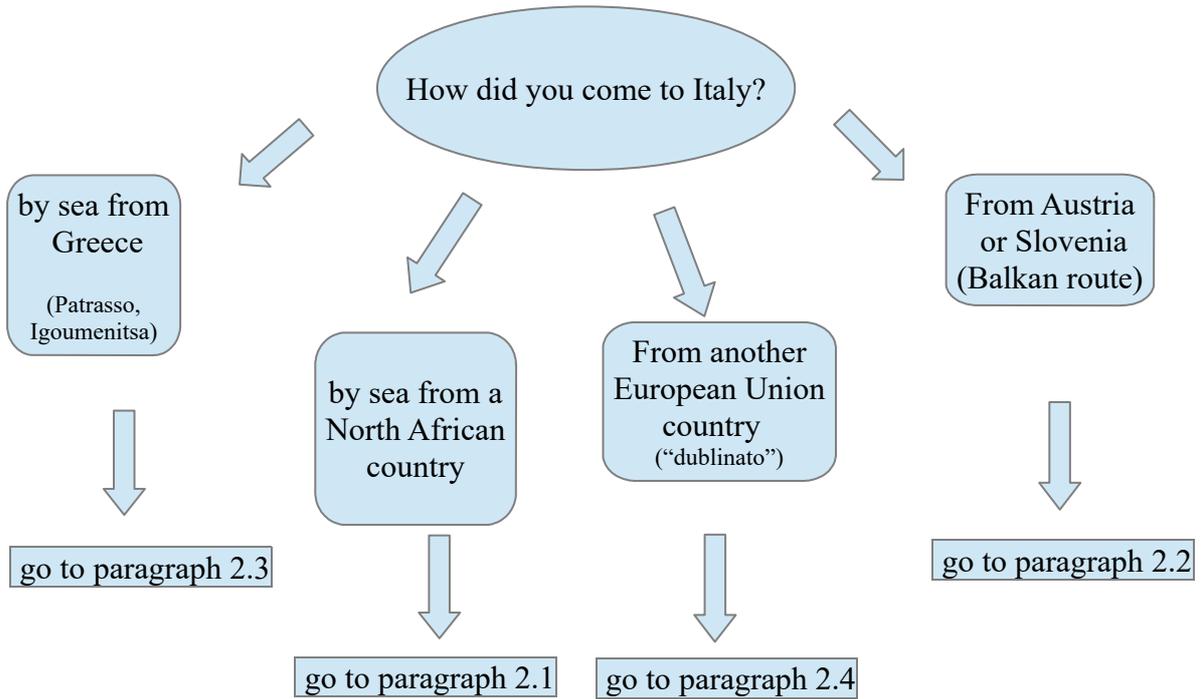
If they prevent you from filing the asylum application, write on a sheet of paper your general information, date and city where you are and, in capital letters, the words: "CHIEDO ASILO" (I ask for asylum) and your signature and then take a picture of this sheet and send it to the associations in **CHAPTER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

After this declaration you will have to ask **to contact a lawyer and a mediator** (contact associations in the city where you are now listed in **CHAPTER 6**). In any case you have the right to have a public lawyer.

**IMPORTANT! Do not respond to provocations by police.**

**IMPORTANT! When you request international protection/political asylum, you must specify the dangers that are currently 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: read in any case carefully all the CHAPTER 3**

### 2.1 YOU ARRIVED BY SEA FROM A NORTH AFRICAN COUNTRY



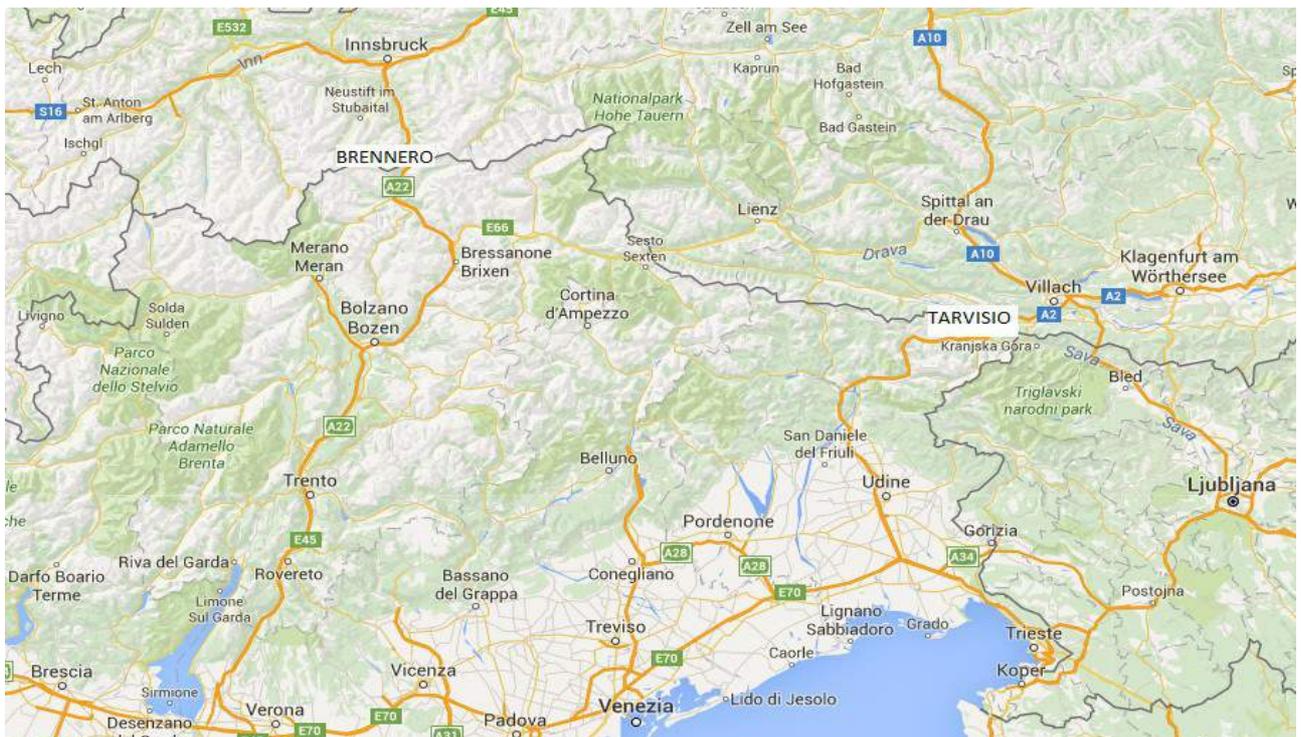
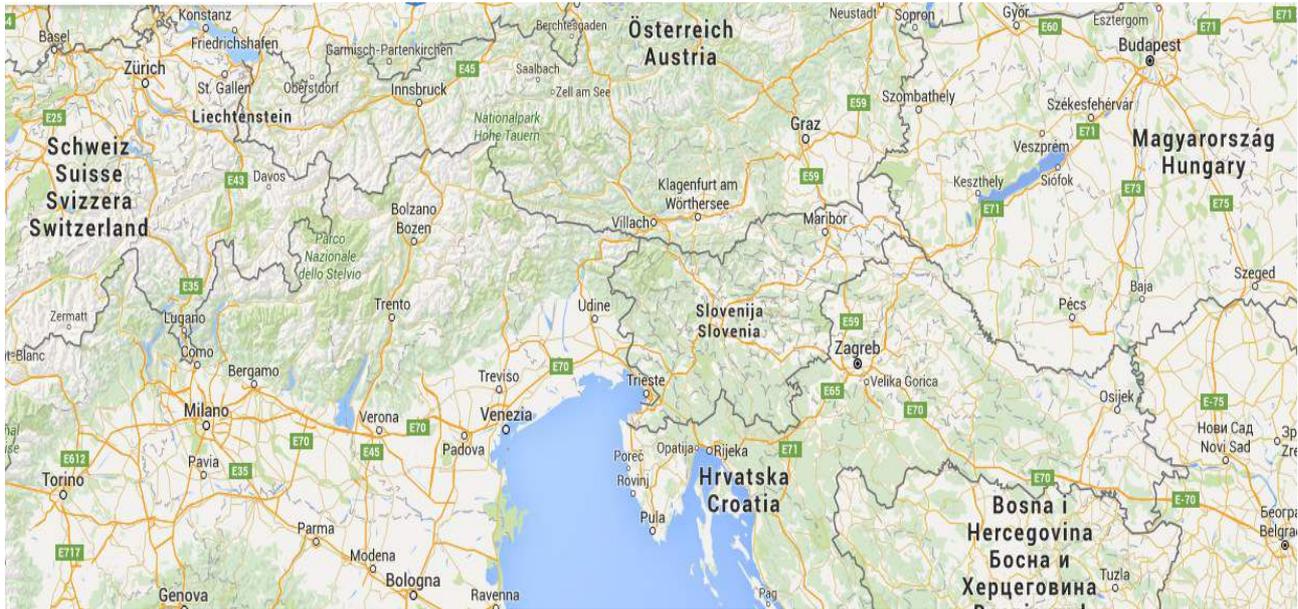


Many of the migrants arriving in Italy leave the countries of North Africa by boat and disembark in Sicily. When you arrive by sea from one of these countries you are normally taken to a reception centre or a “hotspot” (see **FACT SHEET n.1** for more information on new center called “hotspots”) in Sicily 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 where you have been assigned to.

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

IMPORTANT! With the new regulations of the European Union, approved in October and November 2015, the identifications under Dublin Regulation 3 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 receive 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, which you can find in CHAPTER 6.**

## 2.2 YOU ARRIVED FROM AUSTRIA OR SLOVENIA (Balkan route)



In the last months, it has increased the number of migrants who arrived in Italy - mainly coming from Afghanistan and Pakistan - 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, Venezia, 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 carefully **paragraph 3.1** of this guide.

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 as insecure country and therefore any refoulement to Greece is illegal. For the whole of the duration of the residence permit labelled “*DUBLINO*”, you are entitled to enter the Italian reception system but you have no right to work. **For more information about requesting international protection and on 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, Venezia 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, Venezia 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 in which you arrived was Italy, so according to the Dublin Regulation, Italy has to consider your asylum application. However, there are some exceptions, listed in **paragraph 4.3**

**IMPORTANT:** remember that you can in any case appeal, with the help of a lawyer, to 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](http://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 make 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 subject to digital fingerprinting (*impronte digitali*) and photo-signalling (*rilievi fotodattiloscopici*) in the offices 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 documentation, 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 "photo-signalling" (*fotosegnalamento*, they take 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 picture of you ("photo-signalling"), 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 might be identified with using 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 the case that the police or the members of European agencies (Frontex and Europol) guarantee and "promise" you that your fingerprints will not be recorded in the EURODAC system, but this does not prevent you from actually being recorded in the EURODAC system.

**IMPORTANT! Fingerprinting can not be demanded for 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 can never violate your fundamental human rights**, the police are therefore not allowed to force you by using violence and/or threats to take your fingerprints (*impronte digitali*) or to carry out any other identification procedure, and they cannot deprive you of your freedom for the mere purpose of identification.

A person of any nationality who is accused of committing a crime, and therefore under investigation, has to be identified, if necessary even by photo-signalling 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 for example illegal immigration crime called *reato di clandestinità*.) If the person refuses to be identified (or shows documents which are presumably false), he/she may be forced to go to the police. There, he/she can be detained for identification to take place, but only for a maximum of 12 hours. If the identification is

particularly complex, the longest detention time becomes 24 hours, but the person has the right to alert family or a cohabitant (even somebody not from the family). In any case, the police have to report any cases of preventive detention immediately to the Public Prosecutor, 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 be photo-signalled 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 without any 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 arm or hand, pushing, taking off clothing, etc.) against a person who resists passive 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 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 on her/his personal freedom must be punished, and all kinds of inhumane or degrading treatment is forbidden.

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 (*rilievi fotodattiloscopici*) 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 above described rules, 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 you are 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 “first reception centres” (*centri di prima accoglienza*). There will be soon some changes about the number and the type of these centers anyway 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 carry out photo-signalling (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 is 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 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 requesting for international protection, are sent to a reception centre for asylum seekers (CARA). Here, identification can take place and the process of requesting international protection can be initiated. According to the law. 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 (CDA and CARA) 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 CARA in Gradisca d’Isonzo (Gorizia) and Milan, previously used as CIE (see **FACT SHEET n.4**) and that therefore show typical characteristics of a detention centre.

A few weeks ago, the first “regional hubs” were opened in Agrigento and Bologna, as implemented by the new Italian and European policies (for more information read **FACT SHEET n.1**). In South Italy there are also additional reception centres, not classified and non-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 also the **centres** called **SPRAR** (Protection System for Asylum Seekers and Refugees), are “**second grade reception centres**”. These are for those who are requesting international protection or for those who have already been granted international protection. These are managed on a territorial level by the local authorities and organisations of the third sector and offer a type of reception which guarantees not only the basic needs but also activities, support and guidance throughout the territory. The problems associated with the Italian reception system mean that the second grade reception does not exclusively happen within these centres (as provided by the law), but is primarily managed by the CAS (see above) that have worse standard and services compared with SPRAR centers.

**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 euro fine. Always have with you your declaration of hospitality which was given by the reception centre where you are, this is needed to prove where you are living at the moment.

**IMPORTANT:** in any centre you are staying in, if you go away without permission you lose the right of reception, but not the right of protection and the right of asylum. If you leave your center you risk, however, not receiving any news about your meeting at the Commission for asylum or other important meetings. If this is the case, always give an address to which 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 **CIE**, 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 don't have a residence permit (*permesso di soggiorno*) and have received the “expulsion” or “rejection” decree (*decreto di espulsione/respingimento*) who, once identified, may be deported. According to the law, the duration of stay is maximum 90 days, or 12 months if the asylum application occurs after the decree of detention in the CIE. The CIEs are in: Turin, Rome, Bari, Trapani, Caltanissetta and the two CIE 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 might 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 therefore to give and to receive information. However, you might 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 might 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, and 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:** who is in charge of the reception centre must give you a daily “pocket money” (approximately 2,50 euros), either in cash or 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 CIE, 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 might be prevented from entering or leaving the building. In some reception centres you might be locked inside until the end of your identification procedure;
- **physical and/or verbal violence by the police forces or others:** various cases of physical and/or verbal violence by the police forces 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 do the identification process 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 offices of *Questura* and *Prefettura*:** delayed release of permits; lack of information and/or absence of linguistic mediators; you might 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.** In some cases - such as physical and verbal aggression - the person responsible may be a member of an **extreme right-wing political group, groups of citizens or individuals** living in the area where the reception centres are located. The municipality of the area 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 have the right to, and with this money it is possible to guarantee a respectable reception for everyone. Remember that **the management of the reception and of all aspects related to immigration is in the hands of the Prefectures** (local offices of the Ministry of Interior), making 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 also problems to the staff of the reception centres even if

they are not always helpful or informed; remember that whoever works in the reception centres must guarantee all your rights and 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 are going.

REMEMBER that if you have only been photo-signalled and have not yet filled in the “C3 form in the place where you are located, or where you have been accepted, you can apply for asylum in another Italian city.

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

Now read the **CHAPTER 7**

### 4.3 YOU WANT TO GO TO ANOTHER COUNTRY IN THE EUROPEAN UNION

Within the European Union, there is a legislation called the **Dublin Regulation**, which came into effect with the new provisions on the 1 January 2014, which lays down the rules and procedures for deciding in which country of the European Union an asylum seeker can apply for international protection.

**Read paragraph 3.1** If you are identified using the “simple” procedure, there is the possibility of leaving Italy and applying for international protection in another country of the European Union, without the risk of being sent back to Italy (although we are not able to assure you that your asylum request will be accepted by the country where you are going). 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 might be sent back to Italy.

**However, according to the “Dublin Regulation 3” there are the following exceptions:**

a) the “**clauses of discretionality**” (the “**sovereignty clause**” and the “**humanitarian clause**”) stipulate that, for specific individual situations, the application for international

protection must be evaluated not by the first country of arrival, but by the country where the asylum seeker actually wants to apply;

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

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

d) if a close relative of yours (i.e. husband, wife, father, mother, son/daughter) has already been granted international protection in another country of the European Union, you can apply for asylum in this country asking for **family reunification** (*ricongiungimento familiare*) To do so, your relatives have to make a written request to the Italian state; if you are a minor (under 18 years old) you can ask for family reunification in the country of the European union where you have one or more relatives, such as father, mother, brother, sister, son/daughter (minor), uncle, aunt, grandmother.

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 a 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 your country is involved in an international armed conflict or internal armed conflict;
- if, in case you return to your country, there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment that violate your freedom and your dignity.

**IMPORTANT! The application for international protection (*protezione internazionale*) is an individual process** (if you are a parent, your application includes your minor children present in Italy). Applications must be made to the border police (*polizia di frontiera*) when you arrive in Italy by crossing the border by land or sea, or to the Immigration Police (*Questura - Ufficio Immigrazione di Polizia*) near you if you are already in Italy.

**IMPORTANT !** When you ask for international protection you have to explain why you are in danger in your country . In a first moment you don't have to say all the details but only the main reasons why you can't come back to your country . **REMEMBER that poverty and/or your desire to find a job in Italy are not valid reasons to ask for international protection.**

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

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

REMEMBER: from the moment you obtain the permit as asylum seeker until 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 promptly.

### 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 is a police officer who will take a picture of you and take your fingerprints (these procedures are called "*fotosegnalamento*" and "*rilievi dattiloscopici*"); please read paragraph 3.1.

When you apply for international protection, you receive a document which details the date of your appointment to formalise your application for international protection. This is done by filling out the 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 you 3 – 4 months before you are able to formalise your application.

You will be asked for some personal information (name, date and place of birth, nationality, details about family), your documents, your case, your journey from your country to Italy and why you left your country. You can attach to form "C3" a sheet detailing your case and all documents in your possession (e.g. passport, ID card, etc). The police will keep the original version of the C3 form and give you a copy to keep with you.

At the end of this procedure, the police issues a "**attestato nominativo**", meaning that you are waiting for confirmation of asylum seeker status, which is usually released after 30 days. Once form "C3" has been completed and processed, you receive the "**permission to request international protection**", which lasts for 6 months and with this permit of stay you have the right to work after two months from the issue date.

#### REMEMBER:

- When you fill out 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 make your case (called "memoria"), which you must present to the Commission which will evaluate 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 to attend a hearing with the Commission is not clearly defined. It usually ranges from 6 to 12 months and depends on the Commission that will evaluate your application and on the number of applicants who attended 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 your address, where you will be sent all communications relating to your request for international protection. Inform the police whenever you change address;
- Always keep copies of all the documents that you submit to the police headquarters, the Prefecture and the Commission and all the memos that you receive from these authorities.

#### **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 a residence permit for asylum seekers?**

- all rights listed at the beginning of this guide in **paragraph 1.1**;
- right to remain on Italian territory until your application has been assessed by the territorial Commission (to which you will have to make your case) and, in case of refusal (e.g. asylum request rejected) until the final decision is taken in response to the application against the refusal;
- right to be admitted to a facility for asylum seekers with accommodation, meals and all the necessary facilities until you meet the Commission that will evaluate your application, and even until the final decision in the event of an appeal against a refusal;
- right to have a sociocultural 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, attend medical screenings and medical examinations);
- right to work (2 months after the first residence permit has been issued, 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 evaluated by a specific organ called the "*Commissione Territoriale*", which is usually found in the city or region where you are situated. 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 case (called "memoria") and will send it to the territorial commission.

When preparing your case or "*memoria*", pay attention to the following points and, in any case, ask for help with 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's hearing (e.g. medical examinations, medical and/or psychological report, documents from your country), bring them with you on the day of the hearing and deliver them to the relevant authorities during the interview.

- 1) you need to say the country you are from, your citizenship, your place of birth and your address, for how many years you attended school, what you were doing in your country, the composition of your family, if you are married and if you have children; your ethnicity, your religion and your belonging to particular social group or political parties;
- 2) you need to explain why you left your country and if you were a victim of violence (for example: detention, torture, sexual or physical violence, genital mutilation, threats of obligations made by your partner, your religion or your political party). It is also relevant if one of your relatives was a victim of this kind of violence.
- 3) You need to explain how you left your country: the countries you crossed during your journey, the means of transport you used, how much money you had to pay, if you were detained, tortured or threatened, if you . It is also important to explain in details why you can't return to your country, if in your country there are laws or habits violating your rights and your freedom and the reasons why you can't ask for help to your family or to the police. Remember to tell if you are still in contact with someone in your country.

For further information read the **FACT SHEET n.2** and in any event, ask for help with 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's hearing (e.g. medical examinations, medical and/or psychological report, documents from your country), bring them with you on the day of the hearing and deliver them to 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 an official.

**IMPORTANT!**

- what you say during the hearing will be transcribed on 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 documentation 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 the hearing at the relevant "*Commissione Territoriale*".  
IMPORTANT! In the decision phase the Commission may require additional documentation. Seek help from officials at the 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 you refugee status or subsidiary protection;
- refuse the application for international protection but request that the police grant you a residence permit on humanitarian grounds lasting for 2 years;
- refuse the application for international protection and any other form of protection and an expulsion order from Italian territory within 30 days; in this case, contact a lawyer to submit an appeal;
- refuse 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; even 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 agreement" comes into force

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

-If the Commission confirms 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 confirms your eligibility for subsidiary protection, you can obtain a residence permit with a validity of five years, which you can renew at expiry of the document (after a new evaluation by the territorial Commission). In case you cannot go to the Embassy in your home country, you will be granted permission to travel in the same duration of the residence permit this is also renewable at maturity

→ You may be told by the commission to go to the Embassy of your country even when it could be dangerous for you to do so. You have the right to demand the permission to travel without going to your Embassy.

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 permission will be granted late, that you will not be provided information about the status of your requestor that they will ask you to give additional documentation, which is 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 travel documentation if you obtained refugee status or the right to travel 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 social assistance provided to every Italian citizen: you can obtain a social allowance, the pension for the disabled, *esenzione sanitaria* (which means you don't have to pay for medicine), maternity allowance, allowance for household 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;
- for those who have obtained refugee status, you can also apply for an extension of refugee status to children and get married in Italy, requesting UNHCR clearance

## **5.8 What happens if you are granted the humanitarian protection?**

If the Commission denies the application for international protection but recommends that the Police grant you a residence permit on humanitarian grounds, you can obtain a residence permit with a validity of two years, which you can renew at expiration after a new evaluation by the Commission. In case you cannot go to the Embassy in your home country, you will be issued permission to travel during the validity of your residence permit. Which is also renewable at maturity.

Your permit of stay for humanitarian reasons can also be converted into a residence permit for work if you are in possession of an identity document (passport or travel document) before the expiry of the permit.

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 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 After obtaining the residence permit can you go to another European country?**

If you were granted international protection, subsidiary protection or humanitarian protection, and if you have the electronic residence permit and the document/travel ticket, you have the right to move freely within the territory of the European Union (except Denmark, Great

Britain and Ireland) without visas for a maximum period of three months. The three-month period starts from when you are officially registered by the authorities of the State in which you travelled. That may not coincide with the date of entry into the 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 residency. 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 the Member State.

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

If your application for international protection is declined and you receive a denial by the territorial Commission, you can contact a lawyer to appeal to 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 the territorial Commission is established or the SPAR if you are in such a centre. From the date of refusal 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 at the organisations close to where you are (see CHAPTER SIX) to find a lawyer to take your appeal. You can ask an Italian State aid called "legal aid" i.e.. the possibility to appeal against the refusal free of charge if you have an income less than approximately 11,000 euro.

## CHAPTER 6 USEFUL CONTACTS IN ITALY

The contact list 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. only in the morning and/or afternoon and/or only from Monday to Friday). If you don't find here the contacts for your region or city where you are now, look for 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](mailto:w2eu_info@yahoo.com) or [w2eu@hotmail.com](mailto:w2eu@hotmail.com) and visit [www.w2eu.info](http://www.w2eu.info) and the "[contacts](#)" section.

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

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

**IMPORTANT: If you are in touch with friends, relatives or acquaintances who might arrive in Italy or another European country by sea, tell them to call the ALARM PHONE.** This is not a number for direct rescue but it is an emergency number to

solicit rescue operations. You can also call if there is a risk of expulsion and pushback.

WATCH THE MED ALARM PHONE  
+ 334 86 51 71 61

### LOCAL CONTACTS OF ACTIVISTS, SOCIAL MOVEMENTS AND CENTERS, 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 combatting racism and discrimination. Along with each contact, you will see the kind of help that each organisation can provide. We ask that you use their contact details only if you are located, or are going to be located, in that city/district/region, or if you have a specific reason to contact that organisation. In some cases you will find local 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](mailto:borderline-sicilia@libero.it) facebook: *Borderline Sicilia Onlus* (information, monitoring, support)

#### PALERMO

- **Forum Antirazzista di Palermo** email: [forumantirazzistapalermo@mail.com](mailto:forumantirazzistapalermo@mail.com) facebook: [Forum Antirazzista Palermo](#) (information, political support);
- **Osservatorio contro le discriminazioni razziali "Nouredine Adnane"** email [palermonondiscrimina@gmail.com](mailto:palermonondiscrimina@gmail.com) facebook: [Osservatorio contro le discriminazioni razziali Nouredine Adnane](#) phone 3881749722 (information, support to victims of discrimination);
- **Laici Missionari Comboniani** phone 3280920872 [www.laicicombonianipalermo.org](http://www.laicicombonianipalermo.org) (information);
- **Emergency – Poliambulatorio via G. La Loggia 5/a** phone: **0916529498**. It is open from Monday to Friday from 09:00 am to 07:00 pm (health assistance, social and health advices, social and cultural mediation, information).
- **CLEDU, Clinica legale dei diritti umani** Piazza Bologna 8 – Wednesday mercoledì 15-17 facebook: [CLEDU](#) (information, legal support)

## 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](mailto:astallict@virgilio) (information, legal support, health assistance and Italian lessons).

## SIRACUSA

- **Associazione AccoglieRete** via Piave 167 facebook: *Accoglierete Onlus* (support activities for unaccompanied underage migrants)
- **Emergency – clinic** near the reception center Umberto I: via Canonico Barreca, 7 – phone: 3357203964. from Monday to Friday 9.30 – 13.30 and 15.00 – 18.00 (health assistance, health and social advices, socio-cultural mediation)

## POZZALLO (Ragusa)

- **Caffè Letterario “Rino Giuffrida”** phone 3348361675 facebook: *Caffè letterario Rino Giuffrida*; email: [coopmondoacolori@alice.it](mailto:coopmondoacolori@alice.it) (information, support, Italian lessons)

## RAGUSA

- **Team MEDU (Medici per i Diritti Umani)** in the CAS centers of Ragusa region email [co-sicilia@mediciperidirittiumani.org](mailto:co-sicilia@mediciperidirittiumani.org) phone 3662391554 (information, health assistance, social and health advices);

## SCICLI (Ragusa)

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

## CALTANISSETTA

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

## NAPOLI

- **Associazione Garibaldi 101** phone 3406235274 (information, political and legal assistance, first assistance, support to the victims of torture and the people threatened by camorra);
- **Less ONLUS** Corso Garibaldi 261 - phone: 081455270 E-mail: [info@lessimpresasociale.it](mailto:info@lessimpresasociale.it) (reception services, legal assistance, cultural mediation);
- **Cooperativa Dedalus** [www.coopdedalus.it](http://www.coopdedalus.it) phone 0817877333 – 08119571368 (support to minors and victims of trafficking, cultural mediation);
- **Emergency – ambulatorio** via Pacioli, 95 phone 0811 9579909 from Monday to Friday 09.00 am – 01:00 pm and 02.00 – 06.00 pm (health assistance, health and social advices, information);

## CASERTA

- **Csoa Ex Canapificio** [www.csaexcanapificio.it](http://www.csaexcanapificio.it) Viale Ellittico, 27 - Caserta - phone 0823216332 email [info@csaexcanapificio.it](mailto:info@csaexcanapificio.it) **Call center** 3804739467: Tuesday and Friday from 09:00 am to 01:00 pm (reception, information, legal support. Wednesday and Friday desk office fo immigrants and refugees);
- **Emergency – ambulatorio di Castelvolturno** via Domitiana, 288 Castel Volturno (Caserta). Phone 342 0999790. It is open from Monday to Friday from 09:00 am to 06:00 pm (health assistance, health and social advices, socio-cultural mediation, information).

## REGGIO CALABRIA

- **Emergency – Poliambulatorio di Polistena** via Catena, 45 – Polistena (Reggio Calabria) phone 0966 444400. It is open from Monday to Friday 09.00 am – 06:00 pm (health assistance, health and social advices, socio-cultural mediation, information);

## **BARI**

- **Rivoltiamo la precarietà** facebook: [Rivoltiamo la Precarietà](#) (information, housing emergency);
- **Associazione Gruppo Lavoro Rifugiati** Corso Sonnino 23 phone 0805530917 email [glrbari@hotmail.it](mailto:glrbari@hotmail.it), website [gruppolavororifugiati.wordpress.com](http://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](mailto:medupuglia@gmail.com) (health assistance, helath and social advices, information).

## **CAGLIARI**

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

## **CENTRAL ITALY**

### **ROMA**

- **Yo Migro – Strike spa** Via Umberto Partini n. 21 email: [segreteria@yomigro.org](mailto:segreteria@yomigro.org) facebook: [Yo Migro Roma](#) (healt advice, political and legal support);
- **Lab! Puzzle** Via Monte Meta n. 21 – email: [info.scuolaitaliano@gmail.com](mailto: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](mailto:sportello.infomigrante@gmail.com) facebook: [Esc infomigrante](#) (information, Italian lessons);
- **Action Diritti In Movimento:** Social support desk, Wednesday 3- 5 pm via di santa croce in gerusalemme 57-59, [actiondirittinet@gmail.com](mailto:actiondirittinet@gmail.com) (legal, medical and work support); **Scuola popolare Icbie Europa Onlus** Wednesday 18-20 (Italian lessons)
- **Centro Baobab – Infopoint** Via Cupa 5 (every day from 10 am to 7 pm) email [amicidelbaobabroma@gmail.com](mailto:amicidelbaobabroma@gmail.com) facebook: [amicidelbaobab.wordpress.com/](http://amicidelbaobab.wordpress.com/) (information);
- **MEDU (Medici per i Diritti Umani) – Mobile clinic for rights** Via dei Zeno, 10 phone 3343929765 (information, first health assistance, health and social support);
- **Laboratorio 53** Via Valeriano 3F phone 3286640571 / 3297297314 email: [info@laboratorio53.it](mailto:info@laboratorio53.it) (Italian lessons, legal support, psychological support);
- **Senza confine** Via di Monte Testaccio 23, Monday and Wednesday 06:00 – 08:00 pm tel. 0657289579 (legal support);
- **Asinitas Onlus** Via Ostiense, 152/b email: [contatti@asinitas.org](mailto:contatti@asinitas.org) (information, italian lessons for asylum seekers, for women and for children);
- **Associazione di volontariato Binario 15 Onlus** – Stazione Ostiense phone 329 224 3129 Email: [info.binario15@gmail.com](mailto:info.binario15@gmail.com) (information, logistic support);
- **Medici senza camice**, oevery two weeks on Friday from 6 to 8 pm in SPINTIME in Action via santa croce in gerusalemme 57-59 (health support);
- **Casa dei diritti sociali: Centro di Tutela e Orientamento** Via Giolitti N. 225-00185 Roma phone 06.4461162 email: [esquilino@dirittisociali.org](mailto:esquilino@dirittisociali.org); **scuola di italiano (Italian school)** via Giolitti N. 241 phone 3338040906 (information, legal support, Italian lessons);
- **Progetto Diritti** via Ettore Giovenale 79 email: [segreteria@progettodiritti.it](mailto:segreteria@progettodiritti.it) Monday and Tuesday from 9.30 to 12.30 and from Monday to Friday from 04:30 to 07:30 pm (legal and health support).

### **ANCONA**

- **Ambasciata dei Diritti** phone 3475349286 email [ambasciata@glomeda.org](mailto:ambasciata@glomeda.org) [ambasciatadeidiritti.blogspot.it/](http://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](http://www.mediciperidirittiumani.org) (information, social and medical support);
- **Gli Anelli Mancanti Onlus** Via palazzuolo 8 – phone 0552399533 email: [glianellimancanti@yahoo.it](mailto:glianellimancanti@yahoo.it) (information, social and medical support, Italian lessons).

## **NORTH ITALY**

### **MILANO**

- **NAGA: Clinic** (from Monday to Friday 8:30am - 2 pm) and **Information Desk SOS Expulsions** (legal support against expulsions, detentions, rejections of asylum applications) from Monday to Friday from 07:00 to 09:00 pm – phone 0258102599. Via Zamenhof 7A;
- **Centro NAGA Har per richiedenti asilo, rifugiati, vittime della tortura (Centre for asylum seekers, refugees, victims of torture)** – Via San Colombano, 8 – Milano. It is open every day from 02:30 to 06:30 pm. Phone and fax 02 39 25 466-338 67 57 563;
- **Associazione Interculturale Arci “Todo Cambia”** Via Oglia 21 Monday from 06.15 to 08.30 pm; email: [info.todocambia@gmail.com](mailto:info.todocambia@gmail.com) (information, legal advice)
- **Associazione “SOS ERM” (Emergenza Rifugiati Milano)** Sottopasso Mortirolo (Stazione Centrale) [soserem.wordpress.com](http://soserem.wordpress.com) facebook: *SOS ERM* (first help, information)
- **Comitato “Cambio Passo”** phone 3511073743 / 3512116910 (from 5 to 12 pm) email: [comitatocambiopasso@gmail.com](mailto:comitatocambiopasso@gmail.com) facebook: *Cambio Passo Milano* (information about reception services, legal support and assistance);
- **Emergency - Politruck** from Monday to Friday from 11 am to 06 pm phone 3441996250 (health assistance, social and health advices, 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](mailto:bressoamisuradi@gmail.com) [www.bressoamisuradi.it](http://www.bressoamisuradi.it) (information, political support)

### **EMILIA ROMAGNA**

- **Coordinamento migranti Emilia Romagna** [coo.migra.bo@gmail.com](mailto:coo.migra.bo@gmail.com), phone 3275782056 (information, political and legal support).

### **BOLOGNA**

- **Sportello Migranti:** Centro sociale TPO – Via Casarini 17/4 Bologna, Wednesday from 6 to 8 pm (information, political and legal support);
- **Refugees Welcome Point - Labas Occupato** – Via Orfeo 46, Wednesday from 5 to 10 pm, (housing information) and Thursday from 6 to 8 pm for 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](https://www.facebook.com/Sportello-Medico-Giuridico-XM24) (free medical and legal support).

### **BRESCIA**

- **Cross Point** [cross-point.gnumerica.org/](http://cross-point.gnumerica.org/) via Battaglie 33/b (information, political and legal support).

### **VENEZIA-MESTRE**

- **Associazione SOS Diritti** phone 3285548382 email: [sosdirittivenezia@gmail.com](mailto:sosdirittivenezia@gmail.com) (support, information about local services);
- **Scuola di Italiano Liberalaparola** (presso Centro Sociale Rivolta) [liberalaparola.wordpress.com](http://liberalaparola.wordpress.com) email: [liberalaparola@gmail.com](mailto: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 from Monday to Friday 09:00 am – 06:00 pm (health assistance, 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/) <http://www.casadeibenicomuni.org/> (information, Italian lessons and legal support).

## PADOVA

- **Scuola “Libera la Parola”** presso CSO Pedro in via Ticino, 5 email: [liberalaparola@live.it](mailto:liberalaparola@live.it) (Italian lessons, information, political support);

## TRENTO

- **Centro sociale Bruno** Via Lungadige San Nicolò 4 - phone 3289173733 email: [csabruno@gmail.com](mailto:csabruno@gmail.com) (information, political support, Italian lessons);

- **Centro Astalli** Via alle Laste, 22 Tel. 0461 1238720 email: [segreteria.astallitn@vsi.it](mailto:segreteria.astallitn@vsi.it) (information, legal support, cultural mediation, Italian lessons).

## VICENZA

- **Centro Sociale Bocciodromo** via Rossi, 198 <http://bocciodromo.blogspot.it/> facebook: [Bocciodromo Vicenza](https://www.facebook.com/BocciodromoVicenza) (information, political support);

## TORINO

- **Comitato Solidarietà Rifugiti e Migranti - Ex-Moi occupata** Phone 3293384406 email: [comitatosolidarietarifugiati@gmail.com](mailto:comitatosolidarietarifugiati@gmail.com) facebook: [Exmoi Occupata rifugiati](https://www.facebook.com/ExmoiOccupatarifugiati) (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](mailto:contact@csoagabrio.info) facebook: [Csoa Gabrio](https://www.facebook.com/CsoaGabrio) (information, political and legal support, health care);

- **ASAI - Associazione dei Animazione Interculturale Via S. Anselmo 27/e** phone 011657114 email: [info@asai.it](mailto:info@asai.it) [www.asai.it](http://www.asai.it) (information, Italian lessons);

- **Associazione Mosaico – Infopoint** Casa del Quartiere di San Salvario, via Morgari 14, 10125, To (Wednesday ore 3 – 6 pm) phone 3203895841 [mosaicoar@gmail.com](mailto:mosaicoar@gmail.com) [www.mosaicorefugees.org](http://www.mosaicorefugees.org) (information, legal and social and medical assistance);

- **Camminare insieme - ambulatorio medico gratuito** Via Cottolengo 24/A phone 0114365980 [www.camminare-insieme.it](http://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](mailto:info@camminidisalute.org) [www.camminidisalute.org](http://www.camminidisalute.org) (medical and social assistance and support, psychological support, information).

## VERONA

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

## 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](mailto:retedirittifvg@gmail.com) (information, support);

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

## PORDENONE

- **Rete Solidale Pordenone** facebook: [Rete Solidale Pordenone](https://www.facebook.com/ReteSolidalePordenone) Mail: [retesolidalepn@gmail.com](mailto:retesolidalepn@gmail.com) (information and support);

- **Associazione Immigrati di Pordenone:** email: [assomigrapn@gmail.com](mailto:assomigrapn@gmail.com) (information and legal support).

## UDINE

- **Associazione Ospiti in Arrivo** [ospitinarrivo@gmail.com](mailto:ospitinarrivo@gmail.com) - facebook: [Ospiti in Arrivo](https://www.facebook.com/OspitiinArrivo) (information, logistic and political support, information about the local services)

## TRIESTE

- **Refugees Welcome to Trieste** facebook: [Refugees Welcome to Trieste](https://www.facebook.com/RefugeesWelcomeToTrieste) (information, political and logistic support);

- **Casa delle Culture** -Via Orlandini 38 facebook: [Casa delle Culture Trieste](https://www.facebook.com/Casa-delle-Culture-Trieste) [www.casadelleculture.info/](http://www.casadelleculture.info/) (information, political and logistic support);
- **ICS - Consorzio Italiano di Solidarietà** Via Di Scorcola n. 2 phone 00403476377 email: [info@icsufficiorifugiati.org](mailto:info@icsufficiorifugiati.org) (support, information, legal advice, first and second reception).

### **GENOVA**

- **Casa di Quartiere Ghattup** - Sportello “Sans papier” - Comunità di San Benedetto al Porto Vico Croce Bianca, 7 (information)

### **VENTIMIGLIA**

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

### **GORIZIA**

- **Aps Tenda per la Pace e i Diritti** email: [tendapace@gmail.com](mailto:tendapace@gmail.com) (political, legal and logistic support);
- **Insieme con voi Onlus** [insiemeconvoi.gorizia@gmail.com](mailto:insiemeconvoi.gorizia@gmail.com) facebook: *Insieme con voi* ( information and first assistance);
- **MSF (Medici Senza Frontiere)** ex asilo San Giuseppe via Vittorio Veneto 74 phone 3807788682 email [msfocb-gorizia-fieldco@brussels.msf.org](mailto:msfocb-gorizia-fieldco@brussels.msf.org) (health assistance, social and health advices, 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 ASSISTANCE AND HEALTH/SOCIAL ADVICE***

- **Emergency** Via Gerolamo Vida 11, Milano phone 02881881 email: [info@emergency.it](mailto:info@emergency.it)
- **MEDU (Medici per i Diritti Umani)** - Roma Via dei Zeni, 10 phone 0697844892 mobile 3343929765 email: [posta@mediciperidirittiumani.org](mailto:posta@mediciperidirittiumani.org) [www.mediciperidirittiumani.org](http://www.mediciperidirittiumani.org)
- **MSF (Medici Senza Frontiere)** Via Magenta 5 - Roma phone 0688806000 email: [msf@msf.it](mailto:msf@msf.it)
- **Croce Rossa Italiana** free number: 800166166 website [www.cri.it](http://www.cri.it) email: [urp@cri.it](mailto:urp@cri.it)

### ***INFORMATION AND LEGAL SUPPORT***

- **A-DIF (Associazione Diritti e Frontiere)** email: [info@a-dif.org](mailto:info@a-dif.org) facebook: ADIF (for information, legal support);
- **ASGI (Associazione Studi Giuridici sull’Immigrazione)** email: [segreteria@asgi.it](mailto:segreteria@asgi.it), [info@asgi.it](mailto:info@asgi.it)  
**Service against discrimination: antidiscriminazione@asgi.it** Phone: 3894988460 / 0114369158 / 0432507115; you can find ASGI lawyers in many Italian cities
- **Associazione Onlus “Avvocato di strada”,** Headquarters: Via Malcontenti 3, Bologna phone 051 227143 - email: [info@avvocatodistrada.it](mailto: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, Torino, Trieste, Venezia, Verona, Vicenza.

### ***ASYLUM SEEKERS AND REFUGEES***

- **UNHCR – United Nations High Commissioner for Refugees** Address: via Alberto Caroncini, 19 - 00197 Roma - Phone: 06 80212;
- **C.I.R. (Italian Refugee Council)** Headquarter: Via del Velabro 5/A Roma tel. 0669200114 email: [cir@cir-onlus.org](mailto:cir@cir-onlus.org). You can find C.I.R. in Catania, Caserta, Salerno, Bologna, Milano, Bergamo, Verona and Gorizia.

## **SUPPORT TO MINORS**

- **Terre des Hommes** Via M. M. Boiardo 6, Milano phone 02 28970418 email: [info@tdhitaly.org](mailto:info@tdhitaly.org)
- **Save the Children** Via Volturmo, 58 Roma phone 064807001 email: [info.italia@savethechildren.org](mailto:info.italia@savethechildren.org)

## **OTHER ORGANIZATION/ASSOCIATIONS THAT PROVIDE SERVICES**

- **ARCI: Free number: 800 905 570** - Address: via dei Monti di Pietralata, 16 - 00157 Roma (information, support and advice);
- **Caritas: Address:** via delle Zoccolette, 19 - 00183 Roma Phone: 06 6861554 – 06 6875228 (first reception, information, other reception services);
- **Centro Astalli – Servizio dei Gesuiti per i rifugiati in Italia** Address: Via degli Astalli, 14, 00186 Roma Phone: 06 6781246 / 06 67700306 (for information, legal support for asylum application, health assistance, 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 the organisations where you are located for information, so that you can be directed to another place. Remember that in some of these places you could be asked to show a document*

## **SOUTH ITALY**

### **CATANIA**

*where to eat*

- **Help Center Caritas** Piazza Giovanni XXIII (opposite the train station) phone 095530126;
- **Cavalieri della Mercedes** 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 telefono 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, 6 2 (P. Cavour), phone 0815571332;
- **Centro Astalli Sud** Via Mazzini, 7- Grumo Nevano (NA) Tel. 0815054921.

## **CENTRAL ITALY**

### **ROMA**

*where to eat*

- **Caritas “Giovanni Paolo II”** (Soup kitchen during the day) Via delle Sette Sale 30 phone 0688815230;
- **Caritas “Don Luigi Di Liegro”** (Mensa serale) Via Casilina 144 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 027712 2400
- **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<sup>th</sup> to March 31<sup>st</sup>), phone 02-88447649 for Cold Emergency please show up in Via Ferrante Aporti 3;
- **Comune di Milano** (all year long) phone 0288445238 / 0288445239; Viale Ortles 6;
- **Caritas Ambrosiana Accoglienza per uomini** Via Sammartini 114;
- **Casa dell'accoglienza** (for women and mothers with children) phone 024157866 Via Zurigo 65;
- **Fondazione Casa della Carità Angelo Abriani Onlus** Tel. 02259351201, Via Brambilla 8/10

### **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, Bologna;
- **Centro di accoglienza "Beltrame"** - Via Sabatucci 2;
- **Rifugio notturno della solidarietà** - Via del Gomito 22/2.

### **VENEZIA-MESTRE**

*where to eat*

- **Convento cappuccini Chiesa Redentore** Giudecca 194 (Venezia)
- **Convento Cappuccini** Via Andrea Costa 7 (Mestre)
- **Miani** Via Altobello 4 (Mestre)

*where to sleep*

- **Dormitorio maschile Papa Francesco** via Mameli, 37/m (Marghera) phone 041922167
- **Dormitorio maschile Betlemme** Castello 2129 (Venezia) phone 0415289888
- **Dormitorio femminile Betania** Cannaregio 2601/a (Venezia) 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 telefono 010255972;
- **Associazione San Marcellino** Via al Ponte Calvi 2/4 tel.0102470229  
[segreteria@sanmarcellino.it](mailto:segreteria@sanmarcellino.it).

## **VENTIMIGLIA**

*where to eat and to sleep*

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

## **TRIESTE**

*where to eat*

- Caritas: Via dell'Istria 73 phone 040361005 (lunch 11:30 – 12:30, dinner 18:00 – 19:00);

*where to sleep*

- Comunità di S.Martino al Campo, Via Udine 19 (go to the office opposite the Central Station in Piazza della Libertà 8, the office opens every day from 6 to 8 pm).

## **UDINE**

*where to eat*

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

## **TRENTO**

*where to eat and to sleep*

- **Cooperativa Punto d'incontro** via Del Travai 1 phone 0461984237

## **TORINO**

*where to eat and to sleep*

- **Sermig – Arsenale della Pace** Piazza Borgo Dora 61 phone 0114368566 [www.sermig.org](http://www.sermig.org) ; (for women the address is Lungo Dora Agrigento 61)
- **Asili notturni Umberto I** Via Ormea 119 phone 0115660804 [www.asilinotturni.org](http://www.asilinotturni.org)

*where to sleep*

- **Casa di ospitalità notturna Cooperativa Stranaidea** Via Carrera 181
- **Casa di ospitalità notturna Coop. Animazione Valdocco** Via Ghedini 6

## CHAPTER 7 TRAVELING 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](http://www.trenitalia.it) or call the number 892021.

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

<i>DEPARTURE CITY</i>	<i>ARRIVAL CITY</i>	<i>NUMBER OF DAILY TRAINS</i>	<i>PRICE (euro)</i>
CATANIA	ROMA	4 daily trains	from 39 to 69
CATANIA	MILANO	1 daily train	from 69 to 110
ROMA	MILANO	4 daily trains	from 19 to 51
ROMA	BOLOGNA	4 daily trains (same departure times of trains from Rome to Milan)	from 19 to 37,5
ROMA	FIRENZE		
ROMA	VENEZIA	3 daily trains	from 29 to 54
UDINE	MILANO	2 daily trains	from 29 to 51
UDINE	VENEZIA	Every hour from 4:31 to 22:07	11,65
TRIESTE	MILANO	3 daily trains	from 29 to 53,5
TRIESTE	VENEZIA	Every hour from 5:15 to 22:06	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
VENEZIA	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](http://www.baltour.it) - phone 0039 (0)861 1991900

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

- SALEMI (Sicily): [www.autoservizisalemi.it](http://www.autoservizisalemi.it) - phone 0039 (0)923-9811020\_

- SAIS AUTOLINEE (Sicily): [www.saisautolinee.it](http://www.saisautolinee.it) toll-free number 800211020 - from mobile phone 199244141

**General information about the main connection between Catania, Rome and Milan:**

CATANIA	ROME	3 buses a day	40 - 43 euro	SAIS AUTOLINEE AND SALEMI
CATANIA	MILAN	3 buses a day	69 - 78 euro	BALTOUR/SALEMI
ROME	MILAN	4 buses a day	19 - 48 euro	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 in 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 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 euro). From Milan Central to Bern and Basel there are 3 trains a day (from 29 euro)

**For schedules and exact prices contact:**

- Trenitalia: [www.trenitalia.it](http://www.trenitalia.it)- phone 892021

- Trenord [www.trenord.it](http://www.trenord.it) – phone 0039 (0)2-72494949

- FFS (Swiss railways): [www.ffs.ch](http://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 - Venezia - Tarvisio - Klagenfurt (Austria) - Villach (Austria) - Vienna (Austria) - Munich (Germany) (prices from 95 euro)

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

### For schedules and exact prices contact:

- Trenitalia: [www.trenitalia.it](http://www.trenitalia.it)- phone 892021

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

## FRANCE



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

From 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 Cannes, Nice ville and Grasse.

“Thello” trains from Milan Central to Nice and Marseille via Turin, Genoa and Ventimiglia (prices from 30 euros)

and from Venezia-Mestre to Dijon and Paris (France) via Padova, Vicenza, Verona, Brescia and Milan (prices from 67 euros)

**For schedules and exact prices contact:**

- Trenitalia: [www.trenitalia.it](http://www.trenitalia.it)- phone 892021

- SNCF (French railways): [www.sncf.com](http://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.it](http://www.eurolines.it)[www.baltour.it](http://www.baltour.it) phone 0039 (0)861 1991900 - email: [info@baltour.it](mailto: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 INTERIOR (MINISTERO DELL'INTERNO):** is the central administration of the state which has primary authority on issues of immigration and asylum.

**PREFECTURE (PREFETTURA):** is the administrative body of the Ministry of Interior, the decentralised Office of Internal Affairs of the province and the Government's territorial Office.

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

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

**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, who is not married and is located in a European country, unaccompanied by a responsible adult who is older than eighteen years..

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

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

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

**DUBLIN REGULATION (REGOLAMENTO DUBLINO):** European regulation that establishes the state responsible for examining an asylum application.

**VERBALIZATION (VERBALIZZAZIONE):** phase of the asylum procedure where at the police headquarters the form 3 is filled out (written questions asking for information about the applicant, his/her family and the way you had taken to arrive in Italy).

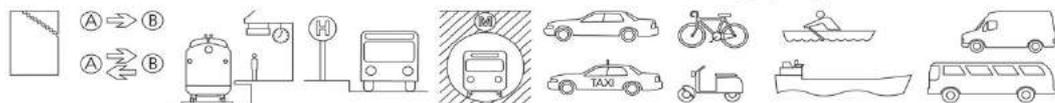
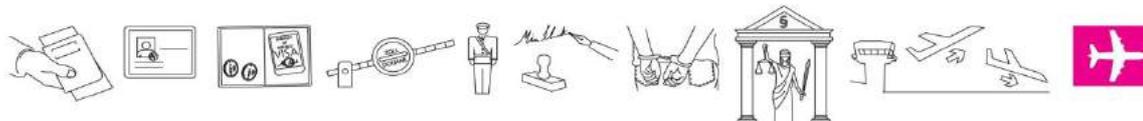
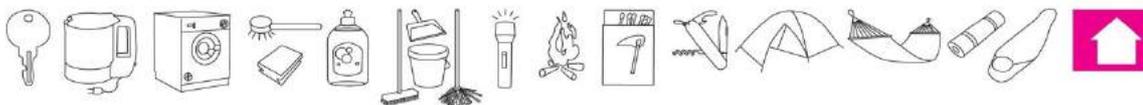
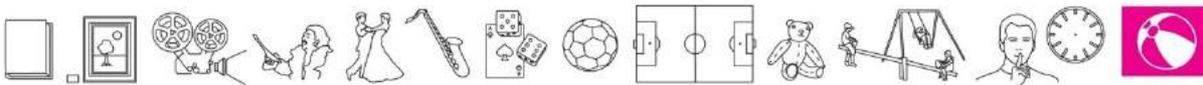
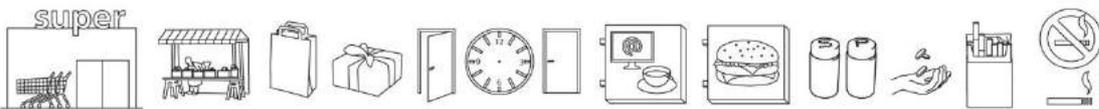
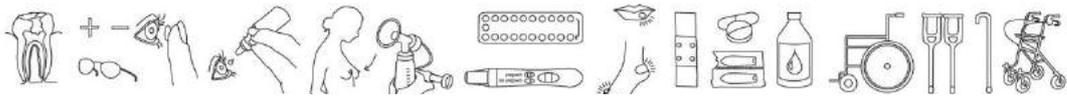
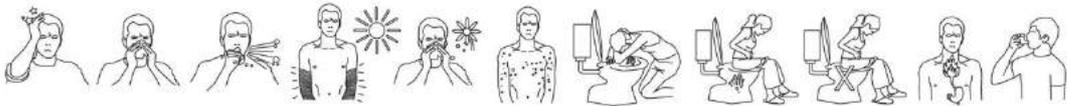
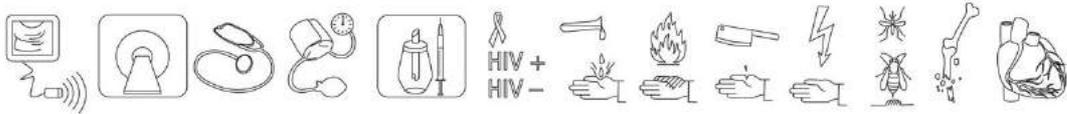
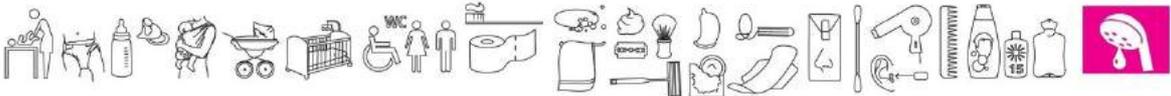
**SCHENGEN AREA (SPAZIO SCHENGEN):** free circulation area that includes a group of 26 European countries, including 22 EU Member States. 22 European states of the 28 take part with the exception of Britain and Ireland (opt-out), Cyprus, Croatia, Bulgaria and Romania. In addition: Iceland, Liechtenstein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

## ITALIAN-ENGLISH DICTIONARY AND PHRASEBOOK

<b>Introduce yourself</b>			
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...
<b>Family</b>			
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 ...
<b>Asking for and giving information</b>			
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?
<b>Health</b>			
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
<b>Clothes and other things</b>			
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
<b>Directions, places and transportation</b>			
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
<b>Directions, places and transportation</b>			
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

<b>Documents and political asylum</b>			
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	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 can't 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 am in 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**

### **POSSIBLE NEWS IN ITALY AND EUROPE FROM END OF 2015**

#### **Hotspots**

The opening of hotspots assures that 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 signed as "economic migrants" and may receive a decree of refoulement/expulsion/retention and therefore cannot apply for international protection. 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*" (that is, a refusal sheet that "calls on" migrants to leave the country within 7 days. Everybody who is stopped in the Italian territory with this document will risk ending up in a CIE (identification and expulsion centres).

The plan is to concentrate the arriving migrants in some ports, especially in Sicily, where all procedures should be carried out, such as health screening, pre-identification, recording, photo-Dactyloscopic surveys and signalling. A hotspot has already been opened in Lampedusa and a further three will follow in Pozzallo, Porto Empedocle and Trapani, which will add to those in Augusta and Taranto. After medical screening every person will be interviewed by immigration officials who will fill out the so-called "*foglio notizie*", with biographical data, photo, basic information and information on the applicant's wish to request international protection. Based on these procedures, people will be marked and a photo will be taken of them and they will be identified as CAT2 (illegal entry) except those who will be considered relocatable (CAT1: asylum-seekers) or even those who demonstrate willingness to apply for international protection and therefore, will formalise the intention by completing the form C3, in facilities for asylum seekers (regional hubs), to where they will be transferred after registration. Those belonging to CAT1 will be in a position to be relocated to other EU countries. They will have to complete, with the support of EASO officials, a specific form C3 in English. Those considered as CAT2 will be transferred, by buses or planes, to centres of identification and expulsion (CIE).

#### **Relocations**

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

Those who are not from these countries and choose to ask for protection in Italy will likely be transferred from 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-reporting are likely to be imprisoned within the CIE (see FACT SHEET n.4).

#### **Forced returns and bilateral agreements**

In 2015 almost 4000 migrants were deported to their countries of origin, deemed not to be entitled to political asylum or to receive humanitarian protection. 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.

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

When applying for international protection (political asylum), you have to prepare your case (also called "memoria") which you must then present to the Commission to which you were assigned, and they will then evaluate your application for international protection. In any case, remember that you will be helped by the operators of the centre and by your lawyer. He/she will help you both in preparing your case (or "memoria") and in preparing the hearing with the Commission.

Below we give you **some tips on how to prepare your case in the best way:**

**1)** at the beginning you have to state your home country and your citizenship, your city of birth and your city of residence, years of schooling and education, work and who was your parents, if you have a husband/wife and children; your ethnicity, your religion and if you belong to groups or political parties;

**2)** then explain why you had to flee and give details about all the violence you suffered and the problems you have had (e.g. prison, torture, violence, abuse, rape, mutilation, female genital mutilation or similar, threats, constraints in choosing a husband and/or wife, religion, etc ...) also if somebody in your family has experienced one of these problems; you have to explain these problems even if the threats or violence or persecution stem from something bad you have done in your home country (such as incidents that caused the death of somebody, culpable homicide, voluntary manslaughter because they belonged to any 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 payment for crossing; then you have to 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 specify also if you are still in contact with someone in your home country.

**IMPORTANT!**

Starting from the moment you apply for international protection (political asylum) you must start to try to keep any document, letter, report, certificate that can substantiate what you say, showing that based on your membership of a group, ethnicity, religion, sexual orientation, etc., your life and your freedom would be in danger. If you can, send an original letter from a friend or family member who is still in your country of origin. They should attach any document with your name and the letter should say that you cannot return to your country because you are in danger. Explain also the reasons for this danger. (you can also use email and facebook as sources of evidence).

You can have other documents directly in Italy: photographs of signs of torture or injury, medical certificates, medical reports showing that scars and injuries are related to the story you told. If you are religious you can obtain a report 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 place names in your town/village/ (such as names of squares, churches, mosques, mountains, rivers, highways); if you are part of a political party or group, say the names of the leaders, the colours of the coat of arms, etc. ; if you are being persecuted because you are homosexual, say when and how you found out and if there are associations which help you in your country; if you are persecuted because of your religion, the name of an iman, bishop or head; when you talk about specific events (such as massacres, conflicts, crashes, etc ...), remember to give exact dates and locations.

**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](#))

**News according to the latest laws concerning arrival and reception of asylum seekers:**

- Welcoming measures apply to applicants for international protection in Italy including borders, transit zones and territorial sea zones since the “*manifestazione della volontà*” to ask for protection (and not by the formalisation of the application – 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 (and no longer after six months) s/he has the option of working in Italy;
- To submit an application for international protection, it is no longer necessary to submit documents related to the domicile;
- The applicant for international protection cannot be held just for the purposes of examining the application for asylum;
- An applicant for international protection may only enter into a reception centre if s/he needs initial 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 stage reception directly, in which, 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* throughout 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 standards on procedures:**

- The applicant for international protection must be heard by the territorial Commission where the reception centre has its seat;
- An 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, which we listed above, and has enough reasons to award subsidiary protection. Once informed, the applicant has three days to decide whether 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.

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

→ **Why did you receive a expulsion paper (“*foglio di via*”)?**

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

- If you entered Italy without going through the border post;
- If you entered Italy regularly but you didnot ask for international protection;
- If you have been revoked or refused permission to stay and you have been held in Italy for more than 15 days;
- If your permit expired more than 60 days ago and you have no good reason for not renewing ;
- You have been convicted of a crimeor if you are suspected of having committed serious crimes.

The expulsion is achieved by accompanying you to the frontier or repatriation to the country of origin.  
**IMPORTANT!**

- If you cannot be detained, you are handed a “*foglio di via*” with orders to leave Italy within 5 days.
- Minors, long term resident permit holders, spouses or cohabiting relatives cannot be deported (grandparents/grandchildren, siblings) of Italian citizens, pregnant women or if they are in the first 6 months after birth.

-If you received a deportation order, you have the right to appeal against expulsion within 60 days. If the expulsion order is not executable (for example if you do not have documents proving your identity or you must acquire travel documents), you can be detained in a Centre for identification and expulsion (CIE).

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

The CIE are detention centers where citizens from outside the European Union are held. Those citizens do not have a regular residence permit and are waiting to be expelled. In general, those who are held in a CIE have not committed any crime which could lead to custody. There are five CIEs; they are located in Rome, Caltanissetta, Bari, Torino 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 about what is new and in any case, we suggest that you contact the associations which are in Chapter 6 for information and help).

Under the law (*decreto legge 142/2015*), if you are an asylum seeker you can be held if one of these situations is true:

- you have committed serious crimes;
- you are considered a danger to public order or State security;
- there is an escape risk (for example, in the past you claimed false information to avoid a deportation 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. The purpose of this is to identify the person and expel them into facilities.

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 individual liberties for having broken an administrative arrangement, like 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 can be extended for much longer.

## FACTSHEET N.5

### “CODICE FISCALE, SISTEMA SANITARIO NAZIONALE (S.S.N.), TESSERA STP, TESSERA SANITARIA, MEDICO DI BASE” (FISCAL CODE, NATIONAL HEALTH SYSTEM, STP CARD, HEALTH CARD, GP)

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 permit of stay. In Italy EVERYBODY has the right to healthcare in public and private structures credited to the national health system (S. S. N.)

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

You can obtain the STP card at any health centre in every city (emergency rooms, hospitals, polyclinics, consultancies, etc.) or in the place where you do the first health screening and you only have to declare your details 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 seekers or as a holder of international or humanitarian protection, you can subscribe to the National Health System in the health center of the city where you live. The registration lasts for the period of your permit of stay and can be renew after the renewal of your permit of stay. The S.S.N. Membership gives you access to 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 access the emergency room and receive the necessary treatment.

**IMPORTANT!**

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

– To sign up to the S.N.N. you must carry a self-certification of your residence or a statement of the hospitality of the reception centre where you are;

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

– **IMPORTANT!** To subscribe to 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, consisting of numbers and letters that capture your personal data (name, surname, date of birth, place of birth) and serves to uniquely identify the citizen/foreigner residing in Italy for tax and administrative purposes.

## **FACT SHEET n. 6**

### **THE RIGHTS OF MINORS AND VULNERABLE PEOPLE**

Foreign minors cannot be expelled or deported and police must inform the authorities as soon as possible of their presence to the relevant Courts for minors.

With the new law ([nuovo decreto legge 14](#))<sup>2</sup>, which became law 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, siblings who are not married or an adult legally responsible;
- you are entitled to have a guardian who will help you while you are in Italy (in particular in the procedure of international protection);
- you have the right to search for your family. All the information you need to find them will remain confidential. Remember that according to the Dublin regulation 3, if you have a family member or relative in another European country, you are entitled to reconnect with them.
- you have the right to attend public schools;
- to verify your age you can be subject to the esame del polso 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 located.

You have the right to special measures of help if you are a minor, an unaccompanied minor, a disabled person, a senior, a pregnant woman, a parent alone with a minor, a victim of trafficking or torture, a person with a serious illness or mental disorders.

- Pregnant women and those who have given birth less than six months cannot be expelled and are entitled to a residence permit;
- For victims of trafficking there is a specific path of acceptance and protection in specialised facilities;
- Patients with a physical or psychological condition are entitled to a special reception system which provides specific help;
- Torture victims are entitled to assistance and appropriate medical and psychological care.

## **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 activated a series of assisted repatriation plans through the International Organisation for Migration (IOM). As this programme has been initiated, it is necessary for you to declare your desire to go back to your home country. You can call the free number 800 722071 for more information about the programme.

These programmes can provide concrete help in arranging the trip, pay the costs, in obtaining the necessary documents and give you any support with social and economic reintegration in your home country.

**IMPORTANT!** You cannot receive assisted voluntary return if you have been issued a deportation order .

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

## **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, humanitarian and international security holders, applicants) are entitled to be enrolled in the registry lists of the municipality in which they live.

With the registration you are entitled:

- to receive social assistance and subsidies provided by your municipality;
- to access other social rights including participation in tenders for the allocation of accommodation;
- to the granting of citizenship after a certain period of legal residence in Italy;
- to have an identity card and the registry certificates;
- to request a driver's licence or the conversion of a foreign driving licence.